



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 19, 2020

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

NEF-150SS
20V-698

Subject: Headlights Can Be Misadjusted/FMVSS 108

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 PRIME/2021

Mfr's Report Date: November 12, 2020

NHTSA Campaign Number: 20V-698

Components:

EXTERIOR LIGHTING:HEADLIGHTS

Potential Number of Units Affected: 413

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2021 RAV4 Prime vehicles. The headlight aiming caps may have been improperly closed, allowing for horizontal adjustment of the headlight beam. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 108, "Lamps, Reflective Devices, and Associated Equipment."

Consequence:

Adjusting the horizontal headlight beam can increase glare, reducing the visibility of an oncoming driver or the vehicle operator, increasing the risk of a crash.

Remedy:

Toyota will notify owners, and dealers will close the aiming caps on the headlights, free of charge. The recall is expected to begin January 4, 2021. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's number for this recall is 20TA15.

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.

Please be reminded of the following requirements:



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.

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 Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



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