

Subject HV Transaxle (Abnormal Noise/Vibration)		Market USA
Service Category Drivetrain	Section Hybrid Transmission/Transaxle	
Applicability 2019-2020 RAV4 HV		

APPLICABLE VEHICLES

2019-2020	RAV4 HV
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CONDITION

Customers may experience abnormal noise/vibration from the hybrid transaxle.

Note: This is different from Vehicle Proximity Notification system. Please use link #2 of this document and test the Proximity Notification System to determine if origin of noise is abnormal.

RECOMMENDATIONS

1. If the noise is duplicated on the vehicle, please take a video of the dashboard documenting where/when the noise occurs. In this video, if possible, include an indicator (finger, pencil, etc.) pointing to the location of when the noise occurs (engine rpm and vehicle speed).
2. Please create a TAS case and contact TAS for instruction prior to diagnosing or repairing of the vehicle. If it is a weekend or holiday, continue with diagnosis and repair. Please save all parts and/or details and contact TAS on the next available work day. Fill out the "General Hybrid Vehicle Pre-Call Worksheet" survey to gather details from the customer.
3. Once completed, please attach the video and customer interview form to the TAS case.

LINK REFERENCES

1. [Customer Interview Form: HV Transaxle Abnormal Noise / Vibration](#)
2. [VEHICLE PROXIMITY NOTIFICATION SYSTEM: VEHICLE PROXIMITY NOTIFICATION SYSTEM: OPERATION CHECK; 2019 MY RAV4 RAV4 HV \[02/2019 - ???????\]](#)