

Part 573 Safety Recall Report

19V-576

Manufacturer Name : Toyota Motor Engineering & Manufacturing

Submission Date : AUG 30, 2019

NHTSA Recall No. : 19V-576

Manufacturer Recall No. : K0N



Manufacturer Information :

Manufacturer Name : Toyota Motor Engineering & Manufacturing

Address : 6565 Headquarters Drive

Plano TX 75024

Company phone : 1-800-331-4331

Population :

Number of potentially involved : 14,215

Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2019-2019 Toyota RAV4

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

(2) Only vehicles in the above production range with an audio display unit that may have been damaged due to a check involving a specific damaged tool could be affected.

NOTE: Based on inspection results of a vehicle survey, Toyota estimates that about 0.2% of involved vehicles may actually contain this noncompliance.

Production Dates : MAY 27, 2019 - JUL 27, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2019 Toyota RAV4 HV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

(2) Only vehicles in the above production range with an audio display unit that may have been damaged due to a check involving a specific damaged tool could be affected.

NOTE: Based on inspection results of a vehicle survey, Toyota estimates that about 0.2% of involved vehicles may actually contain this noncompliance.

Production Dates : MAY 27, 2019 - JUL 11, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The subject vehicles are equipped with a back-up camera system that uses an audio display unit to activate the system and display an image of the area behind the vehicle when the vehicle is in reverse. Due to a damaged surrogate female connector that the supplier used to check a wire harness attachment, there is a possibility that one of the pins on the audio display unit could be bent during the check. This could cause the pin to be unable to make its electrical connection, causing the back-up camera system not to activate when the vehicle is shifted into reverse. If the backup camera system does not activate, it would cause the subject vehicles to not meet certain requirements in FMVSS No. 111, paragraph S6.2(b). If the driver reverses the vehicle without checking his/her surroundings when the vehicle has this condition, there can be an increased risk of a crash.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

Description of the Safety Risk : If the backup camera system does not activate, it would cause the subject vehicles to not meet certain requirements in FMVSS No. 111, paragraph S6.2 (b). If the driver reverses the vehicle without checking his/her surroundings when the vehicle has this condition, there can be an increased risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : Pioneer Automotive de Mexico S.A. de C.V

Address : Avenida Santa Maria No. 1015

Parque industrial Colinas de Lagos Lagos de Moreno FOREIGN STATES 47515

Country : Mexico

Chronology :

In mid-June 2019, Toyota began receiving field reports of vehicles where the backup camera was not being activated. Toyota began recovering parts and sent the parts to the supplier for analysis. The results indicated a condition matching a previous case (involving an issue thought to be contained) where Toyota had identified a vehicle where the back-up camera was not being activated during a vehicle production inspection process at the assembly plant. Based on the investigation results and field data, on July 31, 2019, Toyota determined that some of the subject vehicles may have been sold with a bent pin on the audio display unit that could cause the vehicle not to activate the backup camera and that these vehicles may not meet the requirements of FMVSS No. 111, paragraph S6.2(b).

As of July 25, 2019 based on a diligent review of records, Toyota's best engineering judgment is that there are 4 Toyota Field Technical Reports that have been received from U.S. sources that relate or may relate to this condition and which were considered in determining the existence of the noncompliance.

Description of Remedy :

Description of Remedy Program : All known owners of the involved vehicles will be notified via first class mail. For all involved vehicles, if the back-up camera system is found to be inoperative as a result of this condition, dealers will replace the audio display unit with a new one at no cost. As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty ("Warranty"), all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota's Warranty.

How Remedy Component Differs from Recalled Component : Recalled component name: Receiver Assy, Radio & Display, Recalled component description: Audio Display Unit, Recalled component part number: 86140-0R320

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notifications to owners of the affected vehicles will occur by October 5, 2019. A copy of the draft owner notification letter(s) will be submitted as soon as available. Notifications to distributors/dealers will be sent on August 6, 2019. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : AUG 06, 2019 - AUG 06, 2019

Planned Owner Notification Date : SEP 23, 2019 - OCT 05, 2019

* NR - Not Reported