

# Part 573 Safety Recall Report

# 20V-698

**Manufacturer Name :** Toyota Motor Engineering & Manufacturing

**Submission Date :** NOV 12, 2020

**NHTSA Recall No. :** 20V-698

**Manufacturer Recall No. :** 20TA15



## Manufacturer Information :

## Population :

**Manufacturer Name :** Toyota Motor Engineering & Manufacturing

**Number of potentially involved :** 413

**Address :** 6565 Headquarters Drive

**Estimated percentage with defect :** 100 %

Plano TX 75024

**Company phone :** 1-800-331-4331

## Vehicle Information :

**Vehicle 1 :** 2021-2021 Toyota RAV4 Prime

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** (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.

**Production Dates :** JUN 11, 2020 - OCT 19, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Noncompliance :

**Description of the 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.

**FMVSS 1 :** 108 - Lamps, reflective devices, and assoc. Equipment

**FMVSS 2 :** NR

**Description of the Safety Risk :** 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.

Description of the Cause : NR

Identification of Any Warning  
that can Occur : NR

## Involved Components :

Component Name 1 : Headlamp Assy, RH

Component Description : Headlamp Assembly

Component Part Number : 81110-42B20

Component Name 2 : Headlamp Assy, LH

Component Description : Headlamp Assembly

Component Part Number : 81150-42B20

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

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.

## Description of Remedy :

Description of Remedy Program : 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.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

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

Planned Dealer Notification Date : NOV 12, 2020 - NOV 12, 2020

Planned Owner Notification Date : JAN 04, 2021 - JAN 11, 2021

\* NR - Not Reported