



Toyota Motor North America, Inc.

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

November 12, 2020

## NONCOMPLIANCE INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Corporation, ["TMC"]  
1, Toyota-cho, Toyota-City,  
Aichi, 471-8571, Japan

Affiliated U.S. Sales Company

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

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 Prime	2021	TMC	June 11, 2020 through October 19, 2020

Applicability	Part Number	Part Name	Component Description
Toyota / RAV4 Prime	81110-42B20	Headlamp Assy, RH	Headlamp Assembly
	81150-42B20	Headlamp Assy, LH	Headlamp Assembly

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 that were equipped with headlamps with aiming caps that were not closed due to an incorrect work instruction are involved in this recall.

3. Total Number of Vehicles Involved:

Total : 413

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

100%

5. Description of Noncompliance:

The subject vehicles are equipped with headlamps that contain aiming caps which are closed during vehicle assembly to prevent horizontal adjustment of the headlamp beam. Due to an incorrect work instruction, the caps on the subject vehicles' headlamps may not have been closed appropriately. In this condition, the subject vehicles may not meet certain requirements in FMVSS No. 108, paragraph S10.18.4 because the vehicle operator could potentially adjust the horizontal alignment of the headlamps by turning a gear in an open aiming cap with a screwdriver. Certain adjustments could increase the glare (reduce the visibility) for an oncoming driver, or reduce the visibility for the vehicle operator, increasing the risk of a crash.

6. Test Results and Other Information:

In Mid-October 2020, a team member discovered a discrepancy between the design drawing and the standardized work instruction for headlamps of a certain design being installed on certain RAV4 vehicles. It was determined that the standardized work instructions did not contain any instruction to close the aiming caps for these headlamps. Toyota conducted a containment activity, which identified a vehicle where the aiming caps had not been closed. Based on a review of production records, it was determined that some vehicles produced using the incorrect work instruction were not contained. Based on the information collected in this investigation, on November 6, 2020, Toyota decided that the subject vehicles may have been sold with headlamps that contain open aiming caps that could enable horizontal adjustment of the headlamp beam and may not meet certain requirements in FMVSS No. 108, paragraph S10.18.4.

7. Description of Corrective Repair Action:

For all involved vehicles, Toyota dealers will close the aiming caps on the headlamps to prevent horizontal adjustment of the headlamp beam at no cost to customers.

## 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 January 11, 2021. A copy of the draft owner notification letter(s) will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

Notification to distributors/dealers will be sent by November 12, 2020. Copies of the dealer communications will be submitted as they are issued.

10. Manufacturer’s Campaign Number:

Remedy: 20TA15