

Subject		Market	
Abnormal Noise from Hybrid Transaxle (T/A)		USA	
Service Category		Section	
Drivetrain		Hybrid Transmission/Transaxle	
Applicability			
2021-2023 Sienna HV			

APPLICABLE VEHICLES

2021-2023

Sienna HV

CONDITION

Some 2021- 2023 Sienna HV vehicles may duplicate an abnormal noise (Growl, Humming and/or other) from the Hybrid T/A at various vehicle speeds and normal drive conditions. Please contact TAS for diagnostic instructions to aid in resolution of the condition.

RECOMMENDATIONS

Please create a TAS case and contact TAS for instruction prior to diagnosing or repairing of the vehicle. If it is a weekend or a holiday, continue with diagnosis and repair. Please save all parts and/or details and contact TAS on the next available workday.

Prior to contacting TAS, confirm/attach the following to the case:

1. The abnormal noise has been isolated to the Hybrid T/A using chassis ears.
2. No fluid leaks that could contribute to the abnormal sound from the Hybrid T/A
3. No accident damages that could contribute to the abnormal sound from the Hybrid T/A
4. Be able to provide TAS the vehicle situation for duplication and indicate in TAS case: Windows Open, Windows closed, Nearby wall, fence, In underground parking, etc.
5. Complete and attach the HV Transaxle Abnormal Noise/Vibration Customer Interview Form
6. Video recording showing speedometer when the phenomenon is audible to be used for analyzation, please indicate (for example by stretching your finger) when the sound duplicates.

LINK REFERENCES

7. [Customer Interview Form: HV Transaxle Abnormal Noise / Vibration](#)