

Part 573 Safety Recall Report

23V-478

Manufacturer Name : Toyota Motor Engineering & Manufacturing

Submission Date : FEB 23, 2024

NHTSA Recall No. : 23V-478

Manufacturer Recall No. : See attached report



Manufacturer Information :

Manufacturer Name : Toyota Motor Engineering & Manufacturing

Address : 6565 Headquarters Drive

Plano TX 75024

Company phone : 1-800-331-4331

Population :

Number of potentially involved : 43,442

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2021-2022 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) This issue only affects the vehicles equipped with a DC-DC converter containing a current rectifying module with the specific design described in this report. Other Toyota or Lexus vehicles sold in the U.S. are equipped with a DC-DC converter of a different design or not equipped with a DC-DC converter.

Toyota is unable to estimate the percentage of the involved vehicles that actually contains the DC-DC converter with a damaged rectifying module as described in this report. However, as the NHTSA manufacturer portal requires an integer value be entered, Toyota has entered the value "1" in response to this question in the portal. For the purpose of this report, "1" means "unknown".

Production Dates : NOV 25, 2019 - MAY 27, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2022-2022 Lexus NX450h+

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) This issue only affects the vehicles equipped with a DC-DC converter containing a current rectifying module with the specific design described in this report. Other Toyota or Lexus vehicles sold in the U.S. are equipped with a DC-DC converter of a different design or not equipped with a DC-DC converter.

Toyota is unable to estimate the percentage of the involved vehicles that actually contains the DC-DC converter with a damaged rectifying module as described in this report. However, as the NHTSA manufacturer portal requires an integer value be entered, Toyota has entered the value "1" in response to this question in the portal. For the purpose of this report, "1" means "unknown".

Production Dates : APR 07, 2021 -MAY 27, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The plug-in hybrid system of the subject vehicles includes a DC-DC converter that reduces the voltage of the electricity from the Hybrid Vehicle (HV) battery in order to charge the vehicle's 12V battery. Contained within the DC-DC converter is an electric current rectifying module that is installed on the circuit board. Some of these modules may have been damaged during production by the supplier and could fail. Based on its design, if the module does fail, it will not fail to an open circuit, but instead a short circuit could occur. This allows current from the 12V battery to continue to flow through the module and the module will generate heat. Under certain conditions, if excessive heat is generated, components within and outside the DC-DC converter could sustain thermal damage, increasing the risk of a vehicle fire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, if excessive heat is generated, components within and outside the DC-DC converter could sustain thermal damage, increasing the risk of a vehicle fire.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Converter Assy, Hybrid Vehicle

Component Description : DC-DC Converter

Component Part Number : G9270-42060

Supplier Identification :

Component Manufacturer

Name : Denso Corporation

Address : 1-1, Showa-cho, Kariya-city
Aichi-pref. Foreign States 448-8661

Country : Japan

Chronology :

Please see the attached Part 573 Defect Information Report for the full chronology.

Description of Remedy :

Description of Remedy Program : All known owners of the subject vehicles will be notified to return their vehicles to a Toyota and Lexus dealer. The dealers will replace the DC-DC converter with an improved part at no cost.

The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Toyota's General Reimbursement Plan.

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 September 10, 2023. A copy of the draft owner notification will be submitted as soon as it is available.

Notifications to distributors/dealers will be sent on July 12, 2023. Copies

Planned Dealer Notification Date :	JUL 12, 2023 - JUL 12, 2023
Planned Owner Notification Date :	AUG 07, 2023 - SEP 10, 2023

of dealer communications will be submitted as they are issued. Remedy is planned to launch to dealers by April 26, 2024.

* NR - Not Reported