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Premature defect of the high voltage wiring harness on some Toyota AWD hybrid vehicles.
Rav4 Hybrid 2019-2021 / Rav4 Prime 2021 /

M. Hutchinson,

Since early 2022, a wave of Rav4 Hybrid (2019-2021) and Rav4 Prime 2021 owners have reported many occurrences of a premature corrosion issue regarding the High Voltage wiring harness of those models and most probably other Toyota and Lexus AWD Hybrid models.

Many car industry media have reported the issue and many major news outlet – namely La Presse, in Montreal, the Toronto Star and recently Radio-Canada/CBC's La Facture also reported also on the issue, **and your lack of communication and solution.**

You must know many of your dealers are facing a major influx of demands for information, inspection and repairs of their customer's vehicles. We now know that the service provided by your dealer network is very inconsistent regarding this problem. YOU are responsible for organizing a general and widespread workflow to deal with this issue. To this day, it has NOT been seen across your dealer's network.

As of September 2022, it has been more than 6 months without a proper reply by your organization regarding this issue. This is not a responsible way of dealing with your clients that value the RELIABILITY of your products.

Please step forward with a series of applicable options to deal with this issue. You can decide to extend the Hybrid Warranty to all affected models and proactively resolve the major trust deficit with your actual and future clients.

Your 2020 Code on Conduct – Toyota Way 2020 – the statement on the opening page is :

“ We strive to keep the perspective of our CUSTOMERS and stakeholders at the core of our EFFORTS every day. Putting ourselves in other's positions, we go beyond the impossible ”.

How can you stand by those core values of the Toyota group and leave a large number of actual and futures customers in the dark regarding this issue?