

**◀ IMPORTANT UPDATE ▶**

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
April 13, 2022	Additional interim rental Op-codes are available in the dealer letter.
January 12, 2022	Interim rental Op-codes are now available in the dealer letter.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: November 17, 2021

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## SAFETY RECALL 21TA09 (Interim Notice 21TB09)

### Certain 2018-2019 Model Year Camry Sudden Loss of Power Braking Assist May Occur NHTSA Recall No. 21V-890

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2018-2019 Camry	mid-January 2017 to mid-September 2018	227,490	0

On November 17, 2021, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2018-2019 model year Camry vehicles.

#### Condition

The subject vehicles have a system that provides power brake assist when the driver depresses the brake pedal. Specific components in a part of this system can prematurely wear and could lead to a sudden loss of power braking assist. Non-power assisted braking will remain functional. However, a sudden loss of power braking assist while driving could increase the risk of a crash.

#### Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect the vacuum pump and repair or replace it, **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 227,490 vehicles covered by this Safety Recall. Approximately 349 vehicles involved in this Safety Recall were distributed to Puerto Rico.

#### Owner Letter Mailing Date

Toyota will notify owners by mid-January 2022.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email, state "Disclosure Form 21TA09/21TB09" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

### Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

## Warranty Reimbursement Procedures

### Loaner Vehicle or Alternative Transportation Reimbursement Procedure

If a customer is uncomfortable driving their vehicle until the remedy is available, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$42 per day.

Op Code (file under designation 21TB09)	Description
22AJH1	Vehicle Rental 1-30 Days
22AJH2	Vehicle Rental 31-60 Days
22AJH3	Vehicle Rental 61-90 Days
22AJH4	Vehicle Rental 91-120 Days
22AJH6	Vehicle Rental 121-150 Days

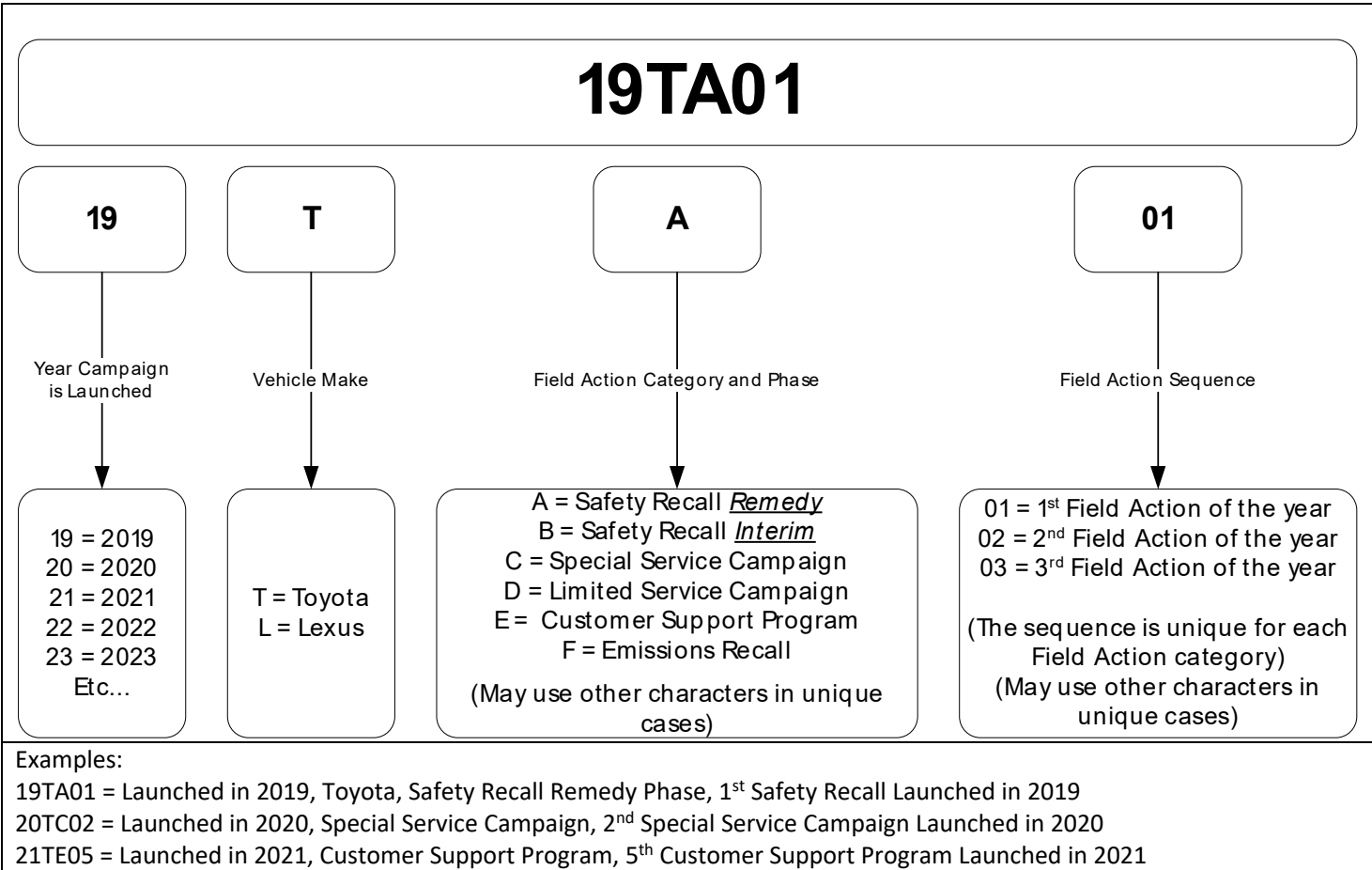
### **NOTE:**

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

**Campaign Designation / Phase Decoder**



**Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.**

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.



## SAFETY RECALL 21TA09 (Interim Notice 21TB09)

Certain 2018-2019 Model Year Camry  
Sudden Loss of Power Braking Assist May Occur

NHTSA Recall No 21V-890

### Frequently Asked Questions



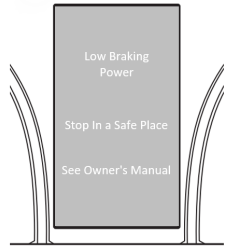
Original Publication Date: November 17, 2021

#### Q1: What is the condition?

A1: The subject vehicles have a system that provides power brake assist when the driver depresses the brake pedal. Specific components in a part of this system can prematurely wear and could lead to a sudden loss of power braking assist. Non-power assisted braking will remain functional. However, a sudden loss of power braking assist while driving could increase the risk of a crash.

#### Q1a: Are there any warnings that this condition exists?

A1a: No. However, if the condition occurs, the driver may observe increased brake pedal effort, warning light illumination and/or an audible chime.

		
Master Warning Light (Yellow)	Brake System Warning Light (Red)	Low Braking Power Message

NOTE: It is possible for the warning lights above to be illuminated and the condition not be related to this safety recall.

#### Q1b: What should I do if my vehicle presents the condition?

A1b: If increased brake pedal effort, warning light illumination and/or audible chimes are observed, the driver should pull over and stop the vehicle in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

#### Q2: What is Toyota going to do?

A2: Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect the vacuum pump and repair or replace it, **FREE OF CHARGE**. Toyota will notify owners by mid-January 2022.

**Q3: When will the remedy become available?**

A3: At this time, Toyota estimates that the remedy can be available in the 2<sup>nd</sup> Quarter of 2022.

**Q4: Which and how many vehicles are covered by this Safety Recall?**

A4: There are approximately 227,490 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Camry	2018-2019	Mid-January 2017 to mid-September 2018

**Q5: What if I previously paid for repairs related to this Safety Recall?**

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: How does Toyota obtain my mailing information?**

A6: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

# TOYOTA

This notice applies to your vehicle:  
[VIN]

## INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is available.

## IMPORTANT SAFETY RECALL (*Interim Notice*)

**Certain 2018-2019 Model Year Camry Vehicles  
Sudden Loss of Power Braking Assist May Occur**  
NHTSA Recall No. 21V-890

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2019 model year Camry vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

### **What is the condition?**

The subject vehicles have a system that provides power brake assist when the driver depresses the brake pedal. Specific components in a part of this system can prematurely wear and could lead to a sudden loss of power braking assist. Non-power assisted braking will remain functional. **However, a sudden loss of power braking assist while driving could increase the risk of a crash.**

### **What should you do?**

**We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. Your local Toyota dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.






## What will Toyota do?

Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect the vacuum pump and repair or replace it, **FREE OF CHARGE** to you. At this time, Toyota anticipates that the remedy will be available in the 2nd quarter of 2022.

**This is an important Safety Recall. You will receive a second notification when the remedy is available.**

If the condition occurs, the driver may observe increased brake pedal effort, warning light illumination and/or an audible chime.

		
Master Warning Light (Yellow)	Brake System Warning Light (Red)	Low Braking Power Message

NOTE: It is possible for the warning lights above to be illuminated and the condition not be related to this safety recall.

If increased brake pedal effort, warning light illumination and/or audible chimes are observed, the driver should pull over and stop the vehicle in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

## What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

**FAX:** 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

**What if you are not the owner or operator of this vehicle?**

*If you are a vehicle lessor*, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

*If you know the current owner or operator*, please forward this letter to them.

*If you would like to update your vehicle ownership or contact information*, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

**Customer Signature** \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name	_____	Customer Email	_____
Customer Address	_____	Home Phone #	_____
	_____	Mobile Phone #	_____
	_____	Date	_____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address	_____	Dealer Code	_____
	_____	Dealer Phone Number	_____
	_____	Dealer Staff Name	_____
	_____	Dealer Staff Signature	_____