



REF: CSO-TD20-LL-099

March 4, 2021

ATTY. MARIMEL D. PORCIUNCULA
 Director
 Consumer Policy & Advocacy Bureau (CPAB)
 Department of Trade and Industry

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Subject: Coverage Extension of the Special Service Campaign for the Fuel Pump Replacement on Multiple Toyota Models.

Dear Atty. Porciuncula,

In line with the recent worldwide Special Service Campaign for the Fuel Pump Replacement on Multiple Toyota Models and our corporate commitment to product safety and quality, Toyota has extended the number of involved units related in our previous memorandum dated January 4, 2021, (CSO-TD20-LL-099).

The Special Service Campaign shall cover additional units of 36,729 (from 10,776 to 47,505 units) Toyota vehicles officially sold in the Philippine market:

Brand	Model	Original		Expansion 1		Expansion 2		Expansion 3	
		Involved Units	Production period	Involved Units	Production period	Involved Units	Production period	Involved Units	Production period
Toyota	FJ Cruiser	2,904	Sep 2, 2013 to Jun 3, 2015	319	May 31, 2016 to Apr 9, 2019	-	-	-	-
	Corolla	1,695	Dec 25, 2017 to Dec 25, 2018	279	Jan 4, 2019 to Apr 19, 2019	2	Jan 15, 2019	-	-
	Innova	1,320	Jan 1, 2017 to May 15, 2018	127	May 25, 2019 to Oct 15, 2019	695	Mar 1, 2017 to May 24, 2019	-	-
	Alphard	996	Sep 4, 2017 to Dec 11, 2018	796	Jul 7, 2017 to May 25, 2019	-	-	-	-
	Fortuner	697	Nov 26, 2017 to Sep 19, 2018	112	Jan 4, 2019 to Jan 29, 2019	141	Oct 29, 2017 to Jul 24, 2018	-	-
	Prado	378	Sep 6, 2015 to Mar 2, 2016	315	May 31, 2018 to Apr 17, 2019	-	-	-	-
	Avanza	-	-	-	-	-	-	18,245	Sep 2, 2017 to Jul 11, 2019
	Rush	-	-	-	-	-	-	15,484	Apr 2, 2018 to Jul 4, 2019
Toyota Total		7,990		1,948		938		36,729	

The subject vehicles are equipped with a low-pressure fuel pump, located in the fuel tank that supplies fuel pressure to the fuel injection system. These fuel pumps may include impellers which have been manufactured with lower density. If these impellers are also of a type with lower surface strength or of a different type but were exposed to production solvent drying for longer periods of time, higher levels of surface cracking may occur. In this condition, excessive fuel absorption may occur, resulting in increased impeller deformation. In some cases, the impeller may deform to a point that creates sufficient interference with the fuel pump body to cause the fuel pump to become inoperative. An inoperative fuel pump due to these conditions could result in illumination of check engine and master warning indicators, rough engine running, engine no start and/or vehicle stall while driving at low speed. However, in rare instances, vehicle stall could occur while driving at higher speeds, increasing the risk of a crash.

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With this, we will replace the fuel pump with a new one, at **NO COST** to our Customers.

Toyota Motor Philippines will notify the concerned customers through Official Notification Letters and invite them to bring their vehicles to Toyota Dealer for the special service.

We look forward to your usual kind understanding and support.

Very truly yours,


ATTY. ROMMEL R. GUTIERREZ
First Vice President
Government & Industry Affairs
Corporate Affairs Group

Cc: **ATTY. RUTH B. CASTELO**
Underscretary
Consumer Protection Group
Department of Trade and Industry

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