

Original Publication Date: January 09, 2020

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

## SPECIAL SERVICE CAMPAIGN 19TC06 (Remedy Notice)

### Certain 2020 Model Year Toyota Avalon, and Camry with 2GR-FKS Engine Engine ECU Reprogram

| Model / Years | Production Period                     | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|---------------|---------------------------------------|----------------------------|----------------------------------------|
| 2020 Avalon   | Early August 2019 – Late October 2019 | 3,400                      | 1,800                                  |
| 2020 Camry    | Early August 2019 – Late October 2019 | 3,100                      | 1,000                                  |



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**

*Refer to Dealer Inventory Procedures section for more details.*



#### 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.

**Owner Letter Mailing Date**

Toyota will begin to notify owners in mid-January 2020. A sample of the owner notification letter has been included for your reference.

*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 Special Service Campaign 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 (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.

**Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Special Service Campaign, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



**NOTE:** Dealerships can order hang tags from the Material Distribution Center (MDC).

| Part Number  | Description                | Quantity    |
|--------------|----------------------------|-------------|
| 00411-140003 | Inspection Mirror Hang Tag | 25 Per Pack |

**Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

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 19TF01" 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, Emission 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, Emission Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## 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 Special Service Campaign. 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 Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

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

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls, Emission Recalls, and Service Campaigns on the vehicle during the time of appointment.

### Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### Vehicles Emission Recall Proof of Correction Form (California only)

As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.***

Booklets can be ordered from the MDC (material number 00410-92007).

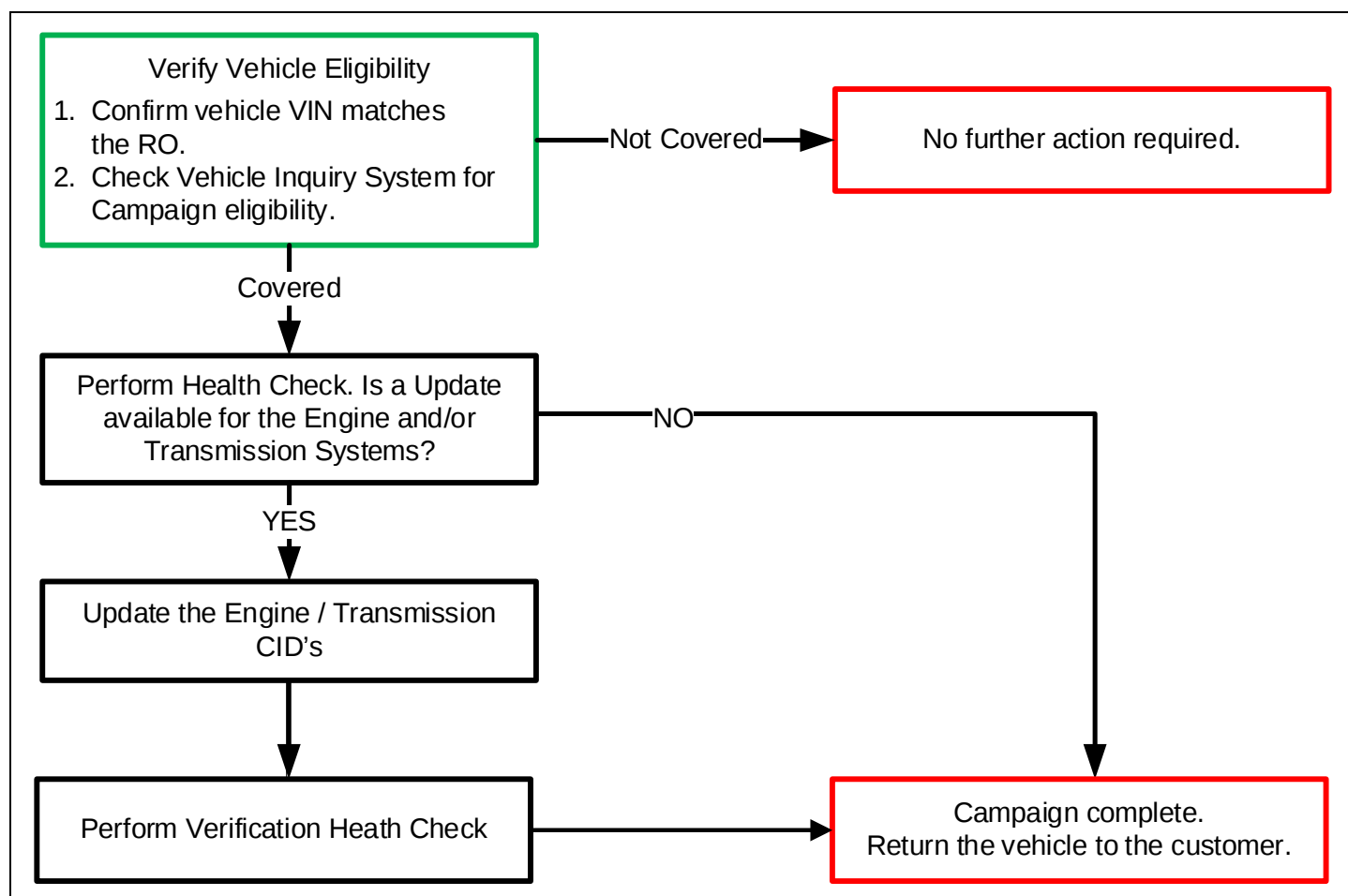
Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by August 03, 2020. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The form is titled "Vehicle Emission Recall – Proof of Correction". It contains the following fields and sections:

- License Number**, **Make**, **Year Model**, **Body Type**, and **Vehicle Identification Number** (a long line for VIN).
- Manufacturer** and **Recall Number**.
- A statement: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws."
- Dealer's Name** and **Address, City, State and Zip**.
- Date** and **Dealership's Authorized Signature**.
- A footer note: "Return this certificate to DMV only when required – otherwise retain for your records."
- A small reference number: "00410-92007".

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



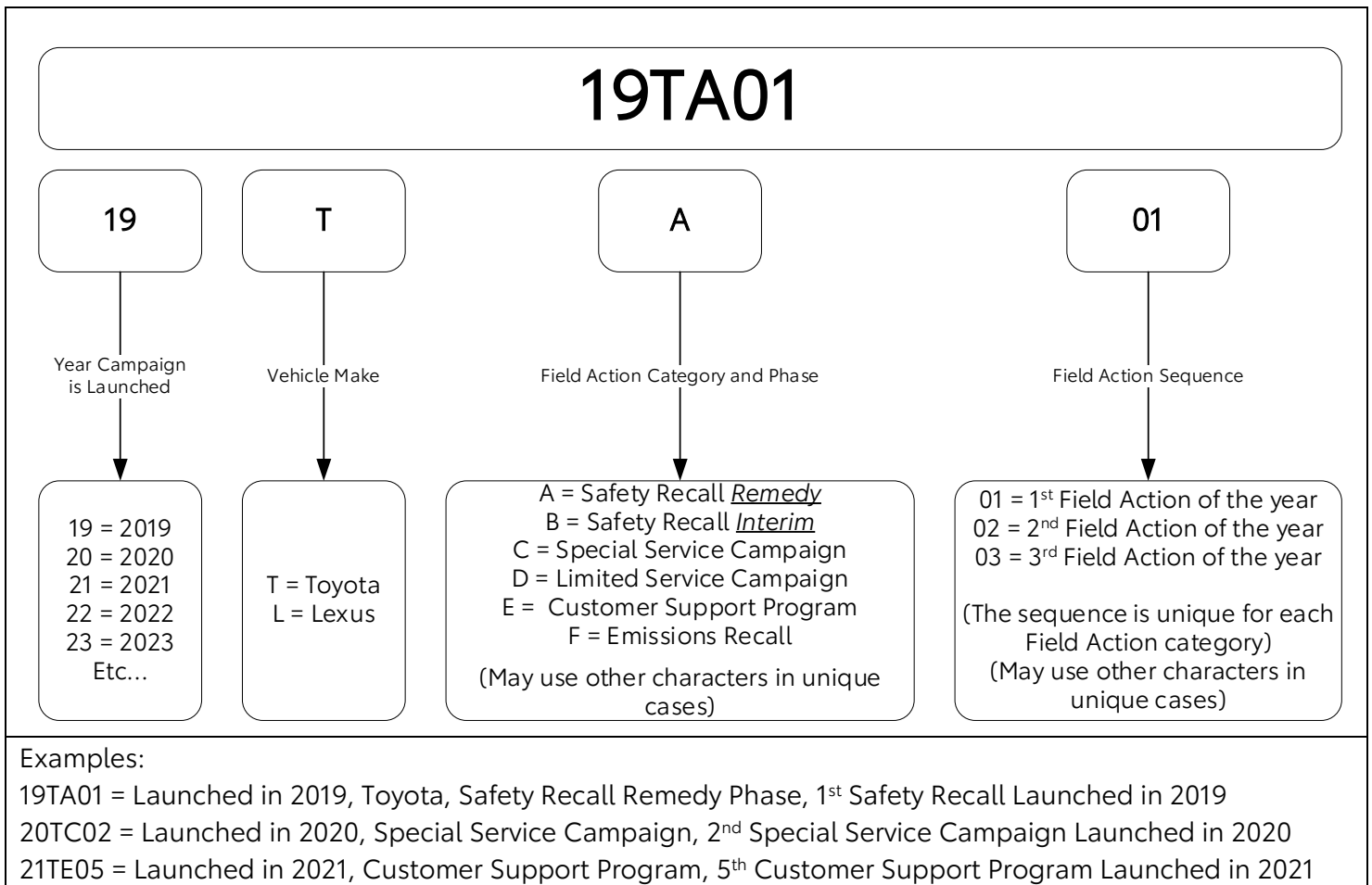
| Op Code | Description              | Flat Rate Hours |
|---------|--------------------------|-----------------|
| 19TC06  | Reprogram the engine ECU | 0.8             |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

## 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 Special Service Campaign.*

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



## SPECIAL SERVICE CAMPAIGN 19TC06 *(Remedy Notice)*

Certain 2020 Model Year Toyota Avalon, and Camry with 2GR-FKS Engine  
Engine ECU Reprogram

### Frequently Asked Questions

Original Publication Date: January 09, 2020

**Q1:** *What is the condition?*

A1: 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.

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

A1a: No, there are no warnings that this condition exists.

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

A2: Owners of the vehicles covered by this Special Service Campaign will receive an owner notification letter via first class mail starting in mid-January, 2020 advising them to make an appointment with their authorized Toyota dealer to have the engine ECU reprogrammed **FREE OF CHARGE**.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Emission Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**Q3:** *Which and how many vehicles are covered by this Special Service Campaign?*

A3: There are approximately 6,500 vehicles covered by this Special Service Campaign.

| Model Name | Model Year | Production Period                     |
|------------|------------|---------------------------------------|
| Avalon     | 2020       | Early August 2019 - Late October 2019 |
| Camry      | 2020       | Early August 2019 - Late October 2019 |

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

**Q4:** *How long will the repair take?*

A4: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5:** *How does Toyota obtain my mailing information?*

A5: 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.

**Q6:** *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Certain 2020 Model Year Toyota Avalon, and Camry with 2GR-FKS Engine  
Engine ECU Reprogram  
Special Service Campaign (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing an Special Service Campaign, which includes your vehicle.

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 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.

**What will Toyota do?**

Any authorized Toyota dealer will reprogram the Engine ECU **FREE OF CHARGE** to you.

**What should you do?**

Any authorized Toyota dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the software update performed. The remedy will take approximately **1 hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you live in California and don't have this Special Service Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Emission Recall the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Emission Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. 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 

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Campaign Code 

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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 \_\_\_\_\_