

From: QC_DoNotReply QC_DoNotReply@toyota.com
Subject: Special Service Campaign 21TC03 - Multiple Models and Model Years - Low-Pressure Fuel Pump (Internal)
Date: July 14, 2021 at 2:34 PM
To:

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on:

- **Certain 2017 – 2019 Model Year Highlander Hybrid Vehicles**
- **Certain 2018 – 2020 Model Year Camry Hybrid Vehicles**
- **Certain 2019 Model Year Avalon Hybrid Vehicles**
- **Certain 2019 Model Year Rav4 Hybrid Vehicles**

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.

Remedy:

Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

Covered Vehicles:

There are approximately 130,100 vehicles covered by this Special Service Campaign. Approximately 50 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model Name	Model Year	Production Period	Approximate Total Vehicles
Highlander Hybrid	2017 – 2019	Mid-July 2017 – Early December 2019	42,600
Camry Hybrid	2018 – 2020	Late October 2017 – Mid-September 2019	45,200
Avalon Hybrid	2019	Mid-April 2018 – Early June 2019	8,300
Rav4 Hybrid	2019	Early January 2019 – Late September 2019	34,000

Technician Training Requirements

- T623 Electrical Circuit Diagnosis

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-July 2021

Customer Reimbursement Opcode

Reimbursement, for the cost of repairs previously paid by the customer, may be reimbursed under Opcode TC03CR.

Please reference the attachments for additional details.

Dealers will be notified on July 15, 2021 at approximately 10:00 am Central time.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email quality_compliance@toyota.com.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department



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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.



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