

Original Publication Date: August 6, 2019

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## SAFETY (NONCOMPLIANCE) RECALL K0N *(Remedy Notice)*

### Certain 2019 Model Year RAV4 and RAV4 Hybrid Backup Camera System May Not Operate

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2019 RAV4	Late May 2019 – Late July 2019	11,800	2,400
2019 RAV4 Hybrid	Late May 2019 – Mid-July 2019	2,400	300



**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.**

*Refer to Dealer Inventory Procedures section for more details.*



On August 6, 2019, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2019 model year RAV4 and RAV4 Hybrid vehicles.

#### Condition

The involved vehicles are equipped with a back-up camera system which activates to show the area behind the vehicle when the vehicle is shifted into reverse. In these vehicles, there is a possibility that a damaged connector in the audio unit display is causing the back-up camera system not to activate. If the driver reverses the vehicle without checking his/her surroundings when the vehicle has this condition, there can be an increased risk of a crash. Also, this condition would lead to a noncompliance with certain safety regulations.

#### Remedy

For all involved vehicles, if the backup camera system is found to be inoperative as a result of this condition, Toyota dealers will replace the audio unit display with a new one, **FREE OF CHARGE**.

Note: To reduce owner inconvenience, the owner notification will include instructions on how to confirm the operation of the backup camera and notify Toyota if the backup camera is functioning normally. Some owners may prefer to have a dealer inspect the vehicle for them, in which case the dealer should perform the inspection as outlined in the Technical Instructions.

#### Covered Vehicles

There are approximately 14,200 vehicles covered by this Safety (Noncompliance) Recall. No vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will notify owners by early October 2019.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety (Noncompliance) Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

**New Vehicles in Dealership Inventory**

There are approximately 2,700 vehicles in new dealer inventory as of August 5, 2019.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**NOTE:**

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

**Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

**Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form K0N" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

**Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

**Toyota Rent-A-Car (TRAC) & Service Loaners**

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

*All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.*

Part Number	Description	Quantity
86140-0R320	RECEIVER ASSY, RADIO & DISPLAY*	1

\*Both retailed and in -stock vehicles require new unit replacement. Do NOT obtain through the Manufacture Exchange Center.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (specialty)
- Expert Technician (specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>.

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### **Remedy Procedures**

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### **Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### **Parts Recovery Procedures**

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

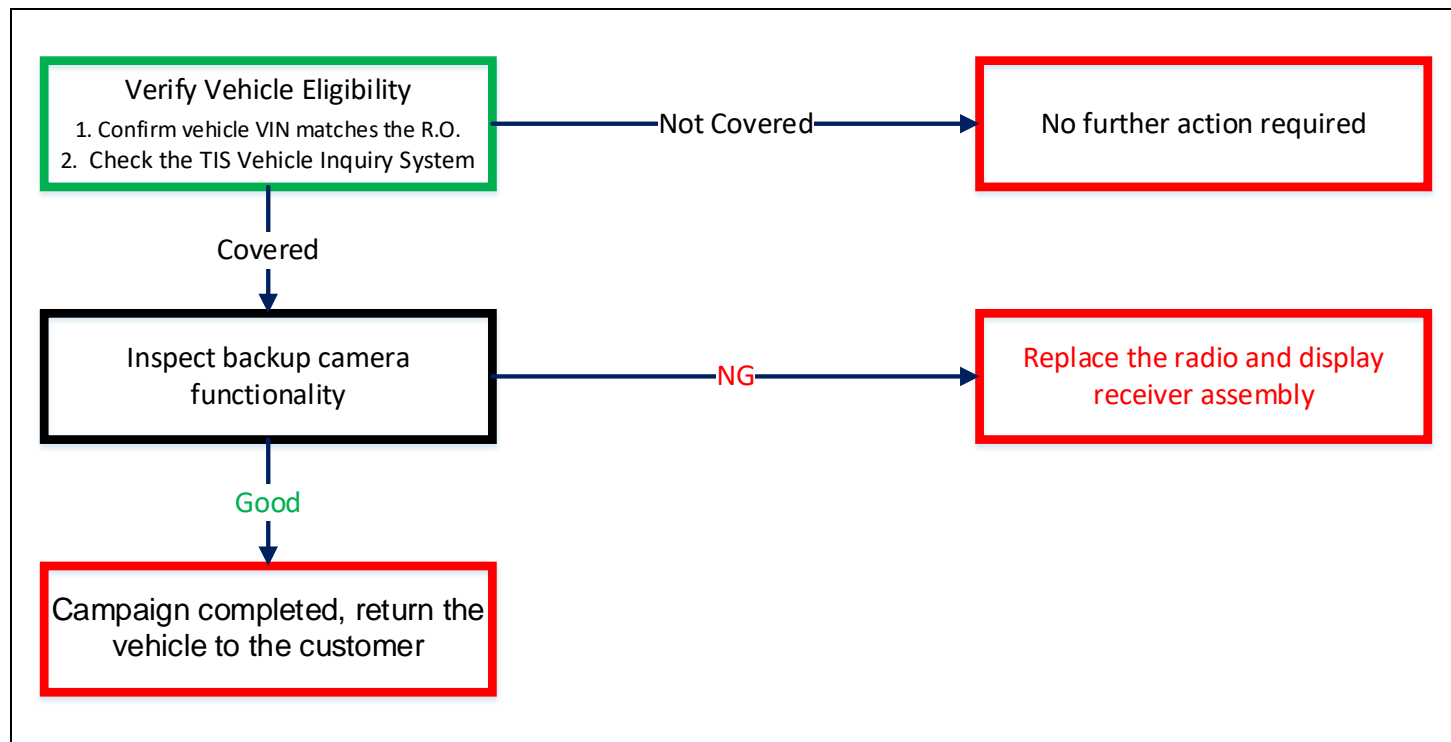
To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



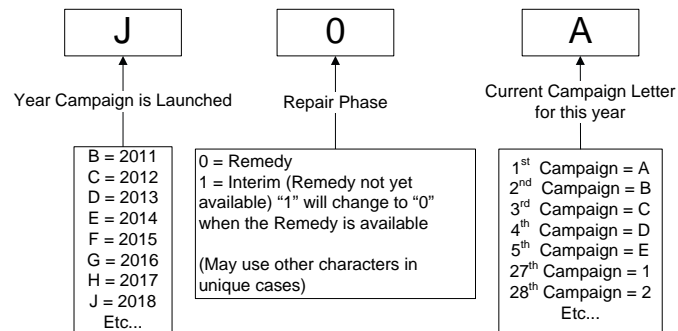
Op Code	Description	Flat Rate Hours
K0N001	Inspect Backup Camera – Head Unit Replacement <b>NOT</b> Required	0.2
K0N002	Inspect Backup Camera – Replace Head Unit	0.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety (Noncompliance) Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

## Campaign Designation / Phase Decoder



### Examples:

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2018.

*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety (Noncompliance) Recall.*

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



## SAFETY (NONCOMPLIANCE) RECALL K0N *(Remedy Notice)*

Certain 2019 Model Year RAV4 and RAV4 Hybrid  
Backup Camera System May Not Operate

### Frequently Asked Questions

Original Publication Date: August 6, 2019

**Q1:** *What is the condition?*

A1: The involved vehicles are equipped with a back-up camera system which activates to show the area behind the vehicle when the vehicle is shifted into reverse. In these vehicles, there is a possibility that a damaged connector in the audio unit display is causing the back-up camera system not to activate. If the driver reverses the vehicle without checking his/her surroundings when the vehicle has this condition, there can be an increased risk of a crash. Also, this condition would lead to a noncompliance with certain safety regulations.

**Q1a:** *What is the audio unit display?*

A1a: The audio unit display is the display unit for the audio system. Also, the backup camera system shows the area behind the vehicle when the vehicle is shifted into reverse through this display unit.

**Q2:** *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail by early October 2019, providing owners with instructions on how to confirm the operation of their backup camera system and notify Toyota if the system is functioning normally. Any owner who is uncomfortable inspecting their vehicle is advised to make an appointment with their authorized Toyota dealer to have the backup camera system inspected for this condition, **FREE OF CHARGE**. For all involved vehicles, if the backup camera system is found to be inoperative as a result of this condition, Toyota dealers will replace the audio unit display with a new one, **FREE OF CHARGE**.

**Q3:** *Are there any warnings that this condition exists?*

A3: Yes. If the vehicle is in reverse and an image of the rear view of the vehicle does **NOT** show on the audio unit display, the vehicle may be affected by this condition.

**Q4:** *Can I determine if my vehicle is affected by this condition?*

A4: Yes. If the vehicle is in reverse and an image of the rear view of the vehicle does **NOT** show on the audio unit display, the vehicle may be affected by this condition. If the vehicle is in reverse and an image of the rear view of the vehicle does display, the vehicle is **NOT** affected by the condition.

**Q4a:** *What should I do if my vehicle is NOT affected by this condition?*

A4a: Toyota will include instructions in the owner letter asking that you send a response indicating your backup camera is operating normally. This will remove you from any follow up mailings.

**Q4b:** *What if I cannot determine if my vehicle is affected by this condition?*

A4b: Any authorized Toyota dealer can inspect your vehicle to determine if it is affected by this condition **FREE OF CHARGE**.

**Q5:** *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A5: There are approximately 14,200 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
RAV4	2019	Late May 2019 – Late July 2019
RAV4 Hybrid	2019	Late May 2019 – Mid-July 2019

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

**Q6:** *How long will the repair take?*

A6: The inspection will take approximately 15 minutes. For vehicles where the backup camera system is found to be inoperative, the replacement of the audio unit display will take an additional 30 minutes in addition to any inspection. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7:** *How does Toyota obtain my mailing information?*

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q8:** *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety (Noncompliance) Recall. At this time, remedy parts are not available, and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN 

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Campaign Code 

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Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name \_\_\_\_\_ Customer Email \_\_\_\_\_

Customer Address \_\_\_\_\_ Home Phone # \_\_\_\_\_

\_\_\_\_\_ Mobile Phone # \_\_\_\_\_

\_\_\_\_\_ Date \_\_\_\_\_

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address \_\_\_\_\_ Dealer Code \_\_\_\_\_

\_\_\_\_\_ Dealer Phone Number \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Name \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Signature \_\_\_\_\_