


## INTEROFFICE MEMORANDUM

Original Publication Date: July 15, 2021

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross   
Vice-President, Product Quality and Service Support

## SPECIAL SERVICE CAMPAIGN 21TC03 (Remedy)

Certain 2017 – 2019 Model Year Highlander Hybrid  
Certain 2018 – 2020 Model Year Camry Hybrid  
Certain 2019 Model Year Avalon Hybrid  
Certain 2019 Model Year Rav4 Hybrid  
Low-Pressure Fuel Pump

Specific information for Region support is provided below.

**Condition**

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This will lead to the vehicle entering a failsafe driving mode in which the vehicle can still be driven for certain distances.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on July 15, 2021.

*Please reference the attached Dealer Letter for additional details.*

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

Thank you for your cooperation.