

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

APPLICABLE VEHICLES

2019-2020

RAV4 HV

CONDITION

Customers may experience noise from the hybrid transaxle.

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). Attach this video to the TAS case.
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 / survey to the TAS case.

LINK REFERENCES

1. [General Hybrid Vehicle Pre-Call Worksheet](#)