



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.