

From: Quality Compliance
Sent: Thursday, January 9, 2020 12:17 PM
Subject: SPECIAL SERVICE CAMPAIGN 19TC06 (Remedy Notice) - Certain 2020 Model Year Toyota Avalon, and Camry with 2GR-FKS Engine - Engine ECU Reprogram (Dealer)
Attachments: 19TC06 - TI - Camry Avalon Fuel Cut FINAL 1.8.2020.pdf; 19TC06 - Dealer Package - Avalon_Camry - Rem - Pub - 1.9.20.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign 19TC06 on certain 2020 model year Toyota Avalon and Camry vehicles.

Condition:

The engine ECU in the involved vehicles includes certain erroneous transmission related calibration values. As a result, this software does not match the version intended to be used on production vehicles.

Remedy:

Any authorized Toyota dealer will update the engine ECU software **FREE OF CHARGE**.

Covered Vehicles:

There are approximately 6,500 vehicles covered by this Special Service Campaign. Approximately 30 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model Name	Model Year	Approximate Total Vehicles	Production Period
Avalon	2020	3,400	Early August 2019 - Late October 2019
Camry	2020	3,100	Early August 2019 - Late October 2019

New Vehicles in Dealership Inventory (In-Stock Vehicles)

As of January 09, 2020, there are approximately 2,800 vehicles in new dealer stock.



Dealers ARE NOT to deliver any new vehicles in dealer inventory that are covered by this Special Service Campaign until the remedy has been performed.

Vehicles covered by this Special Service Campaign should 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.

Technician Certification Requirements

- Certified (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

Owner Letter Mailing Date

Toyota will begin to notify owners of involved vehicles in mid-January 2020.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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