



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

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



October 2, 2025

[REDACTED]
Johnson, VT [REDACTED]

NEF-109 rrr
Ref. No. 11659446

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Toyota RAV4 Hybrid vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We are aware of Toyota Customer Support Program (CSP) 22TE09 for MY 2019 through MY 2022 RAV4 Hybrid vehicles, amongst other Toyota vehicles. Toyota is providing extended 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 coverage for this condition has been extended to 8 years or 100,000 miles, whichever comes first.

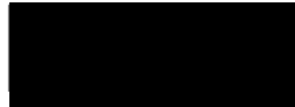
Please note that the CSP at issue was initiated by Toyota and is not a safety recall. The issuance of a CSP by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors CSPs to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's service campaigns and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We entered your information into the agency's database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We encourage you to continue to work with Toyota and your local dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Toyota district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Vermont Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-HELP; and by using the internet complaint form at ftc.gov/complaint.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement