



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 7, 2020

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

NEF-150SS  
20V-734

**Subject:** Damaged Steering Column Can Interfere With Air Bag

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/AVALON/2020-2021  
TOYOTA/AVALON HYBRID/2020  
TOYOTA/RAV4/2020  
TOYOTA/RAV4 HYBRID/2020

**Mfr's Report Date:** November 25, 2020

**NHTSA Campaign Number:** 20V-734

**Components:**

AIR BAGS:FRONTAL  
STEERING:COLUMN

**Potential Number of Units Affected:** 161

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2020-2021 Toyota Avalon and 2020 Avalon Hybrid, RAV4, and RAV4 Hybrid vehicles. Breakaway pins within the steering column, designed to absorb energy and reduce injury during a crash, could have been damaged during production, possibly affecting the performance of the driver's air bag in the event of a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 208, "Occupant Crash Protection."

**Consequence:**

In the event of a crash, an air bag that does not deploy as designed can increase the risk of injury.

**Remedy:**

Toyota will notify owners, and dealers will replace the steering column, free of charge. The recall is expected to begin January 18, 2021. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's number for this recall is 20TB17/20TA17.

**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).

We have received Toyota's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please ensure the following requirements are met:

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

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).

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 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](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



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