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

## CUSTOMER SUPPORT PROGRAM 23TE04

### Multiple Models and Model Years Denso Low Pressure Fuel Pump Class Action Settlement

***Please note that direct marketing of this Customer Support Program is strictly prohibited (Warranty Policy No. 5.21). Non-compliance with this policy may result in a claim debit. All parts replaced for this repair will be subject to parts recovery and warranty parts inspection.***

On December 20, 2022, a settlement of claims for certain low pressure fuel pumps was approved by the federal court. The settlement includes Toyota's agreement to provide a Customer Support Program for certain 2014-2020 model year (MY) vehicles originally equipped with low pressure fuel pumps repaired under Safety Recall 20TA02, Safety Recall 21TA03, Safety Recall 21TA05 or Special Service Campaign 21TC03. The purpose of this Customer Support Program letter is to help clarify how to administer this coverage in accordance with the settlement.

***This is NOT a recall or a service campaign, but is provided to reassure owners that Toyota stands behind the reliability of our vehicles.*** Please ensure that involved staff members thoroughly read and understand the documents relating to this CSP (e.g., the Dealer Letter, the TSB, etc.).

**Customer Support Program Details**

This Customer Support Program provides coverage as it applies to the low pressure fuel pump on the involved vehicles. The specific condition covered by this program is defects in the material or workmanship of the low pressure fuel pump. If the condition is verified, the vehicle will be repaired with a new low pressure fuel pump under the terms of this Customer Support Program.

- ***This coverage will be offered until July 15, 2036 and up to 150,000 miles whichever comes first.***

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**Covered Vehicles**

2014 – 2015 4Runner	2018 – 2019 4Runner
2018 – 2019 86	2014 FJ Cruiser
2018 – 2020 Avalon	2019 Avalon Hybrid
2018 – 2020 Camry	2018 – 2020 Camry Hybrid
2018 – 2020 Corolla	2019 Corolla Hatchback
2014 – 2015 Landcruiser	2018 – 2019 Landcruiser
2017 – 2019 Highlander	2017 – 2019 Highlander Hybrid
2019 – 2020 Rav4	2019 Rav4 Hybrid
2018 – 2020 Sequoia	2017 – 2020 Sienna
2017 – 2020 Tacoma	2018 – 2020 Tundra
2019 – 2020 Yaris Sedan	2020 Yaris Hatchback / Yaris R

There are approximately 2,933,900 vehicles covered by this Customer Support Program. Approximately 28,900 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Owner Notifications were mailed to owners by the court appointed Settlement Notice Administrator during the period from September 22, 2022 to November 4, 2022.

## Customer Handling, Parts Ordering, and Remedy Procedures

### **Customer Contacts**

Customers may contact your dealership with questions regarding the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Note: If the question is in reference to the other aspects of this settlement, please direct them to the settlement website [www.toyotafuelpumpsettlement.com](http://www.toyotafuelpumpsettlement.com) or call 833-512-2318. A copy of the settlement agreement is also available on the website; it includes a description of the settlement, and estimated dates and deadlines.

### **Customer Marketing**

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### **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 Aaron Fowles (469) 292-1097 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. **Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

### **Parts Lookup and Ordering**

Parts lookup and Ordering will be done through Campaign Part Order Request (CPOR) on Service Lane

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

### **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 recall repair are required to currently have completed all of the following courses:

- T623 – Toyota Electrical Circuit Diagnosis

It is the dealership’s responsibility to select technicians that have completed the above courses 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.

***NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.***

### **Remedy Procedures**

Technical instructions for this Customer Support Program can be found in [T-SB-009-23](#).

### **Parts Recovery Procedures**

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Reimbursement Procedure

**NOTE:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Model	Op Code	Description	Flat Rate Hours
4Runner	23TE04R1	Replace low pressure fuel pump	2.4
FJ Cruiser	23TE04R2		1.7
Avalon	23TE04R3		0.7
Camry	23TE04R4		0.7
Sequoia	23TE04R5		1.5
Tundra	23TE04R6		1.5
Highlander	23TE04R7		2.1
Corolla/Corolla Hatchback	23TE04R8		0.8
Sienna	23TE04R9		2.3
Tacoma (V6 Engine)	23TE0410		1.1
Tacoma (4cyl Engine)	23TE0411		1
Land Cruiser	23TE0412		1.9
Rav4	23TE0413		0.8
Yaris/Yaris Hatchback/Yaris R	23TE0414		1.2
86	23TE0415		1.6
Highlander Hybrid	23TE0416		2
Camry Hybrid	23TE0417		0.9
Avalon Hybrid	23TE0418		0.9
Rav4 Hybrid	23TE0419		0.9

- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed as a sublet type “RT” under any of the op codes listed above if the vehicle will be held for more than four hours or the customer reasonably demonstrates a need for a loaner vehicle similar to the vehicle being brought in during the repair.
  - **Refer to the Toyota Transportation Assistance Policy (TTAP) for additional information.**
  - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under any of the op codes listed above for a maximum of \$250 as sublet type “TW” in the event the customer’s vehicle has experienced the condition and cannot be driven to the dealership.
  - **Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

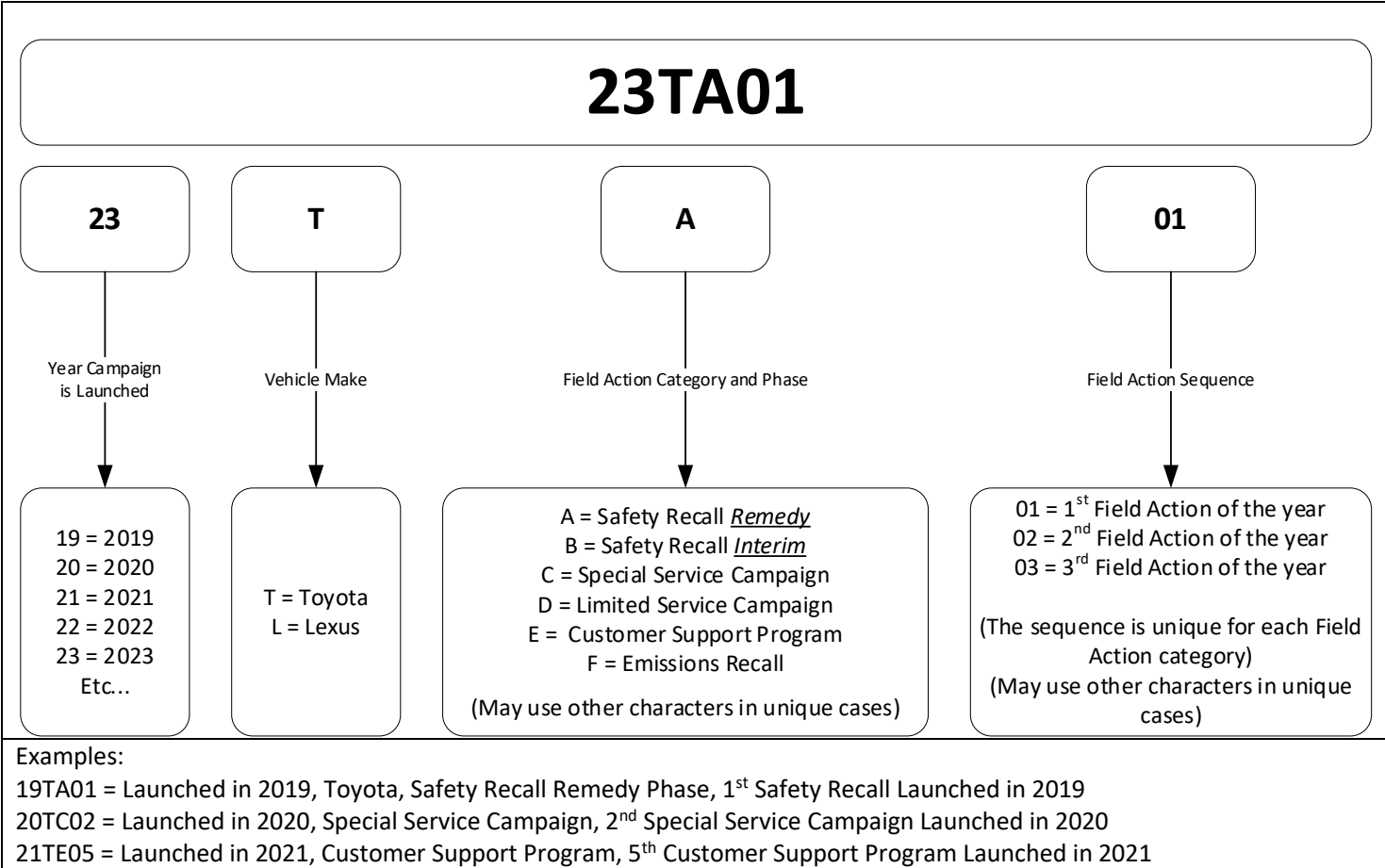
### Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Customer Support Program. 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.

### Customer Reimbursement

For reimbursement instructions for previously paid out-of-pocket expenses incurred to repair or replace Denso low pressure fuel pumps, please direct the customers to the settlement website [www.toyotafuelpumpsettlement.com](http://www.toyotafuelpumpsettlement.com) or have them call 833-512-2318.

**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 Customer Support Program.**

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