

[REDACTED]
Johnson, VT, [REDACTED]
[REDACTED]

VIN - [REDACTED]
Toyota Reference # [REDACTED]

National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Sir or Madam,

I am writing to file a complaint concerning Toyota's failure to adequately notify consumers about a known Limited Service Campaign addressing a critical safety issue. My concern specifically involves the campaign for the replacement of the hybrid wiring harness and motor in Toyota hybrid vehicles.

I own a 2020 Toyota RAV4 Hybrid, which I purchased new based on Toyota's longstanding reputation for reliability, high-mileage performance, and exemplary customer care. On February 17, 2025, while driving, I received a dashboard alert indicating a hybrid system malfunction. Following the advice of my local Toyota dealership, I ceased driving and had my vehicle towed (an hour away) for service on February 25, 2025. At the service appointment, I was informed that both the hybrid floor wires and the motor needed to be replaced—a repair estimated at \$4,700.

Toyota's Limited Service Campaign was intended to cover the cost of this repair for vehicles with 100,000 miles or less and those under 8 years of age. My vehicle now has 119,046 miles, placing it 19,046 miles over the threshold. My research, including information available on Toyota's and NHTSA's websites, indicates that this issue was publicly known as early as February 2023. Despite this, I never received any notification regarding the campaign. I continue to receive recall notices (for example, for a 2008 Corolla I no longer own), making it all the more concerning that I was not informed about such an important service update.

To provide a brief context:

- My RAV4 is 5 years old, averaging approximately 65 miles per day or 23,809 miles per year.
- By February 2023, my vehicle had roughly 71,428 miles—comfortably within the 100,000-mile limit.
- Even if the campaign notice had been delayed until February 2024, my mileage would have been around 95,237 miles, still under the threshold.

Had I received proper notification, I would have had the vehicle serviced well within the eligibility period. The lack of consumer communication not only resulted in an out-of-pocket expense of nearly \$5,000, but it also raises concerns about Toyota's overall process for informing customers of potential safety issues. The fact that Toyota continues to collect data from vehicles serviced under this campaign suggests that this problem may be more widespread and could potentially evolve into a future recall issue.



I have also taken it upon myself to talk to other Toyota RAV4 owners in my area to see if they received notice about this campaign, and to date, I have yet to speak to one own who has. This confirms my concern that owners have not been adequately notified about this issue.

I respectfully request that NHTSA investigate this matter to determine whether Toyota's notification procedures comply with regulatory requirements designed to protect consumer safety. I am deeply concerned that the current communication practices may prevent many affected consumers from receiving timely and necessary repairs, thereby potentially jeopardizing public safety.

Thank you for your time and attention to this important issue. I look forward to your response and any further guidance on how I might proceed with this complaint.

Sincerely,



Vehicle currently being serviced at:

Heritage Toyota
1620 Shelburne Rd,
South Burlington, VT 05403 – Dealer Code 44014

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
02/28/2024	Toyota has added 2021-2022 RAV4 Prime HV, 2021-2023 Sienna HV, 2021-2022 Venza HV to this CSP
05/18/2023	Toyota has added 2020-2022 Highlander HV AWD to this CSP

Please review this notification with your staff to ensure that all relevant personnel have been briefed regarding this subject. The most recent update in the attached Dealer Letter will be highlighted with a red box.

Thank you for your cooperation.

Original Publication Date: December 21, 2022

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

CUSTOMER SUPPORT PROGRAM 22TE09

Certain 2019– 2022 Model Year RAV4 HV (AWD Only)

Certain 2020– 2022 Model Year Highlander HV (AWD Only)

Certain 2021– 2022 Model Year RAV4 Prime

Certain 2021– 2023 Model Year Sienna HV

Certain 2021– 2022 Model Year Venza HV

Coverage for HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2022 RAV4 HV AWD	Mid-August 2018 – Mid-November 2022	473,140
2020 – 2022 Highlander HV	Late June 2019 – Late October 2022	113,410
2021 – 2022 RAV4 Prime	Late November 2021 – Early October 2022	48,260
2021 – 2023 Sienna HV	Early March 2020 – Late September 2022	62,050
2021 – 2022 Venza HV	Early March 2020 – Late October 2022	107,400

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the HV Floor Under Wire Harness and the Rear Traction Motor Cable on certain 2019 to 2022 RAV4 HV AWD, 2020 to 2022 Highlander HV, 2021 to 2022 RAV4 Prime, 2021 to 2023 Sienna HV, and 2021 to 2022 Venza HV vehicles.

Background

Although the HV Floor Under Wire Harness and Rear Traction Motor Cable is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to excessive corrosion to the wire harness connections at the Rear Motor Generator. Excessive corrosion can cause AM Radio Static during certain drive cycles, or the vehicle may not start.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to HV Floor Under Wire Harness and Rear Traction Motor Generator Cable on certain 2019–2022 model year RAV4 HV AWD, 2020–2022 Highlander HV AWD, 2021–2022 RAV4 Prime, 2021–2023 Sienna HV, 2021–2022 Venza HV vehicles. The specific condition covered by this program is excessive corrosion at the connector of the HV Floor Under Wire Harness and Rear Traction Motor Cable. If the condition is verified per Toyota inspection criteria, the vehicle

will be repaired or have the affected wire harness/cable replaced under the terms of this Customer Support Program.

- *This coverage will be offered for 8 years or 100,000 miles (whichever comes first).*

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Covered Vehicles

There are approximately 804,250 vehicles covered by this Customer Support Program. There are approximately 4,570 vehicles in Puerto Rico involved in this Customer Support Program.

Owner Letter Mailing Date

Toyota is administering this program in phases.

Phase 1

Toyota began notifying owners of applicable Rav4 HV AWD vehicles in early February 2023, and those were distributed over the following several months.

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2022 Rav4 HV AWD	Mid-August 2018 – Mid-November 2022	473,140

Phase 2

In mid-May 2023, Toyota added approximately 113,410 vehicles to this Customer Support Program, as noted here. Toyota will begin to notify owners of the applicable Highlander HV AWD vehicles starting in mid-June 2023, and they will continue to be mailed over several months.

Model / Years	Production Period	Approximate Total Vehicles
2020 – 2022 Highlander HV AWD	Late June 2019 – Late October 2022	113,410

Phase 3

In late February, Toyota added approximately 217,710 vehicles to this Customer Support Program, as noted here. Toyota will begin to notify owners of the applicable vehicles starting in Mid-March 2024, and they will continue to be mailed over several months. A sample of the owner notification has been included for your reference.

Model / Years	Production Period	Approximate Total Vehicles
2021 – 2022 RAV4 Prime	Late November 2021 – Early October 2022	48,260
2021 – 2022 Sienna HV	Early March 2020 – Late September 2022	62,050
2021 – 2022 Venza HV	Early March 2020 – Mid-October 2022	107,400

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP **IS NOT** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title are **NOT ELIGIBLE** for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy 4.17, "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.22, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Johnson, V



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