

Subject

Abnormal Noise from Rear Motor Generator (MGR)

Market

USA

Service Category

Drivetrain

Section

Hybrid Transmission/Transaxle

Applicability

21-23 Highlander HV, RAV4 HV, Sienna HV

APPLICABLE VEHICLES

2021-2023	Highlander HV	2021-2023	RAV4 HV
2021-2023	Sienna HV		

CONDITION

Some 2021 - 2023 Highlander HV, RAV4 HV and Sienna HV vehicles equipped with Rear Motor Generator, MGR (Q610), may duplicate an abnormal noise (Drone, Growl, Humming, and/or other) from the MGR 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 sound has been isolated to the MGR using chassis ears.
2. No fluid leaks that could contribute to the abnormal sound from the MGR.
3. No accident damages that could contribute to the abnormal sound from the MGR.
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

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