

# Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

**Service Category** Drivetrain

**Section** Transfer/4wd/Awd

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019 - 2020	RAV4	

### REVISION NOTICE

September 14, 2021 Rev1:

- The Front Transfer Case Electro-magnetic Clutch Assembly Installation section has been updated.

Any previous printed versions of this bulletin should be discarded.

### SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0019-20.

- The Parts Information and Repair Procedure sections have been updated.

Service Bulletin No. T-SB-0019-20 is obsolete, and any printed versions should be discarded.

## Introduction

Some 2019 – 2020 model year RAV4 Adventure and Limited grade AWD vehicles may exhibit an abnormal buzz/groan noise from the front transfer case at 20 – 30 mph when accelerating from a stop and/or at 20 – 13 mph on deceleration after driving the vehicle for 15 – 20 minutes or more. This condition occurs with Normal drive mode selected during disconnect/connect timing of the AWD system. Follow the procedures in this bulletin to address this condition.

### NOTE

This Service Bulletin ONLY applies to 2019 – 2020 model year RAV4 Adventure and Limited grade vehicles with torque vectoring AWD system.

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	TMMC - C	AWD	2T3N1RFV#KC053454
			2T3J1RFV#KC053454
	TMMC - W		2T3N1RFV#LW087451
			2T3J1RFV#LW087451
	Takaoka		JTMN1RFV#KJ023026
	Shokki #1		JTMN1RFV#KD041318
	Shokki #2		JTMN1RFV#KD522367

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
TC1912	R & R Front Transfer Case Electro-magnetic Clutch Assembly	3.7	41406-42010	91	19
Combo A	Reprogram 4WD ECU	0.5			

#### APPLICABLE WARRANTY

- This repair is covered under the Toyota Powertrain Warranty. This warranty is in effect for 60 months or 60,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
-	04000-28142	Repair Kit, Transfer	1
	04000-46142		
00289-ATFWS		Automatic Transmission Fluid WS	4
08885-02606		Front Transfer Case Gear Oil (LX85 LSD Type)	1
00451-00001-LBL		Authorized Modifications Labels	1
89630-42130 89630-42140	89630-42160	Computer Assy, 4WD	-

#### NOTICE

- The 4WD ECU should NOT be replaced as part of the Repair Procedure.
- Only ONE repair kit is needed. Both kits provide the same performance; use whichever repair kit is more readily available.

#### NOTE

Authorized Modifications Labels may be ordered in packages of 25 from the Materials Distribution Center (MDC) through *Dealer Daily – Parts – Dealer Support Materials Orders*.

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	PART NUMBER	QUANTITY
Body Grease W	08887-02007	1
MP (Multi-purpose) Grease	–	As Needed

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVI*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	
ChassisEAR™ (or equivalent)		<a href="#">JSP06608</a>	1

\*Essential SST.

**NOTE**

- Only ONE of the Techstream units listed above is required.
- Software version 16.10.017 or later is required.
- ChassisEAR™ and additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Battery Diagnostic Tool*	<a href="#">DCA-8000P T</a>	1

\*Essential SST.

**NOTE**

Additional SSTs may be ordered by calling 1-800-933-8335.

### Calibration Information

GRADE	ECU	CALIBRATION ID	
		PREVIOUS	NEW
Adventure	4WD ECU	F15364209200	<a href="#">F15364212100</a>
Limited		F15364210000	
		F15364212000	

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### Confirmation Procedure

1. Confirm the vehicle exhibits an abnormal buzz/groan noise from the front transfer case during one or both of the following conditions.
  - Driving at 20 – 30 mph when accelerating from a stop during AWD system disconnect timing.
  - Driving at 20 – 13 mph on deceleration during AWD system connect timing.

Refer to the buzz/groan noise example video link:

[Buzz/Groan Noise Example Video](#)

#### NOTE

- Use ChassisEAR™ to confirm the noise is coming from the front transfer case.
- Monitor the 4WD ECU Data List “Front and rear axle coupling position sensor status” to confirm the noise is occurring at AWD system disconnect and/or connect timing.

#### HINT

While driving above 20 mph, the system can be manually switched back and forth from disconnect to connect by switching drive mode from Normal to Sport.

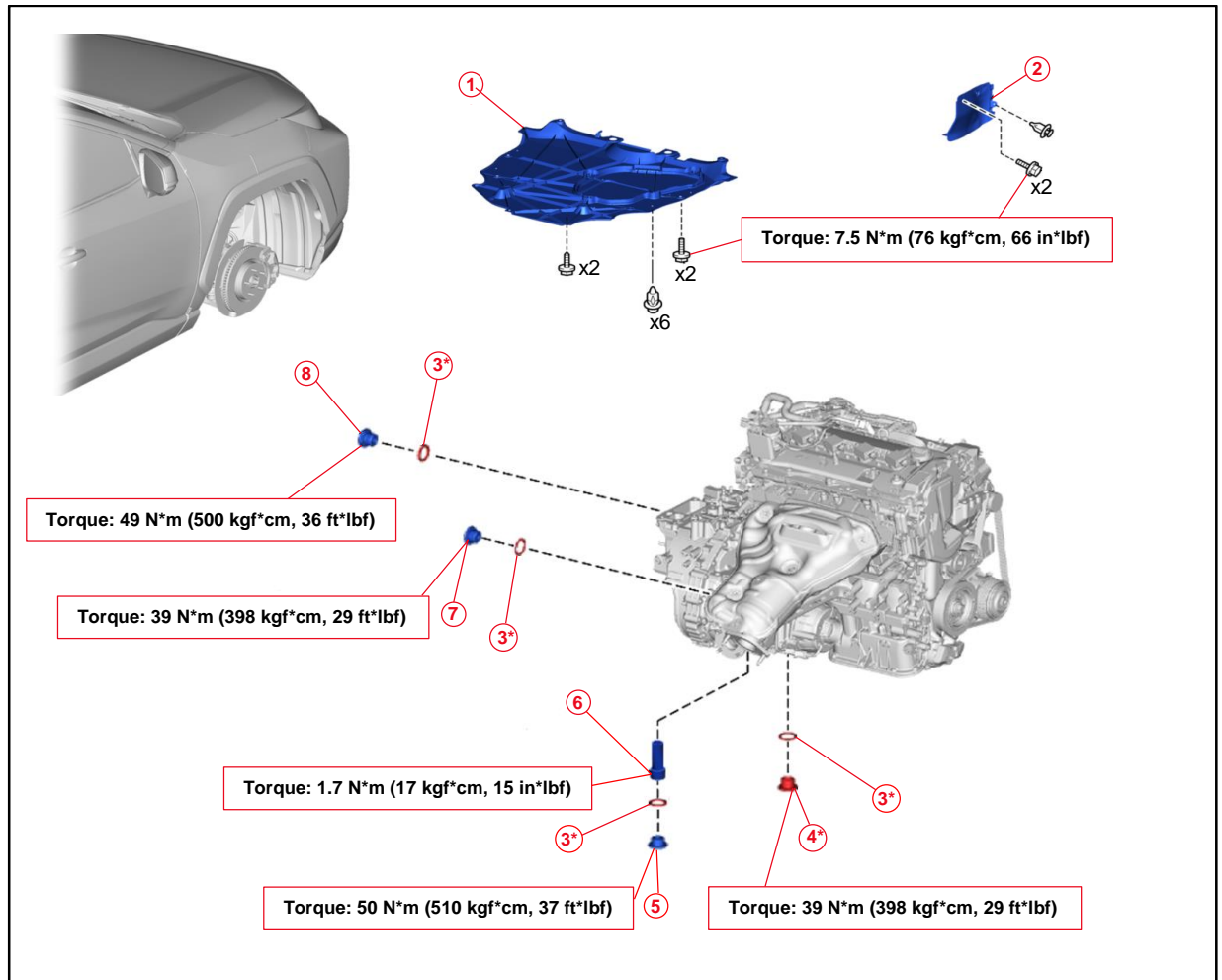
Does the vehicle exhibit an abnormal buzz/groan noise from the front transfer case during one or both conditions described above?

- **YES** — Review and complete the rest of the Repair Procedure in this bulletin.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

# Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

## Confirmation Procedure (continued)

**Figure 1. Component Overview**



<b>1</b>	<b>No. 2 Engine Under Cover Assembly</b>
<b>2</b>	<b>Front Fender Apron Seal RH</b>
<b>3</b>	<b>Gasket*</b>
<b>4</b>	<b>Transfer Drain Plug*</b>

<b>5</b>	<b>Overflow Plug</b>
<b>6</b>	<b>No. 1 Transmission Oil Filter Tube</b>
<b>7</b>	<b>Transfer Filler Plug</b>
<b>8</b>	<b>Refill Plug</b>

\*Component to be replaced.

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### Front Transfer Case Electro-magnetic Clutch Assembly Removal

1. Remove the front drive shaft assembly RH.

**NOTE**

Make sure to drain ALL automatic transaxle fluid and transfer oil BEFORE drive shaft removal to prevent the two oils from mixing.

Refer to TIS, applicable model and model year Repair Manual:

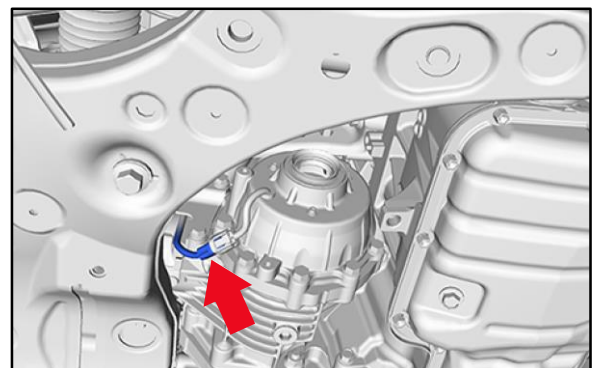
- 2019 – 2020 RAV4:  
*Drivetrain – Drive Shaft/Propeller Shaft – [“Drive Shaft / Propeller Shaft: Front Drive Shaft Assembly \(for AWD\): Removal”](#)*

**NOTICE**

- Discard the OLD front transfer case assembly drain plug AFTER removal.
- Do NOT reuse the OLD drain plug.

2. Remove the drive shaft bearing bracket.
3. Remove the transfer case electro-magnetic clutch.
  - A. Disconnect the connector.

**Figure 2.**



## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Removal (continued)

- B. Remove the five bolts and electro-magnetic clutch assembly cover.

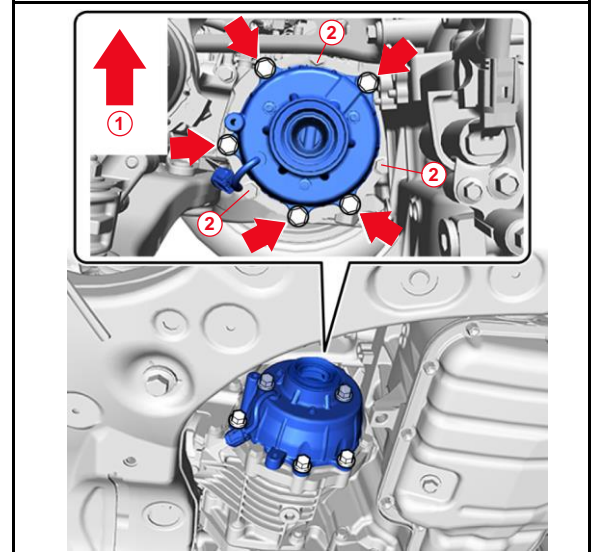
**NOTICE**

Do NOT remove the three bolts attaching the ring gear assembly housing to the transfer case.

**NOTE**

Gently remove the cover to prevent the disconnect shaft from being pulled out with the electro-magnetic clutch assembly.

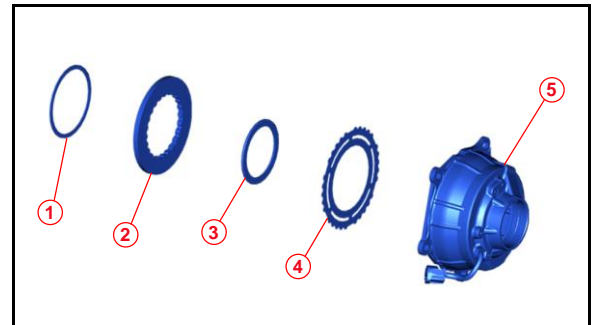
**Figure 3.**



1	Vehicle Upward
2	Bolt (Do Not Remove)

- C. Remove the shim, armature plate, thrust roller bearing, outer plate, and cover.
- D. Mark and store the five removed components in a container for removed components to avoid reinstalling them in error.

**Figure 4.**



1	Shim
2	Armature Plate
3	Thrust Roller Bearing
4	Outer Plate
5	Cover



## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

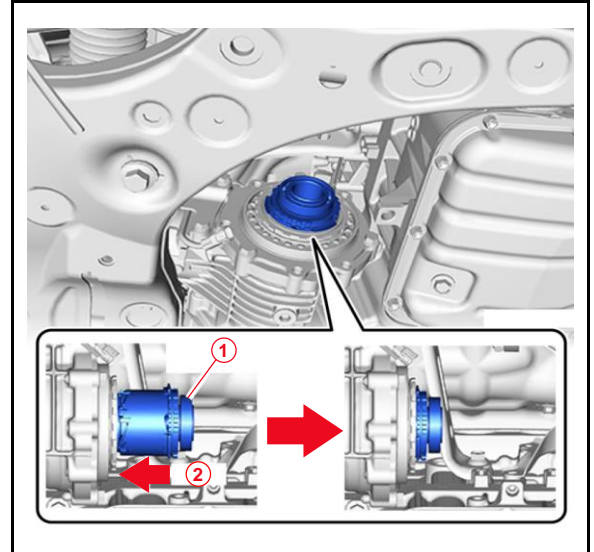
### Front Transfer Case Electro-magnetic Clutch Assembly Removal (continued)

- E. If the disconnect shaft is pulled out together with the electro-magnetic clutch cover, push it toward the vehicle inner side (automatic transaxle side).

**NOTE**

Make sure to push the disconnect shaft back to its original position to ensure proper installation of the NEW electro-magnetic clutch.

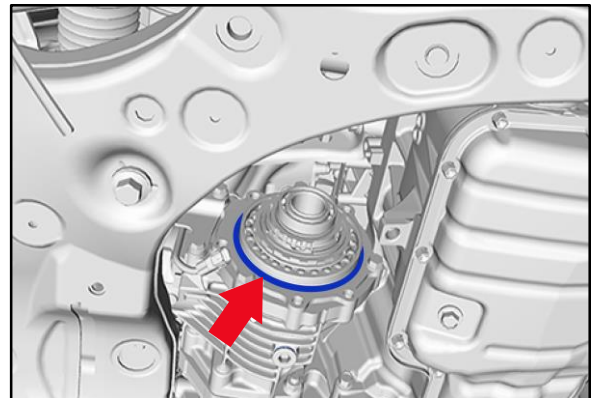
**Figure 5.**



<b>1</b>	<b>Shaft</b>
<b>2</b>	<b>Push</b>

- F. Remove the O-ring.
  
- G. Destroy the removed O-ring and store it in a container for removed components to avoid reinstalling it in error.

**Figure 6.**



# Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

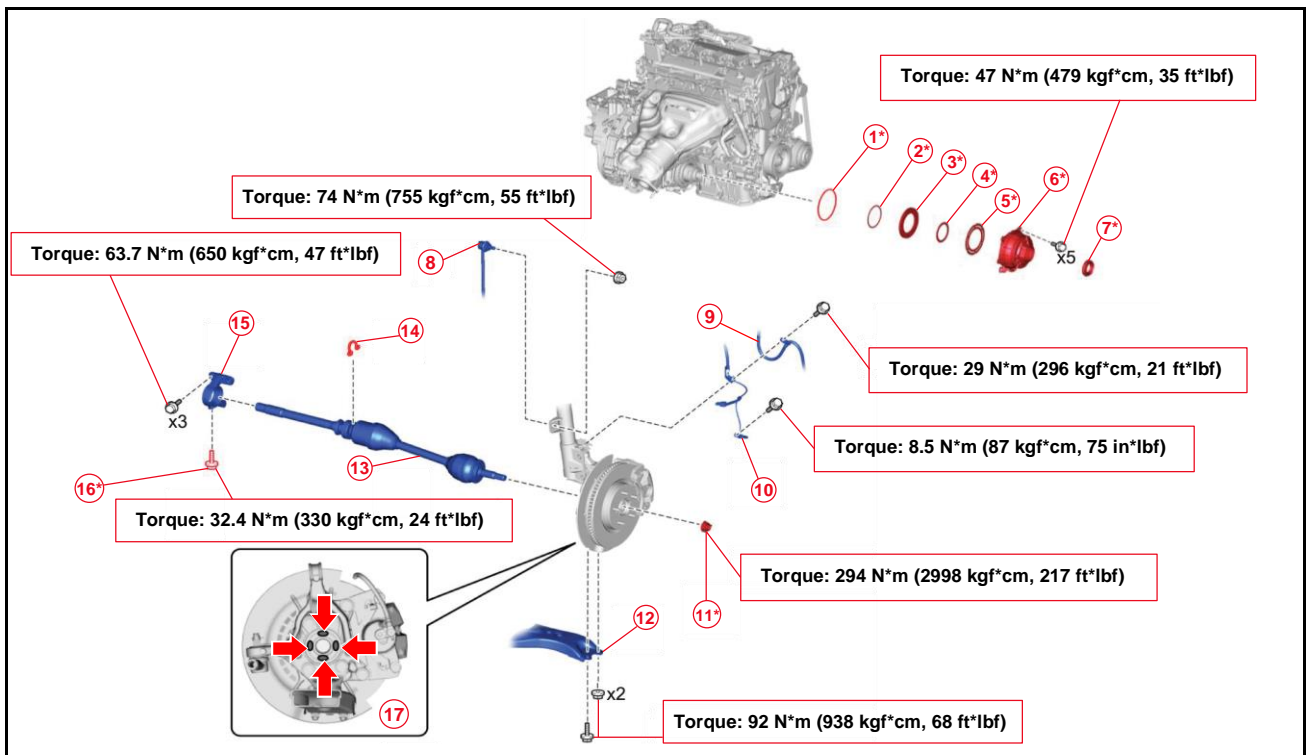
## Front Transfer Case Electro-magnetic Clutch Assembly Installation

### Condition and Repair Kit Verification

1. Confirm which repair kit will be used for the repair.
  - If using Repair Kit 04000-28142 continue to [Installation for Repair Kit 04000-28142](#).
  - If using Repair Kit 04000-46142 go to [Installation for Repair Kit 04000-46142](#).

### Installation for Repair Kit 04000-28142

**Figure 7. Repair Kit 04000-28142 Component Overview**



1	O-ring
2	Shim*
3	Armature Plate*
4	Thrust Roller Bearing*
5	Outer Plate*
6	Cover*
7	Front Transfer Case Oil Seal (MP Grease)
8	Front Stabilizer Link Assembly RH
9	Front Flexible Hose

10	Front Speed Sensor RH
11	Front Axle Shaft Nut RH (Do Not Apply Lubricant to Threaded Parts)
12	Front Lower No. 1 Suspension Arm Assembly RH
13	Front Drive Shaft Assembly RH
14	Drive Shaft Bearing Bracket Hole Snap Ring
15	Drive Shaft Bearing Bracket
16	Bolt
17	Toyota Body Grease W (Application Area)

\*Component to be replaced. (Component is part of the front transfer case electro-magnetic clutch assembly.)

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-28142 (continued)

1. Make sure the outer plate is securely installed to the NEW front transfer case electro-magnetic clutch cover.

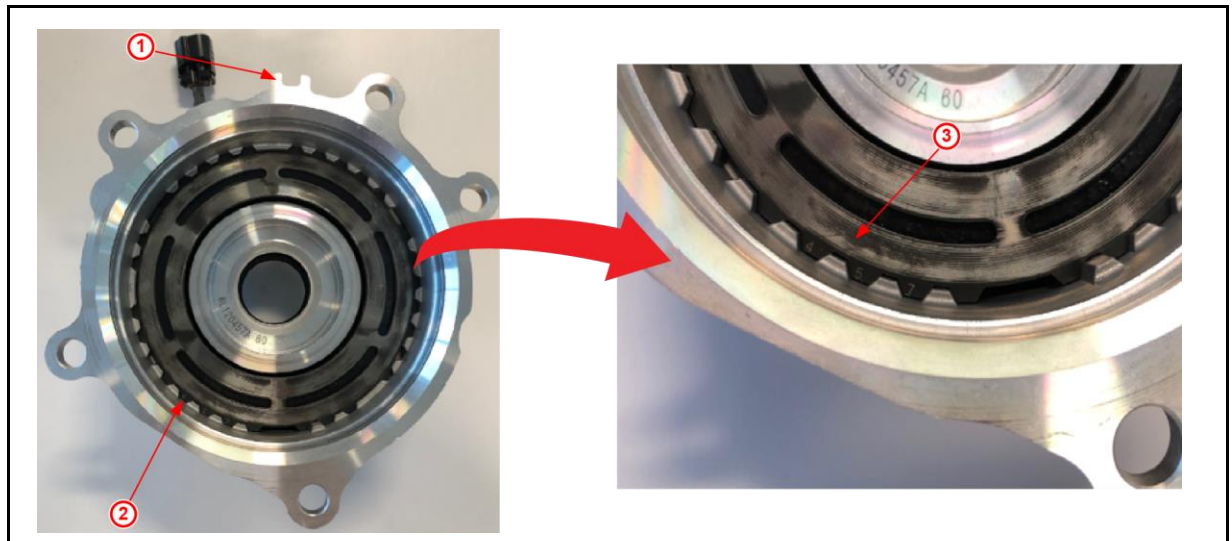
**NOTICE**

- Do NOT exchange ANY component of the NEW front transfer case electro-magnetic clutch, in which shim adjustment has been made, with ANY other kit component.
- Do NOT disassemble the outer plate from the front NEW front transfer case electro-magnetic clutch.

Key Points:

- The outer plate is clocked correctly out of the box as a NEW part. (It is important NOT to remove the outer plate from the EMC cover.)
- Visually verify the outer plate correctly fits with the spline of the cover.
- Do NOT remove the outer plate; it can be easily bent/damaged. (There is no reason to handle outside of the cover.)

Figure 8.



1	Point of Orientation
2	Unique Teeth Pattern (Only one Direction Fitment)
3	Close-up

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

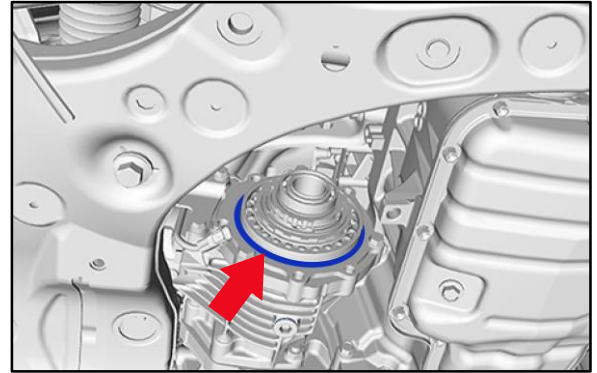
#### Installation for Repair Kit 04000-28142 (continued)

2. Install the NEW O-ring.

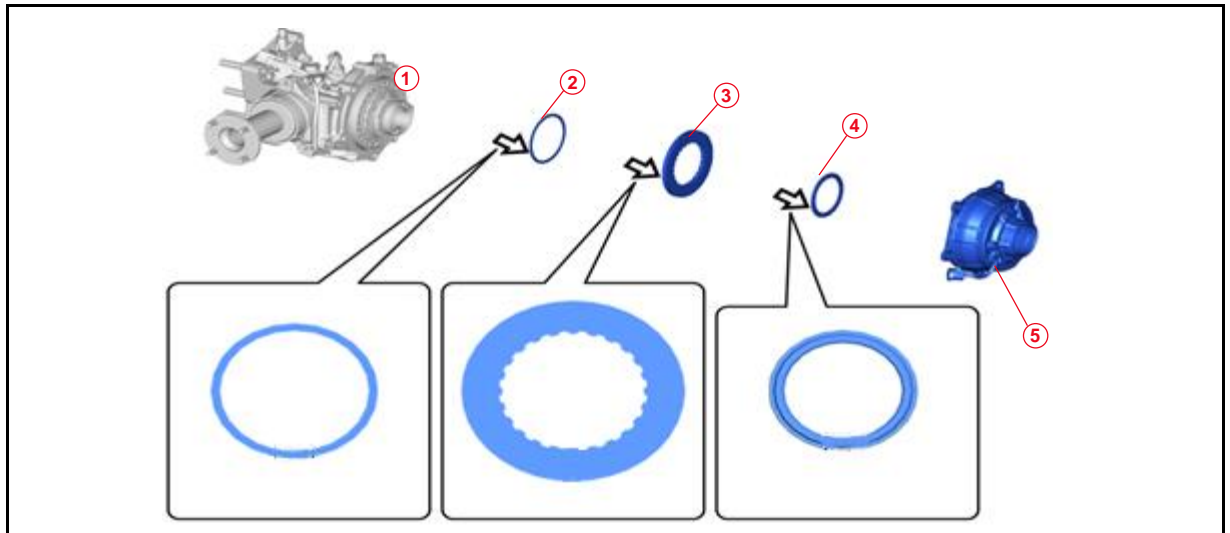
**NOTE**

A NEW shim, armature plate, and thrust roller bearing MUST be installed to the front transfer case.

**Figure 9.**



**Figure 10.**



<b>1</b>	Vehicle Inner Side (Automatic Transaxle Side)
<b>2</b>	Shim
<b>3</b>	Armature Plate

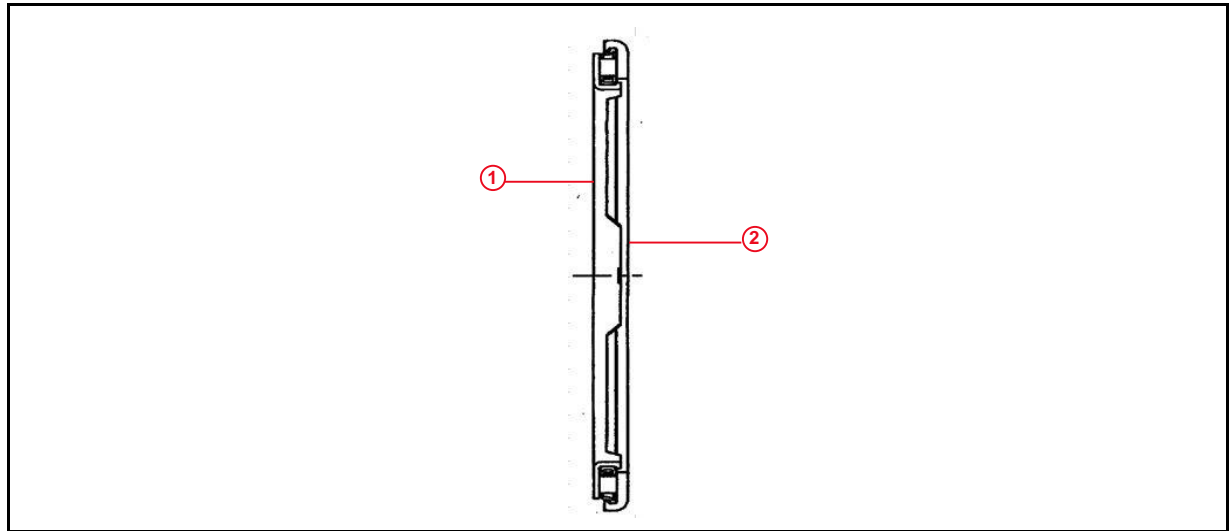
<b>4</b>	Thrust Roller Bearing (see Figure 11)
<b>5</b>	Cover with Outer Plate

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-28142 (continued)

**Figure 11. Thrust Roller Bearing**



<b>1</b>	<b>Transfer Side</b>
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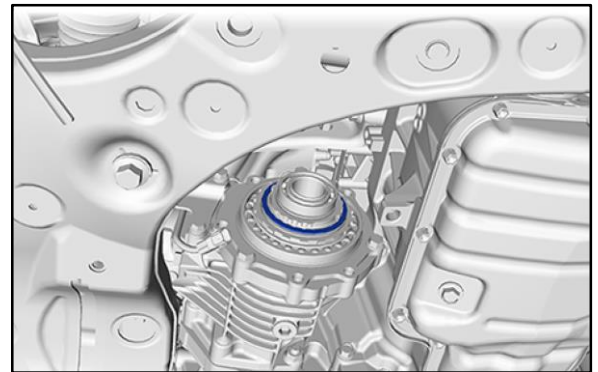
<b>2</b>	<b>EMC Cover Side</b>
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3. Install the NEW shim to the front transfer case.

**NOTE**

The NEW shim can be assembled without concern for orientation as there is no front or back.

**Figure 12. New Shim Installed**



## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-28142 (continued)

4. Install the NEW armature plate to the front transfer case with its metal surface facing the vehicle inner side (automatic transaxle side).

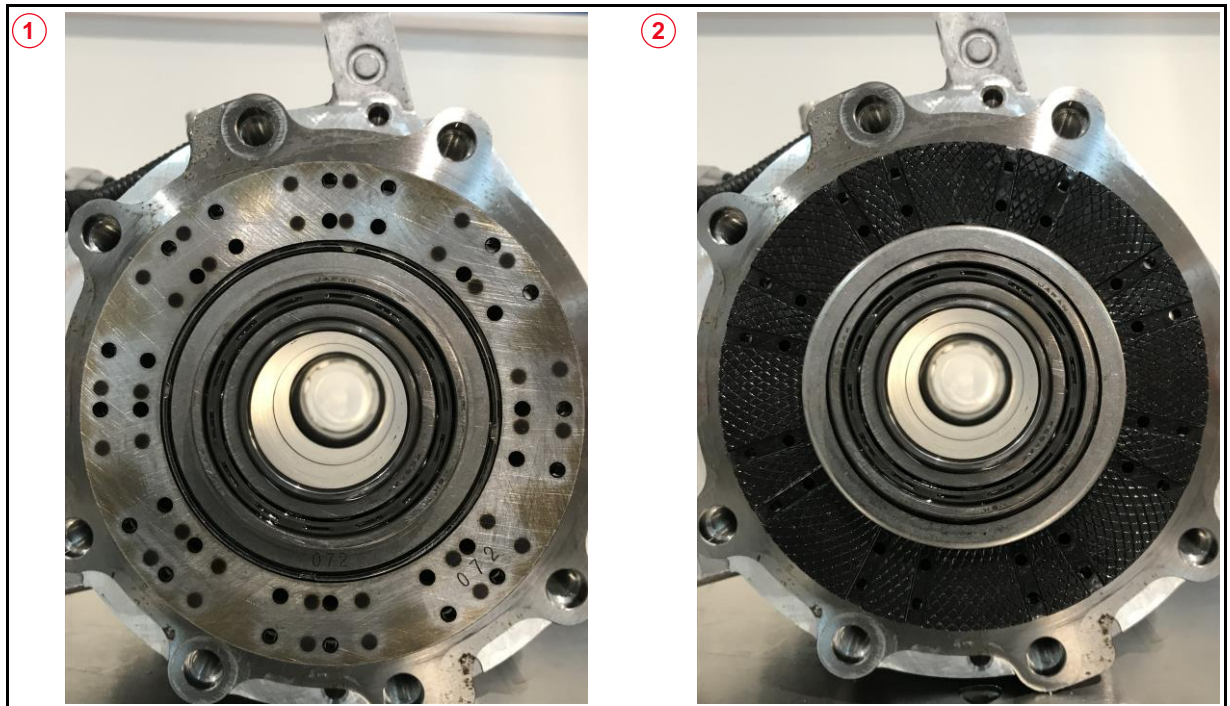
**NOTE**

AFTER proper installation, the metal surface should NOT be visible as shown in Figure 14.

**Figure 13. Armature Plate Installed**



**Figure 14. No Good vs OK Condition**



<b>1</b>	<b>No Good Condition</b>
<b>2</b>	<b>OK Condition</b>

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

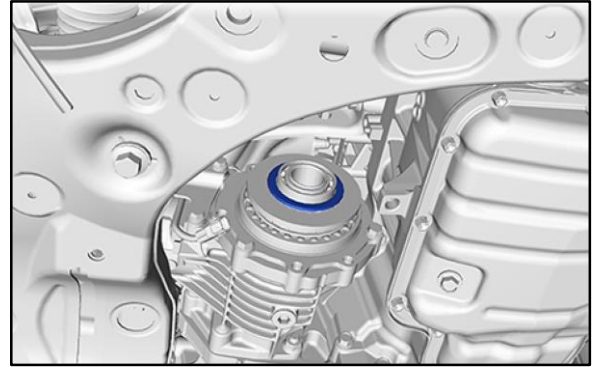
#### Installation for Repair Kit 04000-28142 (continued)

5. Install the NEW thrust roller bearing to the front transfer case.

**NOTE**

Judge by the shape and assemble in the direction shown in Figure 11.

**Figure 15. Thrust Roller Bearing Installed**



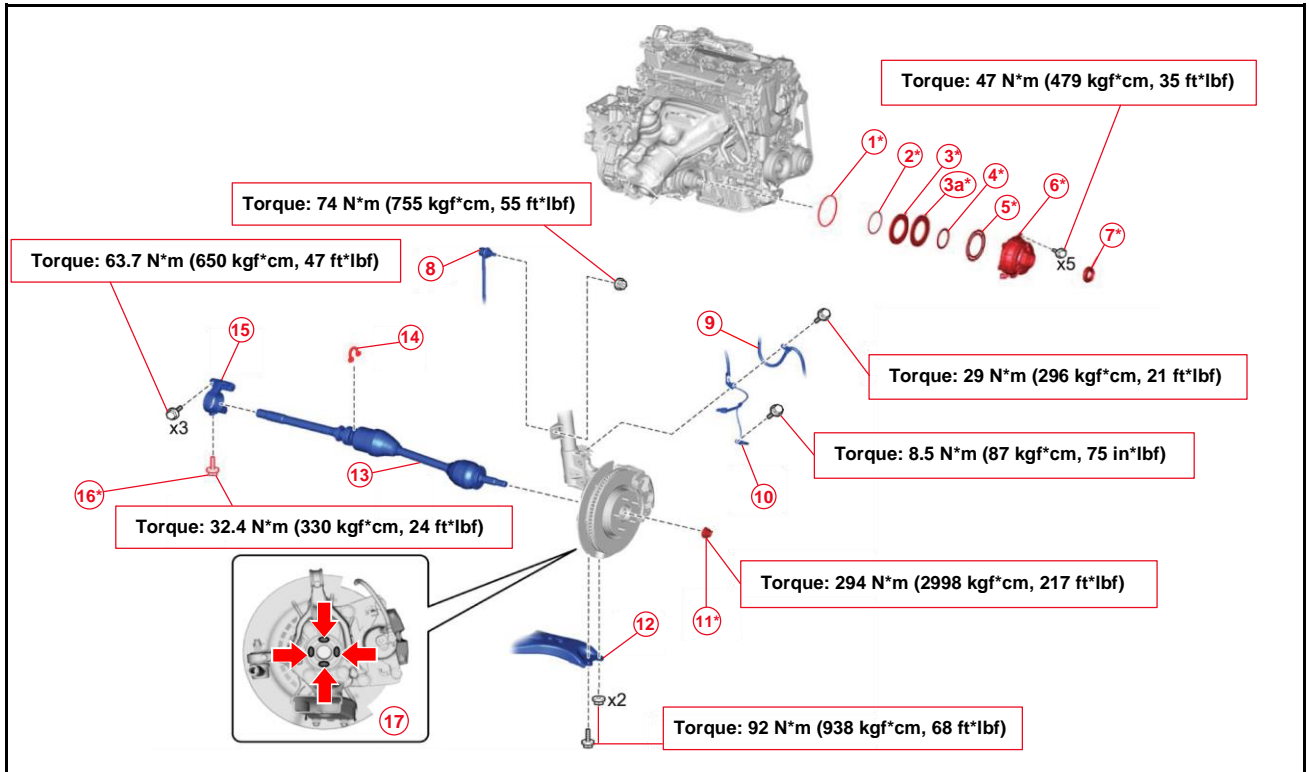
6. Go to [Installation for Repair Kits 04000-28142 and 04000-46142](#) for the final repair steps.

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-46142

Figure 16. Repair Kit 04000-46142 Component Overview



1	O-ring
2	Shim*
3	Damper Plate*
3a	Armature Plate*
4	Thrust Roller Bearing*
5	Outer Plate*
6	Cover*
7	Front Transfer Case Oil Seal (MP Grease)
8	Front Stabilizer Link Assembly RH

9	Front Flexible Hose
10	Front Speed Sensor RH
11	Front Axle Shaft Nut RH (Do Not Apply Lubricant to Threaded Parts)
12	Front Lower No. 1 Suspension Arm Assembly RH
13	Front Drive Shaft Assembly RH
14	Drive Shaft Bearing Bracket Hole Snap Ring
15	Drive Shaft Bearing Bracket
16	Bolt
17	Toyota Body Grease W (Application Area)

\*Component to be replaced. (Component is part of the front transfer case electro-magnetic clutch assembly.)



## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-46142 (continued)

1. Make sure the outer plate is securely installed to the NEW front transfer case electro-magnetic clutch cover.

#### **NOTICE**

- Do NOT exchange ANY component of the NEW front transfer case electro-magnetic clutch, in which shim adjustment has been made, with ANY other kit component.
- Do NOT disassemble the outer plate from the front NEW front transfer case electro-magnetic clutch.

#### Key Points:

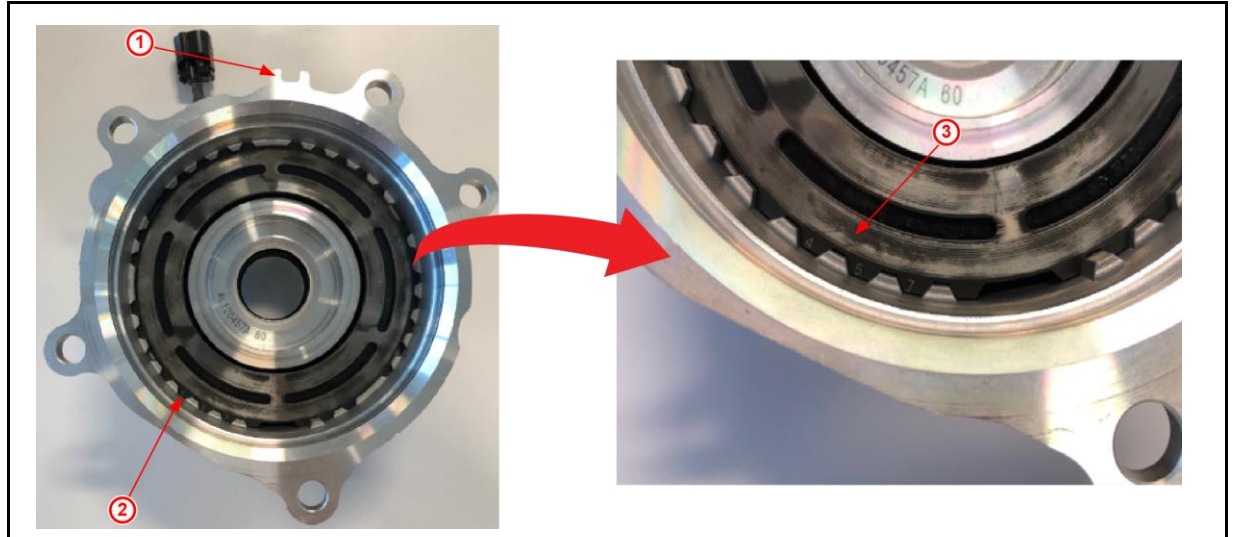
- The outer plate is clocked correctly out of the box as a NEW part. (It is important NOT to remove the outer plate from the EMC cover.)
- Visually verify the outer plate correctly fits with the spline of the cover.
- Do NOT remove the outer plate.

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-46142 (continued)

**Figure 17.**



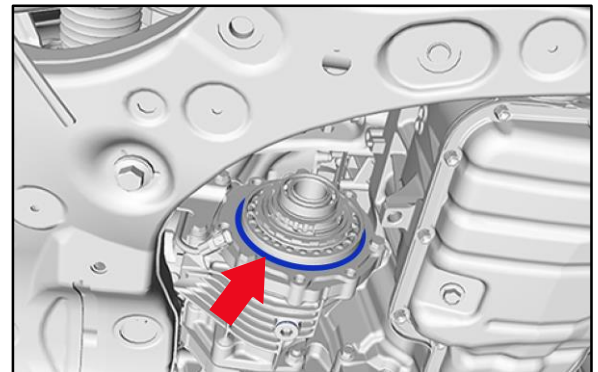
<b>1</b>	<b>Point of Orientation</b>
<b>2</b>	<b>Unique Teeth Pattern (Only one Direction Fitment)</b>
<b>3</b>	<b>Close-up</b>

2. Install the NEW O-ring.

**NOTE**

A NEW shim, damper plate, armature plate, and thrust roller bearing **MUST** be installed to the front transfer case.

**Figure 18.**

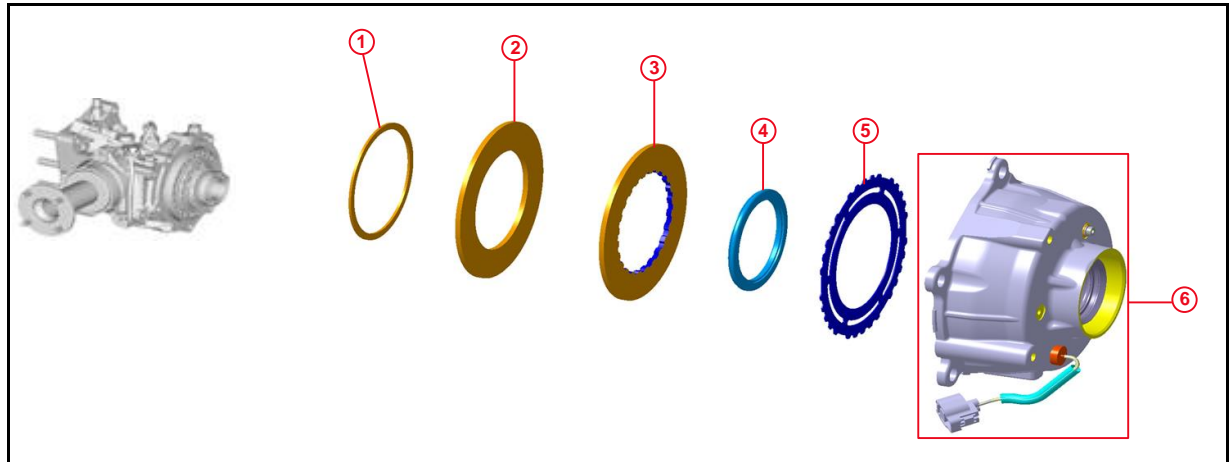


## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-46142 (continued)

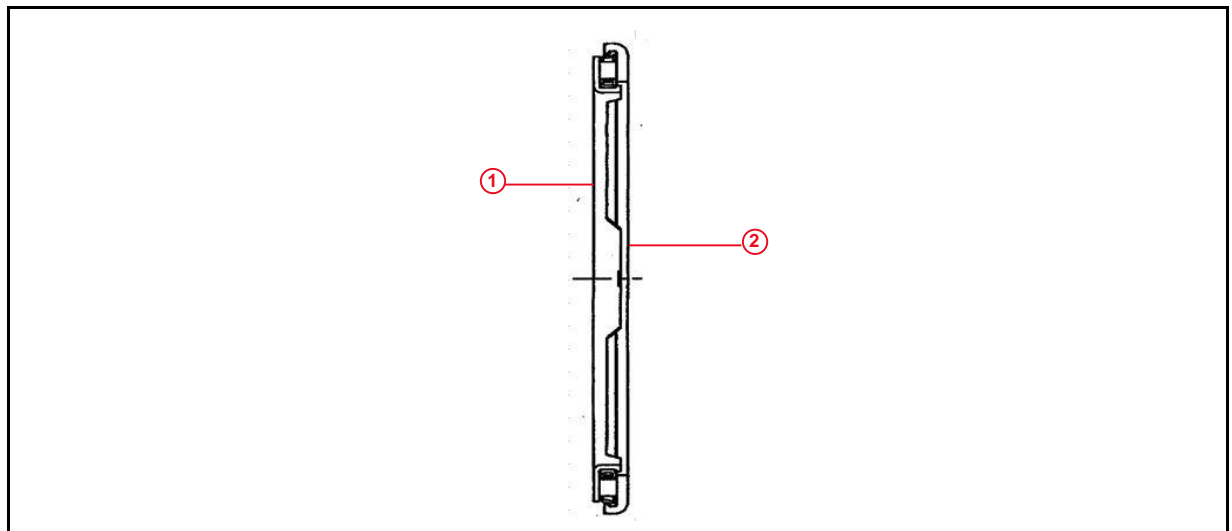
**Figure 19.**



<b>1</b>	<b>Shim</b>
<b>2</b>	<b>Damper Plate</b>
<b>3</b>	<b>Armature Plate</b>

<b>4</b>	<b>Thrust Roller Bearing (see Figure 20)</b>
<b>5</b>	<b>Outer Plate</b>
<b>6</b>	<b>Cover</b>

**Figure 20. Thrust Roller Bearing**



<b>1</b>	<b>Transfer Side</b>
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<b>2</b>	<b>EMC Cover Side</b>
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## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

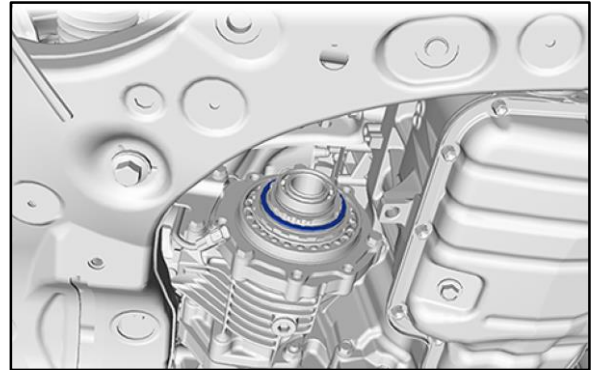
#### Installation for Repair Kit 04000-46142 (continued)

3. Install the NEW shim to the front transfer case.

**NOTE**

The NEW shim can be assembled without concern for orientation as there is no front or back.

**Figure 21. New Shim Installed**

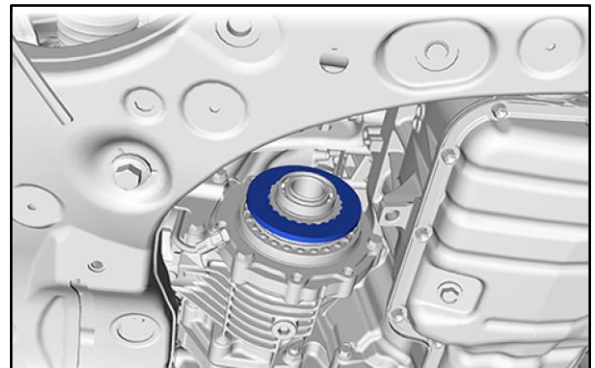


4. Install the NEW damper and armature plate to the front transfer case.

**NOTE**

- Assemble by looking at the shape of the spiral groove on the surface and matching the front and back. See Figure 23 for more detail.
- The damper plate **MUST** be installed **BEFORE** the armature plate.

**Figure 22. Damper and Armature Plate Installed**

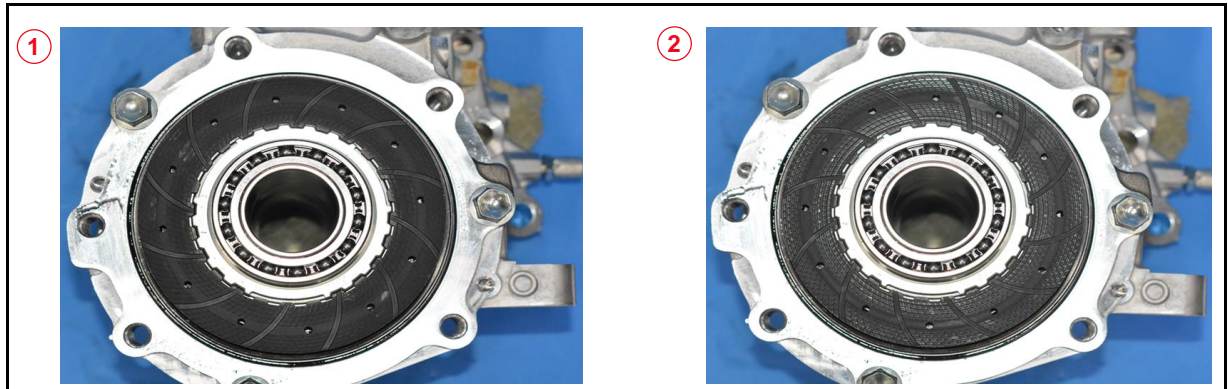


## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kit 04000-46142 (continued)

**Figure 23. No Good vs OK Condition**



<b>1</b>	<b>No Good Condition</b>
<b>2</b>	<b>OK Condition</b>

5. Install the NEW thrust roller bearing to the front transfer case.

**NOTE**

Judge by the shape and assemble in the direction shown in Figure 20.

**Figure 24. Thrust Roller Bearing Installed**



## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

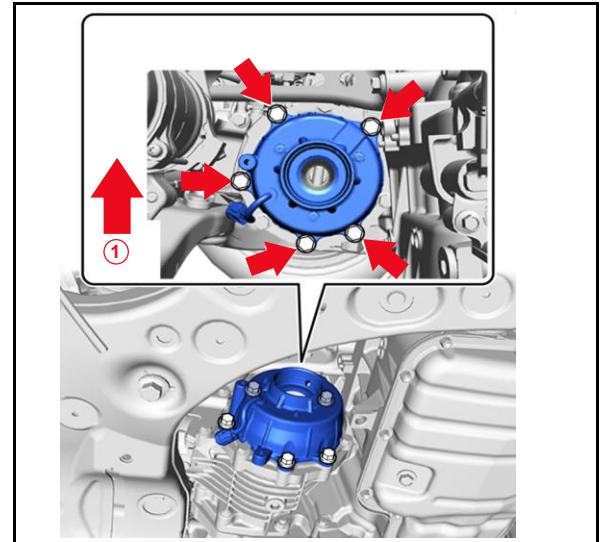
#### Installation for Repair Kits 04000-28142 and 04000-46142

1. Clean the surface where the NEW front transfer case electro-magnetic clutch cover will be installed.
  - A. Temporarily install the NEW front transfer case electro-magnetic clutch cover together with the outer plate to the front transfer case with the five bolts.

**NOTE**

- Do NOT disassemble the outer plate from the front NEW front transfer case electro-magnetic clutch.
- Install the cover straight to prevent the outer plate from moving out of place.
- Temporarily install the cover together with the outer plate by tightening the five bolts by hand. There will be clearance of approximately 1 mm between the front transfer case and the cover BEFORE fully tightening the bolts to specified torque.

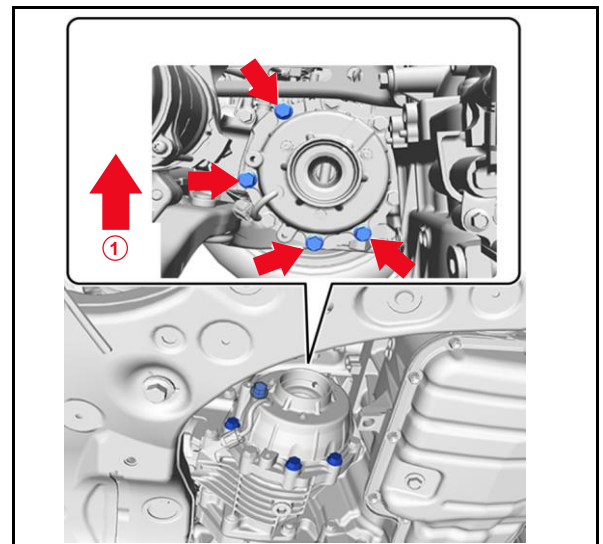
**Figure 25.**



**1** Vehicle Upward

- B. Tighten the four bolts.  
**Torque: 47 N\*m (479 kgf\*cm, 35 ft\*lbf)**

**Figure 26.**



**1** Vehicle Upward

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

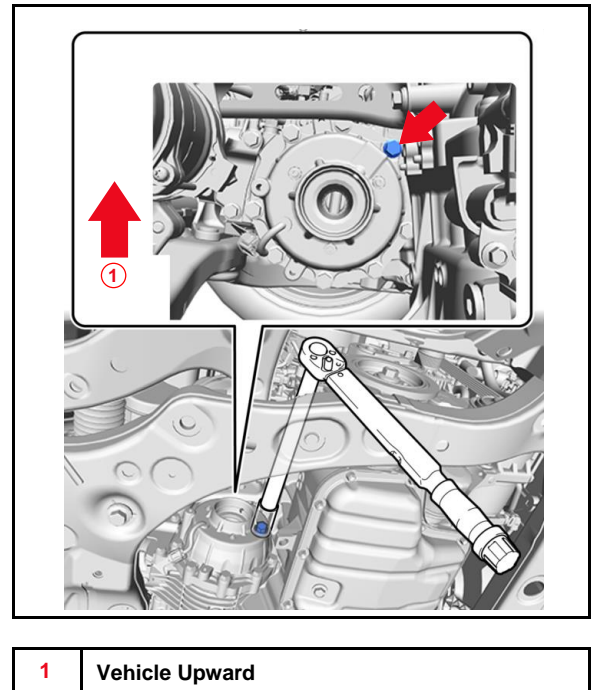
### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kits 04000-28142 and 04000-46142 (continued)

- C. Using a 14-mm socket wrench with extensions, tighten the remaining cover bolt.

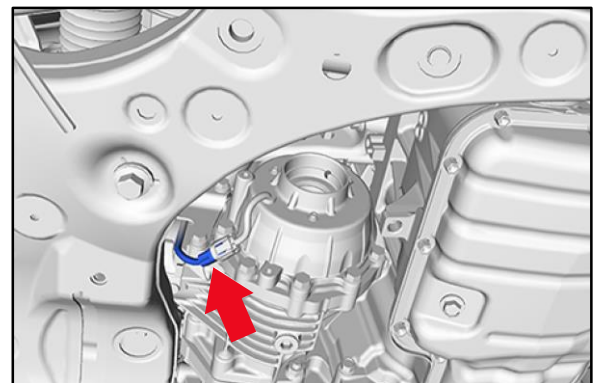
**Torque: 47 N\*m (479 kgf\*cm, 35 ft\*lbf)**

**Figure 27.**



- D. Connect the connector.

**Figure 28.**



- 2. Install the NEW front transfer case oil seal RH.
- 3. Reinstall the drive shaft bearing bracket.  
**Torque: 63.7 N\*m (650 kgf\*cm, 47 ft\*lbf)**

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### Front Transfer Case Electro-magnetic Clutch Assembly Installation (continued)

#### Installation for Repair Kits 04000-28142 and 04000-46142 (continued)

4. Reinstall the front drive shaft assembly RH.  
Refer to TIS, applicable model and model year Repair Manual:
  - 2019 – 2020 RAV4:  
*Drivetrain – Drive Shaft/Propeller Shaft* – [“Drive Shaft / Propeller Shaft: Front Drive Shaft Assembly \(for AWD\): Installation”](#)
  
5. Add automatic transaxle fluid.  
Refer to TIS, applicable model and model year Repair Manual:
  - 2019 – 2020 RAV4:  
*Drivetrain – Automatic Transmission/Transaxle* – [“UB80E \(Automatic Transmission / Transaxle\): Automatic Transaxle Fluid: Adjustment”](#)
  
6. Install the NEW front transfer case assembly drain plug.
  
  
7. Add transfer oil.  
Refer to TIS, applicable model and model year Repair Manual:
  - 2019 – 2020 RAV4:  
*General – Maintenance* – [“Maintenance: GF2A Transfer Oil: Replacement”](#)
  
  
8. Reinstall the front under cover and front wheel RH.

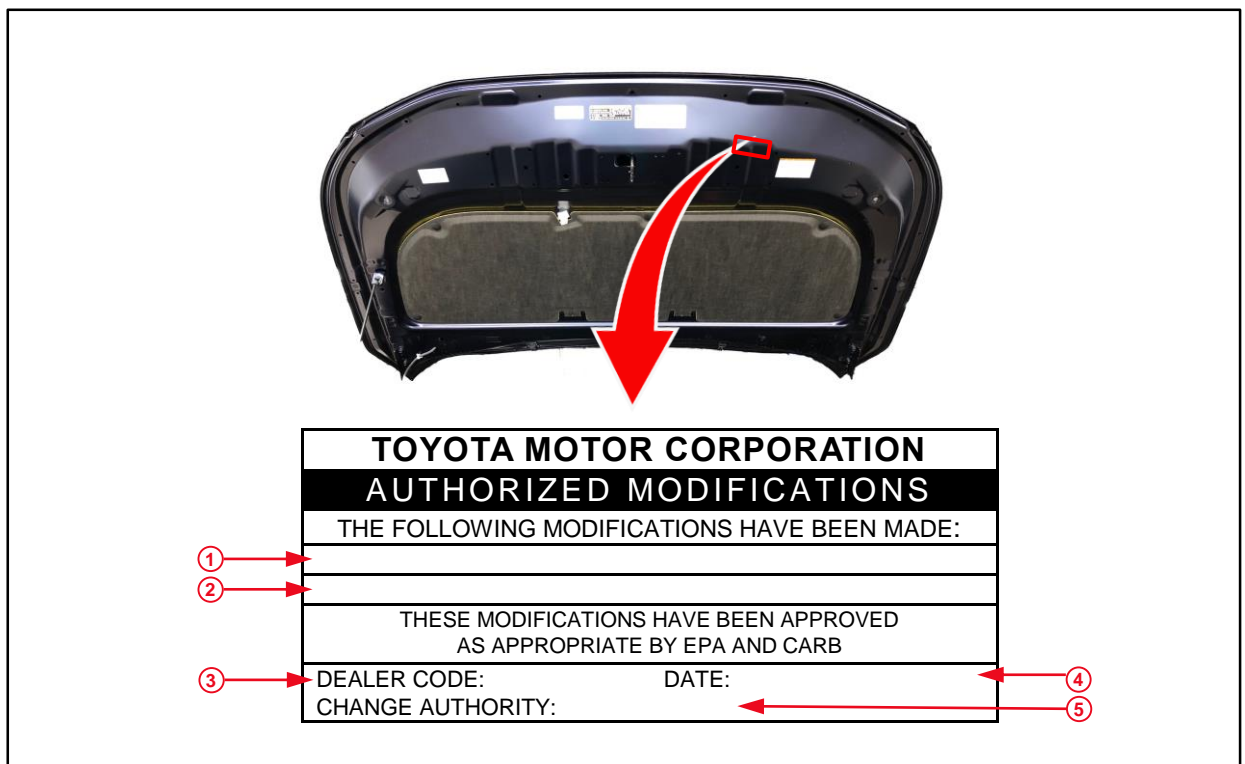


## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

### 4WD ECU Reflash Procedure

1. Use Techstream to confirm if the 4WD ECU calibration has been updated and check for the Authorized Modifications Label affixed to the vehicle in the location shown below.  
Is the calibration ID listed in Techstream and on the label the latest 4WD ECU calibration?
  - **YES** — Go to step 4.
  - **NO** — Continue to step 2.

**Figure 29. Location of Authorized Modifications Label on 2019 – 2020 RAV4**



<b>1</b>	Replacement ECM (PCM) Part Number (e.g., 89630-42160)
<b>2</b>	New Calibration ID (e.g., F15364212100)
<b>3</b>	Dealer Code

<b>4</b>	Date Completed
<b>5</b>	This SB Number

## Abnormal Buzz/Groan Noise at 20 - 30 mph From Front Transfer Case

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### 4WD ECU Reflash Procedure (continued)

- Flash reprogram the 4WD ECU.

#### NOTE

- The battery diagnostic tool MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic station, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

Follow the procedures outlined in [T-SB-0134-16](#), *Techstream ECU Flash Reprogramming Procedure*, and flash the 4WD ECU with the NEW calibration file update.

- Prepare and install the Authorized Modifications Label.
  - Using a permanent marker, enter the following information on the label:
    - 4WD ECU part number [*Refer to the **Parts Information** section for the **NEW PART NUMBER***]
    - Calibration ID(s) [*Refer to the **Calibration Information** section for the **NEW CALIBRATION ID***]
    - Dealer Code
    - Repair Date
    - Change Authority [***This bulletin number***]
  - Install the Authorized Modifications Label onto the vehicle at the location shown in Figure 29. The Authorized Modifications Label is available through the MDC, P/N 00451-00001-LBL.
- Using Techstream, check for and clear ANY DTCs.
- Inspect and adjust front wheel alignment.

Refer to TIS, applicable model and model year Repair Manual:

  - 2019 – 2020 RAV4:  
*Suspension – Alignment/Handling Diagnosis – “[Alignment / Handling Diagnosis: Front Wheel Alignment: Adjustment](#)”*
- Test-drive the vehicle and confirm the condition no longer exists.