

Subject

Abnormal Noise from Hybrid Transaxle (T/A) or MGR

Market

USA

Service Category

Drivetrain

Section

Hybrid Transmission/Transaxle

Applicability

2019-2023 RAV4 HV

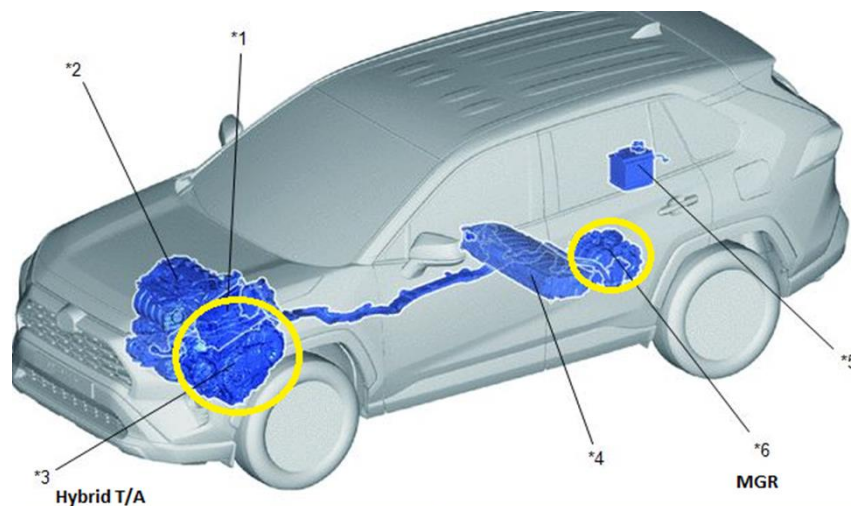
APPLICABLE VEHICLES

2019-2023

RAV4 HV

CONDITION

Some 2019- 2023 RAV4 HV vehicles may duplicate an abnormal noise (Growl, Humming and/or other) from the Hybrid T/A and/or MGR at various vehicle speeds and normal drive conditions.



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. No fluid leaks that could contribute to the abnormal sound from the Hybrid T/A or MGR
2. No accident damages that could contribute to the abnormal sound from the Hybrid T/A or MGR
3. 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.
4. Complete and attach the HV Transaxle Abnormal Noise/Vibration Customer Interview Form
5. Video recording showing speedometer when the phenomenon is audible, please indicate (for example by stretching your finger) when the sound duplicates.
6. A Techstream file, containing a complete Health Check and Hybrid data Snap-Shot with flags (with comments) indicating when the phenomenon is audible.

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RECOMMENDATIONS**LINK REFERENCES**

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