



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 19, 2019

Mr. Cory Hoffman  
General Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-150JK  
19V-576

**Subject:** Back-Up Camera May Not Activate /FMVSS 111

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TOYOTA/RAV4/2019

**Mfr's Report Date:** August 6, 2019

**NHTSA Campaign Number:** 19V-576

**Components:**

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

**Potential Number of Units Affected:** 14,215

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2019 RAV4 and RAV4 Hybrid vehicles. Due to a damaged electrical connector, the back-up camera may not activate when the vehicle is in reverse. As such, these vehicles fail to comply to Federal Motor Safety Standard (FMVSS) number 111, "Rearview Mirrors."

**Consequence:**

If the backup camera system does not activate and the driver does not check his/her surroundings while reversing, there is an increased risk of a crash.

**Remedy:**

Toyota will notify owners, and dealers will inspect the back-up camera system and replace the audio display unit, if necessary, free of charge. The recall is expected to begin September 23, 2019. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's number for this recall is KON.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As required in Part 573.6(c)(7), in the case of a noncompliance, please provide a count of the field reports that Toyota received for this issue prior to filing the recall.

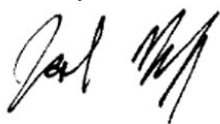
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement