

Original Publication Date: July 15, 2021

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

SPECIAL SERVICE CAMPAIGN 21TC03 *(Remedy Notice)*

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
Low-Pressure Fuel Pump

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

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.

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-July 2021. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form 21TC03" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

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.

Optimal Fuel Level

Your dealership and your customers may both benefit from decreased repair times if the customer arrives at the dealership with the optimal level of fuel in their vehicle because it will eliminate the need to drain fuel during the repair process.

Below are the optimal fuel levels recommended by Toyota. While it is not a requirement, Toyota recommends that you share this with customers when scheduling appointments. Toyota has also included this recommendation in the owner letter.

Model	Slightly less than full	1/3 tank or less
Highlander Hybrid	√	
Camry Hybrid		√
Avalon Hybrid		
Rav4 Hybrid		

Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

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 Ed Hellwig (469) 292-1165 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.

All Safety Recall, Service Campaign (SSC/LSC) 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.

Model	Part Number	Quantity	Description
Highlander Hybrid	04009-86531	1	KIT, PUMP, FUEL
	04009-81433	1	REPLACEMENT KIT, FUEL PUMP

Camry Hybrid Avalon Hybrid	04009-86325	1	KIT, PUMP, FUEL
	04009-80747	1	REPLACEMENT KIT, FUEL PUMP
	04009-95106	2	HOOK, REAR SEAT CUSHION LOCK SSP KIT

Rav4 Hybrid	04009-86325	1	KIT, PUMP, FUEL
	04009-9510R	1	HOOK, RR SEAT LOCK, W/GKT&SEAL SSP KIT

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

- T623 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.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Recovery Procedures

All parts replaced as part of this Special Service Campaign 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.

Vehicles Emission Recall Proof of Correction Form (California only)

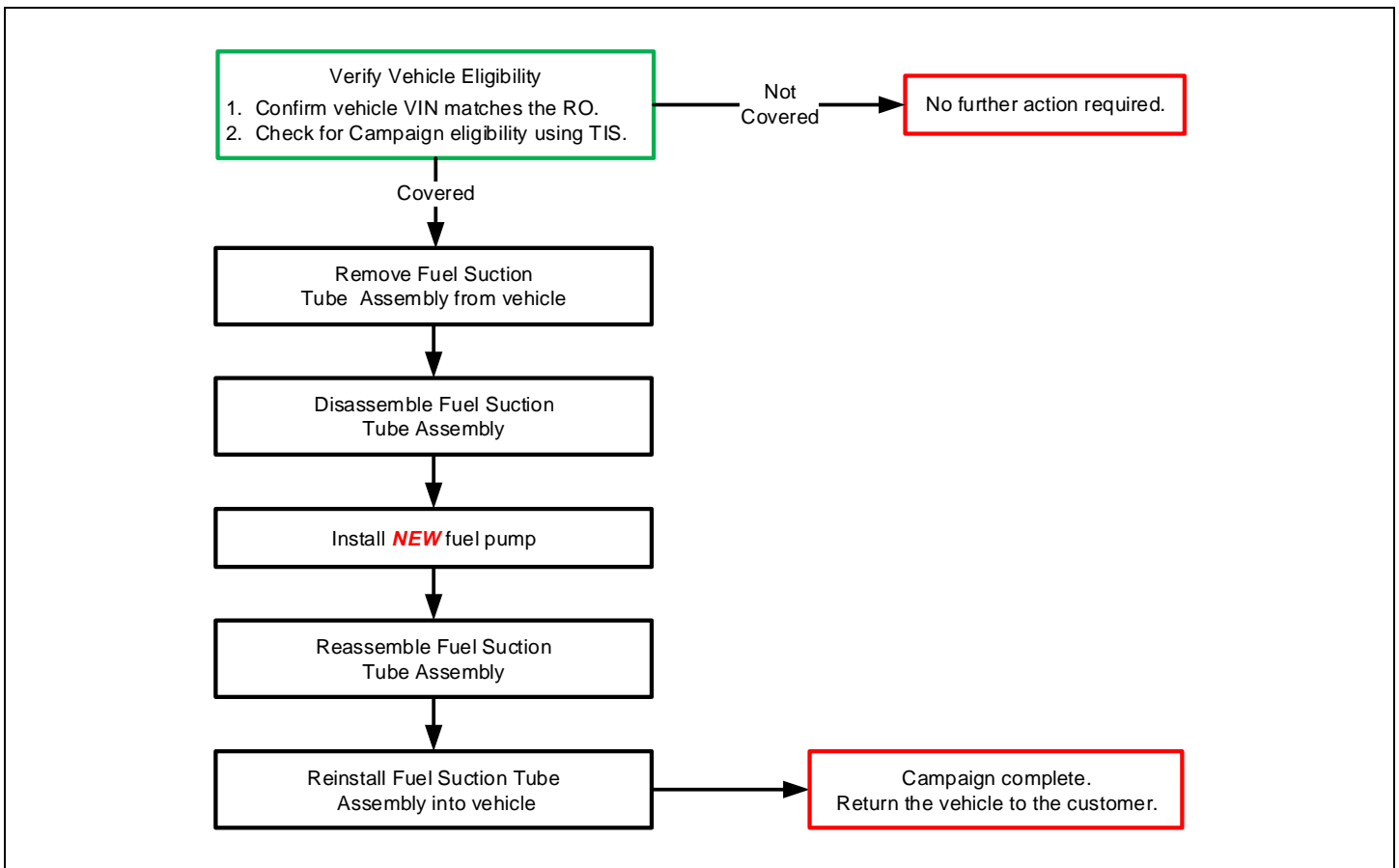
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early February 2022. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for California dealers to use after repairs. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields, there are sections for Manufacturer and Recall Number, with a note stating: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." There are also fields for Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. At the bottom, it says "Return this certificate to DMV only when required – otherwise retain for your records." and includes the material number "MDC 00410-92007".

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Model	Op Code	Description	Flat Rate Hours
Highlander Hybrid	TC0301	Replace Low-Pressure Fuel Pump	2.0
Camry Hybrid	TC0302		1.5
Avalon Hybrid	TC0303		1.7
Rav4 Hybrid	TC0304		1.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- 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.**

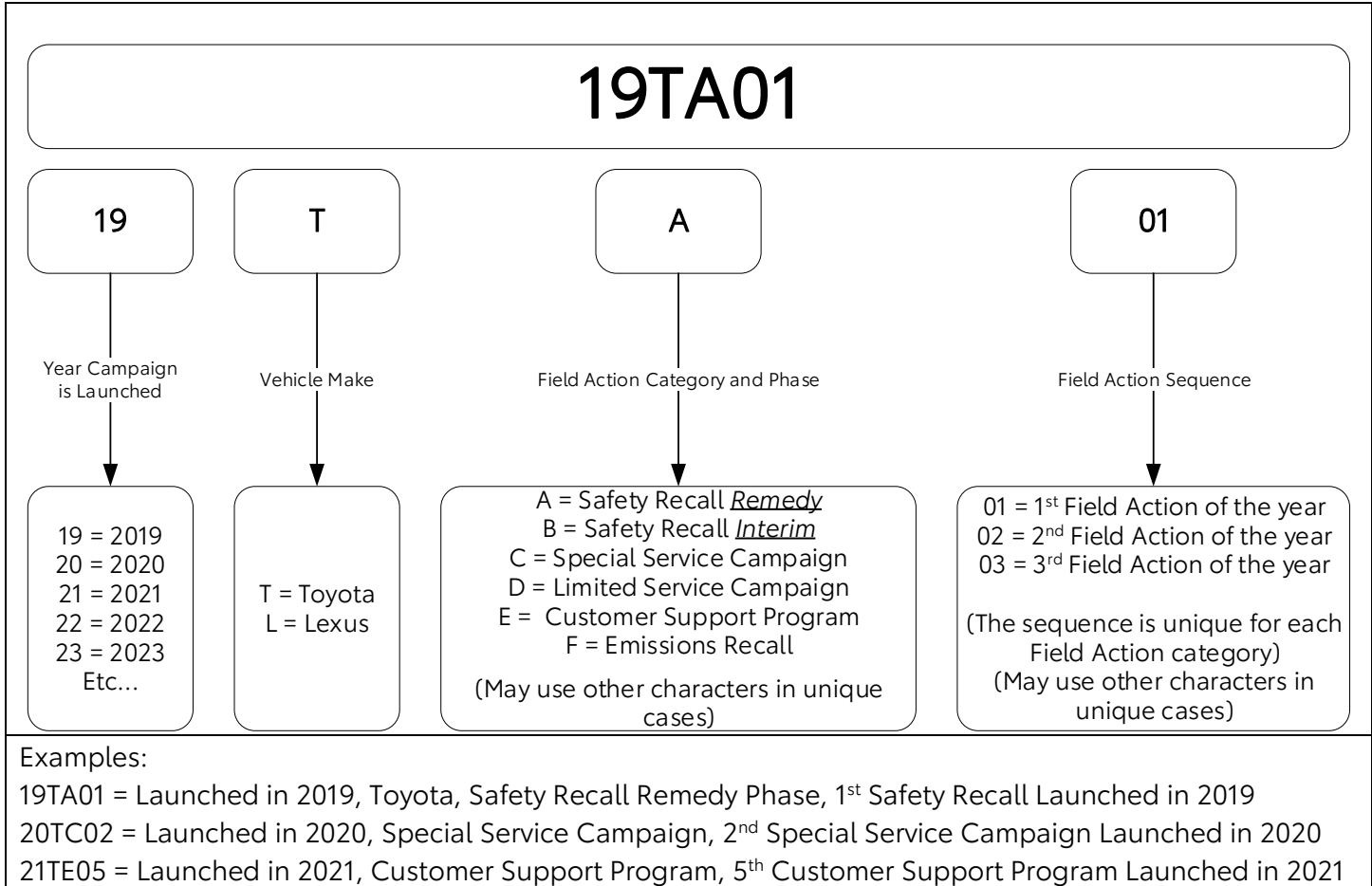
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. 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

Reimbursement consideration instructions will be included in the owner letter.

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 Special Service Campaign.

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

SPECIAL SERVICE CAMPAIGN 21TC03 *(Remedy)*

Certain 2017 – 2019 Model Year Highlander Hybrid Vehicles
Certain 2018 – 2020 Model Year Camry Hybrid Vehicles
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Certain 2019 Model Year Rav4 Hybrid Vehicles
Low-Pressure Fuel Pump

Frequently Asked Questions

Original Publication Date: July 15, 2021

Q1: *What is the condition?*

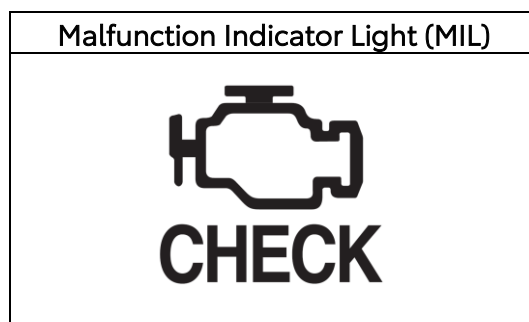
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This will lead to the vehicle entering a failsafe driving mode in which the vehicle can still be driven for certain distances.

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

A1a: If the condition occurs, the vehicle will enter fail safe driving mode, resulting in illumination of warning lights and reduced motive power in which the vehicle can still be driven for certain distances.

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 lights and messages may also be displayed.



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

Q2: What is Toyota going to do?

A2: Starting in mid-July 2021, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the low-pressure fuel pump replaced with an improved one **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3: Which and how many vehicles are covered by this Special Service Campaign?

A3: There are approximately 130,100 vehicles covered by this Special Service Campaign.

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

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

A3a: Yes, there are approximately 42,000 Lexus vehicles covered by Special Service Campaign 21LC01. The following vehicles are covered: certain Lexus GS 450h vehicles, certain Lexus LS 600h vehicles, certain Lexus RX 450h L vehicles, certain Lexus RX 450h vehicles and certain Lexus ES 300h vehicles.

Q4: How long will the repair take?

A4: The repair will range from approximately one and one half to two hours depending upon the vehicle model. Refer to the table below for the estimated repair time for each model. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Model	Approximate Repair Time
Camry Hybrid	One and one half hours
Avalon Hybrid	Two hours
Highlander Hybrid	
Rav4 Hybrid	

Q5: What if I previously paid for repairs related to this Special Service Campaign?

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 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.



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____

TOYOTA

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
Special Service Campaign (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the 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.

What will Toyota do?

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

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

Please contact your authorized Toyota dealer to make an appointment to have the low-pressure fuel pump replaced. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

The remedy will take approximately [customized for each model]. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

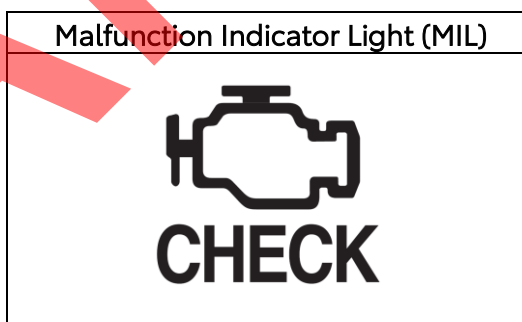
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low-pressure fuel pump. Arriving to the dealership with a fuel level of [customized for each model] or less may allow the dealer to perform the remedy faster **but is not a requirement** to have this remedy performed.

Are there any symptoms of the condition?

If the condition occurs, the vehicle will enter fail safe driving mode, resulting in illumination of warning lights and reduced motive power in which the vehicle can still be driven for certain distances. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick-up.

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

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 lights and messages may also be displayed.



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

What if you live in California and don't have this Special Service Campaign performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you have other questions?

- *Your local Toyota dealer will be more than happy to answer any of your questions.*
- For more information on this and other campaigns, please visit www.toyota.com/recall.
- If you require further assistance, you may 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.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE