



## SAFETY RECALL 20TA02 - Remedy Notice

Multiple Models and Model Years

Vehicle May Stall During Driving at Higher Speed

NHTSA Recall No. 20V-012 & 20V-682

[Frequently Asked Questions](#)

Original Publication Date: June 18, 2020

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
April 15, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 13 vehicles is now available</li></ul>
April 8, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 12 vehicles is now available</li></ul>
March 25, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 11 vehicles is now available</li><li>Estimated Remedy Availability Timing has been updated for 4Runner</li></ul>
March 18, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 10 vehicles is now available</li></ul>
March 11, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 9 vehicles is now available</li><li>Estimated Remedy Availability Timing has been updated for 2017 Sienna (FWD) and Rav4 (USA Built)</li></ul>
February 25, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 8 vehicles is now available</li></ul>
February 18, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 7 vehicles is now available</li><li>Estimated Remedy Availability Timing has been updated for Sequoia and Tundra</li></ul>
February 12, 2021	<ul style="list-style-type: none"><li>Estimated Remedy Availability Timing has been updated for Land Cruiser and 2018-2020 Sienna (FWD)</li></ul>
January 28, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 6 vehicles is now available</li></ul>
January 13, 2021	<ul style="list-style-type: none"><li>Estimated Remedy Availability Timing has been updated for Highlander, Rav4 (Japan Prod), Camry (Japan Prod), Corolla and Corolla Hatchback</li></ul>
December 18, 2020	<ul style="list-style-type: none"><li>Toyota has added approximately 8,000 vehicles to this Recall</li></ul>
December 11, 2020	<ul style="list-style-type: none"><li>Estimated Remedy Availability Timing has been updated for the vehicles added on October 28, 2020</li><li>The NHTSA recall no. applicable to the vehicles added on October 28, 2020 has been added</li></ul>
October 28, 2020	<ul style="list-style-type: none"><li>Toyota has added approximately 1,327,800 vehicles to this Recall.</li></ul>
October 22, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 5 vehicles is now available.</li></ul>
September 30, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 4 vehicles is now available.</li></ul>
July 29, 2020	<ul style="list-style-type: none"><li>The remedy for Sienna vehicles that have been converted for wheelchair accessibility by a Toyota-authorized mobility company is now available.</li></ul>
July 1, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 3 vehicles is now available.</li></ul>
June 25, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 2 vehicles is now available.</li></ul>

The most recent update will be **highlighted with a red box.**

**Q1: What is the condition?**

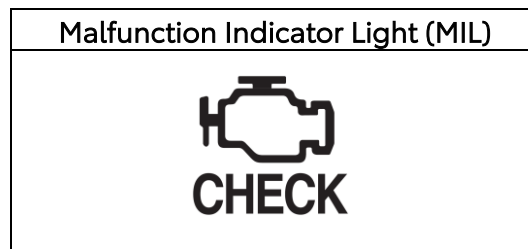
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If 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**.

**Vehicles added October 28, 2020 and December 18, 2020**

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
6	Sienna (AWD)	12,500	Remedy Available Now
	Avalon	1	
	Camry (Japan Built)	1,100	
7	Corolla	6,600	
	Rav4 (Japan Built)	2,000	
	Corolla Hatchback	10,300	
8	Avalon	13,000	
	Camry (USA Built)	570,400	
	Highlander	143,800	
	Sequoia	3,700	
	Tundra	41,600	
9	Tacoma (4cyl)	16,750	
10	2017 Tacoma (V6)	31,800	
	Land Cruiser	2,800	
11	2018 – 2020 Tacoma (V6)	130,100	
	2018 – 2020 Sienna (FWD)	38,900	
12	4Runner	121,400	
	Rav4 (USA Built)	185,480	
13	2017 Sienna (FWD)	11,400	

**Vehicles involved as of March 4, 2020**

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	
5	Land Cruiser	4,500	

**Q2a: *Why were additional vehicles added on December 18, 2020?***

A2a: Toyota discovered a clerical error that resulted in certain 2019 Sequoia, 2019 Tacoma, and 2019 Tundra vehicles not being included in the October 28, 2020 amendment.

**Q2b: *Why did Toyota expand this recall on October 28, 2020?***

A2b: Toyota continued to investigate the issue and new information from the investigation indicated that the previous method for evaluating the combination of factors leading to this condition resulted in the exclusion of vehicles from the recall that should have been included. Thus, Toyota further expanded the recall population on October 28, 2020.

**Q2c: *Why was my vehicle removed from this recall on March 4, 2020, but added back to the recall on October 28, 2020?***

A2c: Out of an abundance of caution, Toyota originally included certain 2018 – 2019 model year 4Runner and 2018 – 2019 model year Land Cruiser vehicles in the recall population when this recall was first initiated on January 13, 2020. On March 4, 2020, Toyota amended the recall population based on its understanding of the factors necessary to cause the recall condition. Based on information available at that time, certain vehicles were removed from the recall.

Toyota continued to investigate the issue and new information from the investigation indicated that the previous method for evaluating the combination of factors leading to this condition resulted in the exclusion of vehicles from the recall that should have been included. Thus, Toyota further expanded the recall population on October 28, 2020 and certain vehicles, that were previously removed, have been included in the recall.

**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. On March 4, 2020, this Safety Recall was amended and covered a total of approximately 1,433,050 vehicles. On October 28, 2020, this Safety Recall was amended to include a total of approximately 2,760,500 vehicles. On December 18, 2020, this Safety Recall was amended to include a total of approximately 2,768,500 vehicles.

List of Toyota Models/Model Years Included as of December 18, 2020

Model Name	Model Year	Production Period	Approximate UIO
4Runner	2014 - 2015	Early September 2013 - Mid-February 2015	112,500
4Runner	2018 - 2019	Late May 2018 - Early April 2019	121,400
Avalon	2018 - 2020	Early April 2018 - Early October 2019	33,700
Camry	2018 - 2020	Mid-November 2017 - Mid-February 2019	590,800
Corolla	2018 - 2020	Mid-October 2017 - Early July 2019	371,300
Corolla Hatchback	2019	Mid-June 2018 - Early November 2018	10,300
Highlander	2017 - 2019	Early July 2017 - Early December 2019	519,500
Land Cruiser	2014- 2015	Early September 2013 - Mid-March 2015	4,500
Land Cruiser	2018 - 2019	Mid-July 2018 - Early April 2019	2,800
Rav4	2019 - 2020	Early October 2018 - Early October 2019	187,500
Sequoia	2018 - 2020	Early April 2018 - Late July 2019	14,800
Sienna	2017 - 2020	Early September 2017 - Early September 2019	166,300
Tacoma	2017 - 2020	Early September 2017 - Mid-September 2019	502,450
Tundra	2018 - 2020	Early April 2018 - Mid-July 2019	113,450
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 587,700 total Lexus vehicles now covered by this Safety Recall. The following vehicles are covered:

- 2018 - 2020 ES 350
- 2017 GS 200t
- 2018 - 2019 GS 300
- 2013 - 2015 GS 350
- 2017 - 2019 GS 350
- 2014 - 2015 GX 460
- 2018 - 2019 GX 460
- 2014 IS F
- 2017 IS 200t
- 2018 - 2019 IS 300
- 2014 - 2015 IS 350
- 2018 - 2019 IS 350
- 2018 - 2020 LC 500
- 2018 - 2020 LC 500h
- 2018 - 2020 LS 500
- 2018 - 2019 LS 500h
- 2013 - 2015 LS 460
- 2014 - 2015 LX 570
- 2018 - 2019 LX 570
- 2015 NX 200t
- 2018 - 2019 NX 300
- 2017 RC 200t
- 2018 - 2019 RC 300
- 2015 RC 350
- 2018 - 2019 RC 350
- 2018 - 2020 RX 350L
- 2017 - 2020 RX 350
- 2019 UX 200

**Q4: How long does the repair take?**

A4: The repair will range from approximately one and one half to three and one half hours depending upon the vehicle model. Refer to the table below for the estimated repair time for each model for which the remedy is available.

Model	Approximate Repair Time
Tundra	One and one half hours
Sequoia	
Camry	
Avalon	
Corolla / Corolla Hatchback	
FJ Cruiser	Two hours
Tacoma	
4Runner	Two and one half hours
Sienna	
Land Cruiser	
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
Rav4	Approximately two and one half hours. If your vehicle is not equipped with engine Stop & Start system, the remedy should take approximately one and one half hours

**Q5:** *Are Sienna vehicles that have been converted for wheelchair accessibility able to have the remedy performed?*

A5: The remedy, once available, can be applied to Sienna vehicles that have been converted for wheelchair accessibility by a **Toyota-authorized** mobility conversion company. Conversion of Sienna vehicles using non-Toyota-approved parts and/or accessories may make it difficult or impossible for a dealer to install the remedy parts for this Safety Recall.

**Q5a:** *Who are the companies that have been authorized by Toyota to convert Sienna vehicles for wheelchair accessibility?*

A5a: Below is the list of companies that offer Toyota-authorized conversions for Sienna vehicles for wheelchair accessibility.

- The Braun Corporation (BraunAbility)
- Vantage Mobility International (VMI)

**Q5b:** *What if my vehicle is converted by a non-authorized mobility conversion?*

A5b: Sienna vehicles that have been converted for wheelchair accessibility by a non-Toyota authorized mobility conversion company have undergone an unauthorized modification to the factory condition of the vehicle. These modifications may make it difficult or impossible to apply the remedy in their current condition. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota approved parts and/or modifications could affect a vehicle's performance.

Subject to individual review by the dealer and notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealership is willing to do so, the customer may be responsible for the cost of parts and/or labor not otherwise covered by Toyota's Safety Recall. Toyota provides the specific remedy parts, differential oil (AWD-only), and covers 2.6 – 2.7 hours of dealership labor expenses. The customer is responsible to pay any additional charges for parts and/or labor which are the result of the vehicle's non-Toyota-approved modifications.

Toyota is not responsible for later performance problems the vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

**Q6:** *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

**Q7:** *How does Toyota obtain my mailing information?*

A7: 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.

**Q8:** *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement 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.