



## SAFETY RECALL 21TA04 *(Remedy Notice)*

Certain 2020 – 2021 Model Year Supra Vehicles

Potential Increased Braking Distance

NHTSA Recall No. 21V-598

### Frequently Asked Questions

Original Publication Date: August 20, 2021

**Q1: *What is the condition?***

A1: The subject vehicles are manufactured by BMW. According to BMW, the subject vehicles have been equipped with an engine management software that, under certain specific engine start conditions, could damage a component that provides braking power assistance. In this condition, there could be a loss in the brake assist and an increase in stopping distance. This can lead to an increased risk of a crash.

**Q1a: *What are the specific engine start conditions where this condition could occur?***

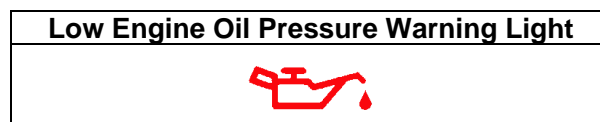
A1a: Rapidly pressing the engine start button twice or brief application of the brake pedal when pressing the engine start button can cause this condition to occur.

**Q1b: *Until the remedy is performed, what can I do to prevent the condition from occurring?***

A1b: When starting the engine, firmly press the brake pedal until the engine has started and press the start button only once. Refer to the owner's manual for further details regarding vehicle starting procedure instructions.

**Q1c: *Are there any warning that this condition exists?***

A1c: If the condition has occurred, the brake pedal will feel firmer than usual and the stopping distance will be increased due to the lack of brake assistance. Additionally, the low engine oil pressure warning light (shown below) may illuminate. If you experience a firm brake pedal or the low engine oil pressure warning light illuminates while driving, stop the vehicle in a safe place immediately and contact your Toyota dealer who can arrange for vehicle pickup. Be sure to leave plenty of space while stopping the vehicle to allow for the increased stopping distance.



**NOTE:** The Low Engine Oil Pressure Warning Light can be illuminated for other reasons unrelated to this Safety Recall.

**Q2:** *I previously received a letter from Toyota about a software update for my vehicle. Do I still need to get this updated completed?*

A2: **Yes. This is an important Safety Recall.** The previous software change (Safety Recall designated by Toyota as “19TA19”) remedies a different issue related to the brightness and contrast settings of the back up camera display. This Safety Recall (21TA04) remedies the condition of Safety Recall 19TA19 **and also** remedies the condition of this Safety Recall (21TA04).

**Q2a:** *If I had Safety Recall 19TA19 performed, do I still need to get this Safety Recall (21TA04) completed?*

A2a: **Yes, this is an important Safety Recall.** The software changes in Safety Recall 19TA19 does not remedy the condition of this Safety Recall (21TA04).

**Q2b:** *If I have this Safety Recall (21TA04) performed, do I still need to have Safety Recall 19TA19 performed?*

A2b: No. The updated software for Safety Recall 21TA04 will also remedy the condition of Safety Recall 19TA19.

**Q3:** *What is Toyota going to do?*

A3: Toyota will send an owner notification by first class mail starting in early September 2021, advising owners to make an appointment with their authorized Toyota dealer to have the engine control unit (ECU) updated **FREE OF CHARGE**.

**Q4:** *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 13,000 vehicles covered by this Safety Recall.

**NOTE:** The certain Supra vehicles covered by this Safety Recall are equipped with the 3.0 liter 6 cylinder engine. Supra vehicles equipped with the 4 cylinder engine are not covered by this Safety Recall.

Model Name	Model Year	Production Period
Supra	2020 – 2021	Early March 2019 – Mid-June 2021

**Q4a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q5:** *How long will the repair take?*

A5: The repair should take approximately one to three hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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 Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.