



Toyota Motor North America, Inc.

Vehicle Safety & Compliance
Liaison Office
Mail Stop: W4-2D
6565 Headquarters Drive
Plano, TX 75024

August 6, 2019

NONCOMPLIANCE INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing Canada Inc. [“TMMC”]
1055 Fountain Street North, Cambridge, Ontario, Canada N3H 5K2

Affiliated U.S. Sales Company

Toyota Motor North America, Inc. [“TMNA”]
6565 Headquarters Drive, Plano, TX 75024

Manufacturer of the Audio Display Unit

Pioneer Automotive de Mexico S.A. de C.V.
Avenida Santa Maria No. 1015
Parque industrial Colinas de Lagos
C.P 47515 Lagos de Moreno, Jalisco, México
+52-4747413200

2. Identification of Involved Vehicles:

Based on production records, we have determined the involved vehicle population to be the vehicles listed in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota / RAV4	2019	TMMC	May 27, 2019 through July 27, 2019
Toyota / RAV4 HV	2019	TMMC	May 27, 2019 through July 11, 2019

Applicability	Part Number	Part Name	Component Description
Toyota / RAV4	86140-0R320	Receiver Assy, Radio & Display	Audio Display Unit
Toyota / RAV4 HV			

- Note: (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.

3. Total Number of Vehicles Involved:

Total : 14,215

4. Percentage of Vehicles Estimated to Actually Contain the Noncompliance:

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

5. Description of 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.

6. Test Results and Other Information:

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).

7. Description of Corrective Repair Action:

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.

Reimbursement Plan for pre-notification remedies

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.

8. 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.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on August 6, 2019. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer’s Campaign Number:

Campaign Number: K0N