

SAFETY RECALL 20TA02 (Interim Notice 20TB02) Remedy Notice

Multiple Models and Model Years
 Vehicle May Stall During Driving at Higher Speed

[Frequently Asked Questions](#)

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◀ IMPORTANT UPDATE ▶

DATE	TOPIC
July 1, 2020	<ul style="list-style-type: none"> The remedy for Phase 3 vehicles is now available.
June 25, 2020	<ul style="list-style-type: none"> The remedy for Phase 2 vehicles is now available.

Q1: *What is the condition?*

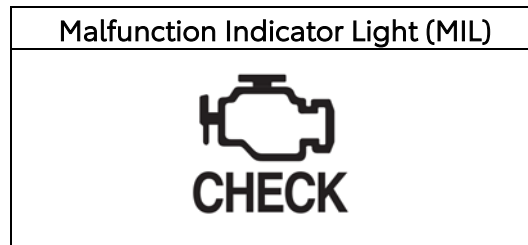
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

Q1a: *Are there any symptoms/warnings of the condition?*

A1a: Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power.

Q1b: *Which warning lights and messages may be displayed if the condition is present?*

A1b: If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



Note: The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

Q2: What is Toyota going to do?

A2: Any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status for the vehicles involved in this Safety Recall.

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	FJ Cruiser	17,200	Remedy Available Now
	2014 MY 4Runner	65,000	
	Sequoia	11,100	
	Tundra	71,800	
	2019 MY Avalon	19,900	
	Camry	19,300	
2	Corolla	364,700	
	Highlander	375,850	
3	2018 MY Avalon	800	
	Sienna*	111,500	
	2015 MY 4Runner	47,500	
4	Tacoma	323,900	Late September 2020
5	Land Cruiser	4,500	Late October 2020

***Sienna Mobility Vehicles:** the remedy for Sienna vehicles that have been converted for wheelchair accessibility by a Toyota-authorized mobility conversion company is not available yet. Toyota is still developing the Technical Instructions for this remedy. At this time, Toyota estimates that the remedy will be available in mid-late July 2020.

Q3: Which and how many vehicles are covered by this Safety Recall?

A3: When this Safety Recall was first announced on January 13, 2020, there were approximately 564,300 vehicles covered. As of March 3, 2020, this Safety Recall has been amended and now covers a total of approximately 1,433,050 vehicles.

Model Name	Model Year	Production Period	Approximate UIO
4Runner	2014 - 2015	Early September 2013 - Mid-February 2015	112,500
Camry	2018 - 2019	Mid-November 2017 - Mid-February 2019	19,300
Highlander	2018 - 2019	Early November 2017 - Early July 2019	375,850
Land Cruiser	2014- 2015	Early September 2013 - Mid-March 2015	4,500
Sequoia	2018 - 2019	Early April 2018 - Mid-March 2019	11,100
Sienna	2017 - 2019	Early November 2017 - Mid-February 2019	111,500
Tacoma	2018 - 2019	Early November 2017 - Mid-February 2019	323,900
Tundra	2018 - 2019	Early April 2018 - Early February 2019	71,800
Corolla	2018 - 2019	Mid-October 2017 - Early February 2019	364,700
Avalon	2018 - 2019	Early April 2018 - Mid-February 2019	20,700
FJ Cruiser	2014	Early September 2013 - Early August 2014	17,200

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A3a: Yes, there are approximately 397,890 total Lexus vehicles now covered by this Safety Recall. The following vehicles are covered: certain 2018 – 2019 model year ES 350, GS 300, GS 350, IS 300, IS 250, LC 500, LC 500h, LS 500, LS 500h, RC 300, and RC 350 vehicles, certain 2013 – 2015 model year GS 350, certain 2014 – 2015 model year GX 460, IS 350, and LX 570 vehicles, certain 2017 – 2019 model year RX 350 and 350L vehicles, certain 2013 – 2015 model year LS 460 vehicles, certain 2014 model year IS F vehicles, certain 2017 model year IS 200t vehicles, certain 2015 model year NX 200t vehicles, and certain 2015 model year RC 350 vehicles.

Q4: How long does the repair take?

A4: The repair will range from approximately one and one half to two and one half hours depending upon the vehicle model. Refer to the table below for the estimated repair time for each model. Note that only models for which the remedy is available will be listed below.

Model	Approximate Repair Time
Tundra	One and one half hours
Sequoia	
Camry	
Avalon	
Corolla	
FJ Cruiser	Two hours
4Runner	Two and one half hours
Sienna	
Highlander	Approximately three and one half hours. If your vehicle is not equipped with engine Stop & Start system, the remedy should take approximately two and one half hours

Q5: What if I previously paid for repairs related to this Safety Recall?

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: How does Toyota obtain my mailing information?

A6: 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.

Q7: What if I have additional questions or concerns?

A7: 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.