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U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 1, 2015

[REDACTED]
Manager
Toyota Motor Engineering & Manufacturing
Mail Code: S-104
19001 South Western Avenue
Torrance, CA 90501

NVS-215SM
15V-577

Subject: Windshield Wipers may become Inoperative

Dear [REDACTED]

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/RAV4/2009-2012
TOYOTA/RAV4 EV/2012-2014

Mfr's Report Date: September 17, 2015

NHTSA Campaign Number: 15V-577

Components:

VISIBILITY/WIPER

Potential Number of Units Affected: 423,456

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain model year 2009-2012 RAV4 vehicles manufactured October 27, 2008, to December 19, 2012 and 2012-2014 RAV4 EV vehicles manufactured July 24, 2012, to August 29, 2014. In the affected vehicles, water may drip onto the joint that connects the wiper linkage to the wiper motor.

Consequence:

Over time, the dripping water may cause corrosion and wear at the joint, potentially resulting in the separation of the wiper linkage. Once this occurs, the wipers would not function, reducing driver visibility and increasing the risk of a crash.

Remedy:

Toyota will notify owners, and dealers will replace the water diverter channel. In addition, a new wiper linkage with a wiper motor crank arm will be installed. The wiper linkage will have a protective cover over the wiper linkage joint to minimize water splash and a retainer ring to prevent the wiper arm from separating from the wiper motor. The recall is expected to begin by November 16, 2015. Owners may contact Toyota's customer service number at 1-800-331-4331.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

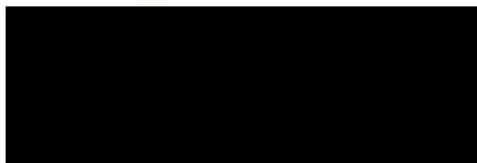
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement

Part 573 Safety Recall Report**15V-577****Manufacturer Name :** Toyota Motor Engineering & Manufacturing**Submission Date :** SEP 17,2015**NHTSA Recall No. :** 15V-577**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Toyota Motor Engineering & Manufact

Address : 19001 South Western Avenue

Torrance CA 90501

Company phone : 1-800-331-4331

Population :

Number of potentially involved : 423,456

Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2009-2012 Toyota RAV4

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above VIN range, not all vehicles in this range were sold in the U.S.

(2) Only the involved vehicles produced by TMMC are equipped with the affected cowl louver and water channel assembly. RAV4 vehicles produced in Japan utilize a different supplier which utilizes a different manufacturing process.

Production Dates : OCT 27, 2008 - DEC 19, 2012

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2012-2014 Toyota RAV4 EV

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (1) Although the involved vehicles are within the above VIN range, not all vehicles in this range were sold in the U.S.

(2) Only the involved vehicles produced by TMMC are equipped with the affected cowl louver and water channel assembly. RAV4 vehicles produced in Japan utilize a different supplier which utilizes a different manufacturing process.

Production Dates : JUL 24, 2012 - AUG 29, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs**Description of Defect :**

Description of the Defect : The subject vehicles are equipped with a water channel located underneath the cowl louver at the base of the windshield and above the windshield wiper link assembly. Due to stresses applied to the water channel during the manufacturing process, a section of the water channel in some vehicles may become deformed and prevent water from draining properly. If water collects in the channel, it may drip onto the joint which connects the windshield wiper link and wiper motor. Over time, water dripping on to the joint can cause corrosion and wear at the joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : TG Minto Corporation

Address : 300 Toronto St, Palmerston
ON FOREIGN STATES NOG 2P0

Country : Canada

Chronology :

Please see the attached Part 573 Defect Information Report for the full chronology

Description of Remedy :

Description of Remedy Program : Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer to have the water channel replaced with an improved one. In addition, a new wiper link with wiper motor crank arm will be replaced. The wiper link will have a protective cover over the wiper link joint to minimize water splash and a retainer ring to prevent the wiper arm from separating from the wiper motor.

Reimbursement Plan for pre-notification remedies

The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Toyota's General Reimbursement Plan.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Recall Schedule:

Notifications to owners will occur by November 16, 2015. A copy of the draft owner notification letter(s) will be submitted as soon as available.

Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on September 17, 2015. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : SEP 17, 2015 - SEP 17, 2015

Planned Owner Notification Date : NOV 16, 2015 - NOV 16, 2015

* NR - Not Reported

TOYOTA

◀ **IMPORTANT UPDATE** ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated. Refer to the details below.

| DATE | TOPIC |
|-------------------|---|
| February 25, 2016 | The previous Dealer Letter has been superseded by the attached version. |

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TOYOTA

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

Published February 25, 2016

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Safety Recall F0S (F1S & F2S) – **Interim Notice**
2009 – 2012 Model Year North American Produced RAV4
2012 – 2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion

On September 17, 2015, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on the following vehicles:

- 2009 – 2012 Model Year RAV4
- 2012 – 2014 Model Year RAV4 EV

Condition

In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Due to the remedy parts production lead time, Toyota will begin an interim repair on vehicles most likely to experience the condition. The interim repair will be initiated in the 20 cold climate states and the District of Columbia: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV.

Interim – Phase 1 (F1S) Vehicles

The interim repair **SHOULD NOT** be performed on any Interim Phase 1 vehicles; **these VINs are loaded in Toyota's systems with campaign designation F1S**. Toyota has determined that these vehicles are registered outside of the 20 cold climate states and are not involved in the interim remedy.

Interim – Phase 2 (F2S) Vehicles

As an interim repair, Toyota dealers are requested to replace the wiper crank sub-assembly at **NO CHARGE** to the customer on all Interim Phase 2 vehicles. **These VINs will be loaded in Toyota's systems with campaign designation F2S**. Toyota has determined that these vehicles are registered within the District of Columbia or the 20 cold climate states. Refer to the table below to identify Interim Phase 2 (F2S) locations and anticipated launch timing. Note that all VINs will be loaded under designation F1S until the interim repair is launched in each region; once the interim repair is available in the region, the VINs will then be loaded under designation F2S.

Campaign Phases

| Region | State Registration | TIS Designation | Interim Repair Eligible? |
|---|--|-----------------|------------------------------|
| Boston, New York, Central Atlantic Toyota, Chicago, Cincinnati | MA, ME, NH, RI, VT, CT, NJ, NY, DE, MD, PA, VA, WV, D.C., IL, IN, MN, WI, KY, MI, OH, TN | F2S | YES |
| Denver, Kansas City, Portland, Los Angeles, San Francisco, Southeast Toyota, Gulf States Toyota | AL, AK, AR, AZ, CA, CO, HI, IA, ID, FL, GA, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY | F1S | No interim repair necessary. |

Remedy Phase

When the remedy becomes available, all vehicles will require the replacement of the wiper crank sub-assembly and the front cowl assembly. For vehicles that have the wiper crank sub-assembly replaced during the interim phase, only the front cowl assembly will require replacement during the remedy phase.

Parts for the remedy are currently being produced. Toyota anticipates that the remedy will begin to be phased-in starting July, 2016.

Covered Vehicles

There are approximately 421,000 2009 – 2012 RAV4 and 2,500 2012 – 2014 RAV4 EV vehicles covered by this Safety Recall. This Safety Recall only affects RAV4 vehicles produced in North America. Also, note that North American produced vehicles covered by this Safety Recall were not distributed to Puerto Rico.

| Model Name | Model Year | Production Period |
|------------|-------------|---------------------------------------|
| RAV4 | 2009 – 2012 | Late October 2008 – Mid-December 2012 |
| RAV4 EV | 2012 – 2014 | Late July 2012 – Late August 2014 |

Owner Letter Mailing Date

Toyota will begin to notify owners in late March, 2016. Note that letters will only be sent to owners who's VINs are open for Interim Phase 2 (F2S).

Toyota sent an interim owner notification to all owners involved in this Safety Recall when the campaign was first announced in late 2015.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. However, in this case, until the remedy is available dealers can deliver pre-owned vehicle if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota or the dealer will send/forward them a notification when the remedy is available.

NOTE: The interim remedy should be performed on any F2S vehicle prior to delivery.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Toyota Certified (Any Specialty)
- Toyota Expert (Any Specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to [REDACTED]. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Repair Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to limited availability, the parts have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

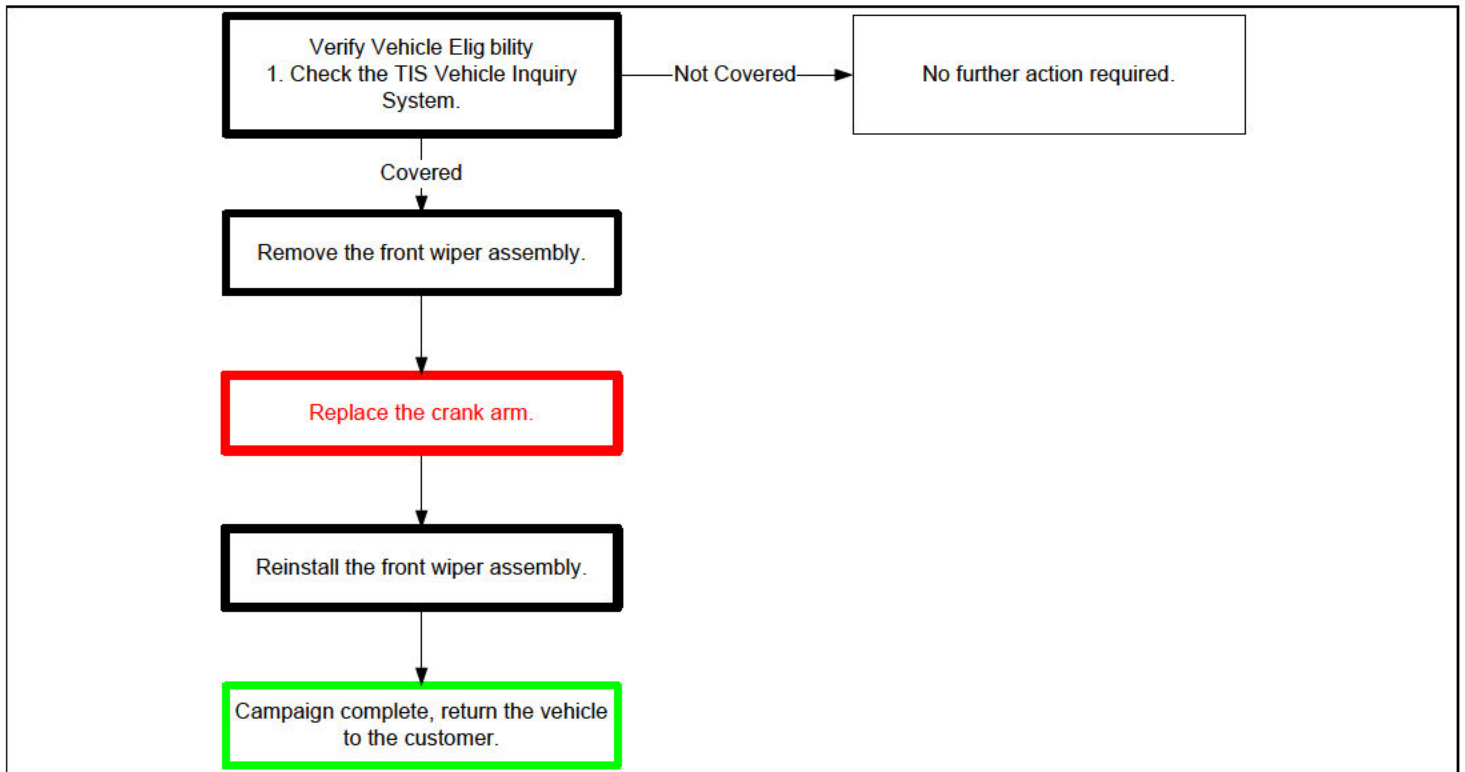
As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

Parts

| Part Number | Description | Quantity |
|-------------|--------------------------------|----------|
| 04005-47342 | Front Wiper Crank Sub Assembly | 1 |

Warranty Reimbursement Procedure



| Opcode | Description | Flat Rate Hours |
|--------|----------------------------------|-----------------|
| BGG64A | Replace wiper crank sub-assembly | 0.7 |

- The flat rate time include 0.1 hours for administrative cost per unit for the dealership.
- **Warranty claims can be submitted starting Monday, February 29, 2016.**

Media Contacts

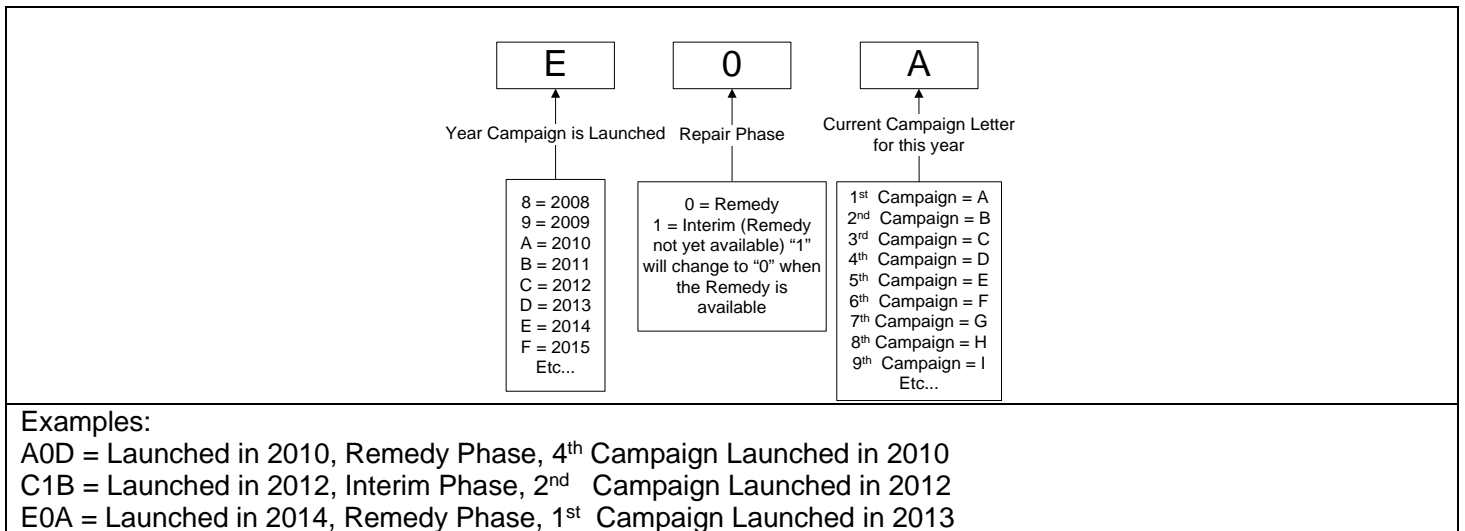
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall F0S (F1S & F2S) – *Interim Notice*
 2009 – 2012 Model Year North American Produced RAV4
 2012 – 2014 Model Year North American Produced RAV4 EV
 Wiper Motor Link Corrosion

Frequently Asked Questions
 Published February 25, 2016

◀ IMPORTANT UPDATE ▶

| DATE | TOPIC |
|-------------------|---|
| February 25, 2016 | The previous FAQ has been superseded by the attached version. |

Q1: What is the condition?

A1: In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Q2: What is Toyota going to do?

A2: Due to the remedy parts production lead time, Toyota will begin an interim repair on vehicles that are most likely to experience the condition. The condition is most likely to occur in the 20 cold climate states and the District of Columbia: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV.

| Region | State Registration | TIS Designation | Interim Repair Eligible? |
|---|--|-----------------|------------------------------|
| Boston, New York, Central Atlantic Toyota, Chicago, Cincinnati | MA, ME, NH, RI, VT, CT, NJ, NY, DE, MD, PA, VA, WV, D.C., IL, IN, MN, WI, KY, MI, OH, TN | F2S | YES |
| Denver, Kansas City, Portland, Los Angeles, San Francisco, Southeast Toyota, Gulf States Toyota | AL, AK, AR, AZ, CA, CO, HI, IA, ID, FL, GA, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY | F1S | No interim repair necessary. |

Q3: Are there any warnings that this condition exists?

A3: If the wiper link has separated, this could result in a clanking noise from the areas at the base of the wiper. If this occurs, contact your dealer promptly for inspection and repair.

Q4: Which and how many vehicles are covered by this campaign?

A4: There are approximately 421,000 2009 – 2012 RAV4 and 2,500 2012 – 2014 RAV4 EV vehicles covered by this Safety Recall. This recall only affects RAV4 vehicles produced in North America.

| Model Name | Model Year | Production Period |
|------------|-------------|---------------------------------------|
| RAV4 | 2009 – 2012 | Late October 2008 – Mid-December 2012 |
| RAV4 EV | 2012 – 2014 | Late July 2012 – Late August 2014 |

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: *How long will the interim repair take?*

A5: The repair takes approximately one hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *What if I previously paid for repairs related to this campaign?*

A6: Reimbursement consideration instructions will be provided in the interim owner letter.

Q7: *How does Toyota obtain my mailing information?*

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Mark Kubota / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
September 16, 2015
Approved By: Tom Trisdale

To: All Toyota Dealers
From: Product Support Division

Safety Recall F0S (F1S) – *Preliminary Notice*
2009 – 2012 Model Year North American Produced RAV4
2012 – 2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion

On September 17, 2015, Toyota will file a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on the following vehicles:

- 2009 – 2012 Model Year RAV4
- 2012 – 2014 Model Year RAV4 EV

This preliminary information is being provided to keep you informed of the filing. ***Toyota is currently preparing the remedy for this condition.*** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

Condition

In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Covered Vehicles

There are approximately 421,000 2009 – 2012 RAV4 and 2,500 2012 – 2014 RAV4 EV vehicles covered by this Safety Recall. This recall only affects RAV4 vehicles produced in North America.

| Model Name | Model Year | Production Period |
|------------|-------------|---------------------------------------|
| RAV4 | 2009 – 2012 | Late October 2008 – Mid-December 2012 |
| RAV4 EV | 2012 – 2014 | Late July 2012 – Late August 2014 |

Status

- F0S (F1S until the remedy is launched) Preliminary Notification documents will be available on TIS Wednesday evening, September 16, 2015. ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday evening, September 16, 2015.
- ***Toyota is currently preparing the remedy for this condition.***

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in a Safety Recall until the defect has been remedied. However, in this case, until the remedy is available dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota or the dealers will send/forward them a notification when the remedy is available.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight, (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers.)

Customer Contacts

A FAQ is available on TIS to help respond to customer concerns. If a customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Please note that the attached FAQ is published on the [REDACTED] website for customer viewing.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall F0S (F1S) – **Preliminary Notice**
 2009 – 2012 Model Year North American Produced RAV4
 2012 – 2014 Model Year North American Produced RAV4 EV
 Wiper Motor Link Corrosion
 FAQ

Customer Frequently Asked Questions
 Published September 16, 2015

Q1: What is the condition?

A1: In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Q2: What is Toyota going to do?

A2: **Toyota is currently preparing the remedy for this condition.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. Additional details on the remedy will be provided in future communications.

Q2a: When does Toyota anticipate the remedy will be available?

A2a: Toyota is currently preparing the remedy for this Safety Recall. Toyota will provide additional information as it becomes available.

Q2b: How does Toyota obtain my mailing information?

A2b: Toyota uses an industry provider who works with each state’s Department of Motor Vehicles (DMV) to receive registration or title information based upon the DMV records. Please make sure your registration or title information is correct.

Q3: Are there any warnings that this condition exists?

A3: There may be warnings or indicators that this condition exists. If the wiper motor link has separated, this could result in a clanking noise from the area at the base of the wiper when the wipers are operated.

Q4: Which and how many vehicles are covered by this campaign?

A4: There are approximately 421,000 2009 – 2012 RAV4 and 2,500 2012 – 2014 RAV4 EV vehicles covered by this Safety Recall. This recall only affects RAV4 vehicles produced in North America.

| Model Name | Model Year | Production Period |
|------------|-------------|---------------------------------------|
| RAV4 | 2009 – 2012 | Late October 2008 – Mid-December 2012 |
| RAV4 EV | 2012 – 2014 | Late July 2012 – Late August 2014 |

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: What if I have addition questions or concerns?

A5: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Mark Kubota / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
October 28, 2015
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall F0S (F1S) - Interim Notice
2009 – 2012 Model Year North American Produced RAV4
2012 – 2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion

On September 17, 2015, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on the following vehicles:

- 2009 – 2012 Model Year RAV4
- 2012 – 2014 Model Year RAV4 EV

This information is being provided to keep you informed of the **interim** phase of this campaign. **Toyota is currently preparing the remedy for this condition.**

Condition

In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Owner Notification

Toyota will begin mailing an interim notification letter to owners of covered vehicles in late October, 2015. The interim letter will advise the owner of this Safety Recall and that they will receive future notice when the remedy is available.

Covered Vehicles

There are approximately 421,000 2009 – 2012 RAV4 and 2,500 2012 – 2014 RAV4 EV vehicles covered by this Safety Recall. This recall only affects RAV4 vehicles produced in North America.

| Model Name | Model Year | Production Period |
|------------|-------------|---------------------------------------|
| RAV4 | 2009 – 2012 | Late October 2008 – Mid-December 2012 |
| RAV4 EV | 2012 – 2014 | Late July 2012 – Late August 2014 |

Status

- F0S (“F1S” until the remedy is launched) Interim Notification documents will be available on TIS Wednesday evening, October 28, 2015.
- ***For reference purposes only***, VINs covered by this Safety Recall are searchable on TIS.
- ***Toyota is currently preparing the remedy for this condition. We anticipate the remedy will be available in Spring 2016.***

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in a Safety Recall until the defect has been remedied. However, in this case, until the remedy is available dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota or the dealers will send/forward them a notification when the remedy is available.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

If you are contacted by a customer who has questions or concerns, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Please review this interim notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

Thank you for your cooperation.



Safety Recall F0S (F1S) – *Interim Notice*
2009 – 2012 Model Year North American Produced RAV4
2012 – 2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion

Customer Frequently Asked Questions
Published October 28, 2015

Q1: What is the condition?

A1: In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Q2: What is Toyota going to do?

A2: **Toyota is currently preparing the remedy for this condition.** In the meantime, we are communicating our interim actions:

- Toyota will mail an interim owner notification letter in late October, 2015.
- The interim notice will advise the owner of this Safety Recall and that they will receive a future notice when the remedy is available.

Q3: Are there any warnings that this condition exists?

A3: If the wiper link has separated, this could result in a clanking noise from the areas at the base of the wiper. If this occurs, contact your dealer promptly for inspection and repair.

Q4: Which and how many vehicles are covered by this campaign?

A4: There are approximately 421,000 2009 – 2012 RAV4 and 2,500 2012 – 2014 RAV4 EV vehicles covered by this Safety Recall. This recall only affects RAV4 vehicles produced in North America.

| Model Name | Model Year | Production Period |
|------------|-------------|---------------------------------------|
| RAV4 | 2009 – 2012 | Late October 2008 – Mid-December 2012 |
| RAV4 EV | 2012 – 2014 | Late July 2012 – Late August 2014 |

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: What if I previously paid for repairs related to this campaign?

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q6: How does Toyota obtain my mailing information?

A6: Toyota uses an industry provider who works with each state’s Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

2009 – 2012 Model Year North American Produced RAV4
2012 – 2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion
IMPORTANT SAFETY RECALL NOTICE (Interim Notice)
NHTSA Recall: 15V-577

[VIN]

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2009-2012 Model Year North American-produced RAV4 vehicles and 2012-2014 Model Year North American-produced RAV4 EV vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy, which will be provided to you at no cost. We will send you another notification when the remedy is available.

What is the condition?

In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

What should you do?

We appreciate your patience while we prepare the remedy.

You will receive a second owner notification letter when the remedy is available.

There may be warnings or indicators that this condition exists. In some cases when operating the wipers, the wiper blade may contact the vehicle body, and you may notice clanking noise. If this occurs, contact your dealer promptly for inspection and repair.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

September 17, 2015

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing Canada Inc. ["TMMC"]
1055 Fountain Street North, Cambridge, Ontario, Canada N3H 5K2

Affiliated U.S. Sales Company

Toyota Motor Sales, USA, Inc. ["TMS"]
19001 South Western Avenue, Torrance, CA 90501

Supplier of the Cowl Louver

TG Minto Corporation
300 Toronto St, Palmerston, ON, N0G 2P0, Canada
Tel: 519-343-2800

Country of Origin: Canada

2. Identification of Involved Vehicles:

Based on production records, we have determined the involved vehicle population as in the table below.

| Make/ Car Line | Model Year | Manufac- turer | VIN | | | | Production Period | |
|-------------------|----------------|-------------------|-------|-----|------|------|----------------------|--|
| | | | VDS | VIS | | | | |
| Toyota/ RAV4 | 2009 - 2012 | TMMC | BF3#V | #W | ■■■■ | - #W | ■■■■ | October 27, 2008 through December 19, 2012 |
| | | | BK3#V | #W | ■■■■ | - #W | ■■■■ | |
| | | | ZF3#V | #W | ■■■■ | - #W | ■■■■ | |
| | | | ZK3#V | #W | ■■■■ | - #W | ■■■■ | |
| | | | ##4DV | #W | ■■■■ | - #W | ■■■■ | |

| | | | | | |
|--------------------|---------------|------|-------|-------------------------------|---|
| Toyota/ RAV4 EV | 2012- 2014 | TMMC | YL4DV | CW [REDACTED] - EW [REDACTED] | July 24, 2012 through August 29, 2014 |
|--------------------|---------------|------|-------|-------------------------------|---|

Note: (1) Although the involved vehicles are within the above VIN range, not all vehicles in this range were sold in the U.S.

(2) Only the involved vehicles produced by TMMC are equipped with the affected cowl louver and water channel assembly. RAV4 vehicles produced in Japan utilize a different supplier which utilizes a different manufacturing process.

3. Total Number of Vehicles Potentially Involved:

Toyota RAV4 : 420,959

Toyota RAV4 EV : 2,497

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

Unknown

5. Description of Problem:

The subject vehicles are equipped with a water channel located underneath the cowl louver at the base of the windshield and above the windshield wiper link assembly. Due to stresses applied to the water channel during the manufacturing process, a section of the water channel in some vehicles may become deformed and prevent water from draining properly. If water collects in the channel, it may drip onto the joint which connects the windshield wiper link and wiper motor. Over time, water dripping on to the joint can cause corrosion and wear at the joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

6. Chronology of Principal Events:

May 2012

Toyota received a field technical report from the Canadian market indicating a clicking sound when the front windshield wiper switch is activated and inoperative windshield wipers. It was found that the windshield wiper link had separated from the wiper motor. The wiper link and

the motor were replaced. However, the parts were not available for recovery and the cause of separation could not be investigated.

January 2013

Toyota received a dealer report from the U.S. market indicating that the windshield wipers were inoperative due to separation of the wiper link from the wiper motor. The windshield wiper link assembly was recovered for an investigation. It was found that the plastic case at the joint connecting the wiper link to the ball pin, which is assembled in the wiper motor crank arm, was abnormally worn. However, the wiper motor was not recovered, and a full investigation could not be completed.

November 2014 – March 2015

In November 2014, Toyota received a field summary report from the Canadian distributor indicating an increase in out-of-warranty repairs for inoperative wipers on the subject vehicles. The summary report noted three Toyota field reports in the Canadian market pertaining to inoperative windshield wipers due to separation of the wiper link from the wiper motor. Additionally, cases were noted as predominantly occurring on vehicles produced at the TMMC plant. To further investigate the separation of the windshield wiper link, Toyota began recovery of complaint parts from the field. An initial investigation of some returned parts found corrosion at the ball pin of the wiper motor crank arm and wear inside the plastic case.

April 2015 – July 2015

Toyota's investigation continued. Because complaints of inoperative windshield wipers came mainly from the Canadian market and cold weather states in the U.S., Toyota conducted a field survey in Canada to inspect vehicles with inoperative windshield wipers. In the subject vehicles, it was observed that the ball pin of the wiper motor crank arm was corroded. It was also observed that the water channel underneath the cowl louver at the base of the windshield, above the wiper link, exhibited a deformation around the location of the joint connecting the wiper link to the wiper motor. To investigate this deformation further, additional part recovery activity of both in-use good parts and complaints parts began, focusing on the water channel from vehicles produced in North America and Japan. Toyota also began collecting parts from southern states in the U.S., in addition to part recovery in Canada, to determine whether there could be any influence of road salt use in accelerating corrosion of the windshield wiper link joint.

August 2015

Through the investigation of recovered parts it was found that deformation was observed on some recovered water channels above the joint of wiper link and motor installed in vehicles produced at TMMC. However, this phenomena was not observed on vehicles produced in Japan, which utilize a different component manufacturer than TMMC-produced vehicles. An investigation of the manufacturing process by the North American supplier found that the pin holes which join the water channel to pins in the cowl louver were out of alignment. During the assembly process, this misalignment can cause stresses to be applied to the water channel and, over time, result in deformation of the channel.

Toyota concluded that, if the water channel becomes deformed, water could collect in the channel and not drain as intended, dripping down onto the joint which connects the windshield wiper link to the wiper motor crank arm. Over time, and accelerated by the presence of mud and salt in the water dripping onto the wiper link joint, the ball pin of the wiper motor crank arm could corrode. Corrosion of the ball pin can cause the plastic case of the wiper link to wear. If the plastic case becomes excessively worn, it could result in separation of the wiper link from the wiper motor and inoperative windshield wipers.

September 14, 2015

Based on the above investigation, Toyota decided to conduct a voluntary safety recall campaign on the subject vehicles.

As of September 10, 2015, Toyota is not aware of any crashes or injuries caused by this condition. 32 warranty claims have been received that relate or may relate to this condition, No Toyota field reports have been received from the U.S.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer to have the water channel replaced with an improved one. In addition, a new wiper link with wiper motor crank arm will be replaced. The wiper link will have a protective cover over the wiper link joint to minimize water splash and a retainer ring to prevent the wiper arm from separating from the wiper motor.

Reimbursement Plan for pre-notification remedies

The owner letter will instruct vehicle owners who have paid to have this condition remedied

prior to this campaign to seek reimbursement pursuant to Toyota's General Reimbursement Plan.

8. Recall Schedule:

Notifications to owners will occur by November 16, 2015. A copy of the draft owner notification letter(s) will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:


Notifications to distributors/dealers will be sent on September 17, 2015. Copies of dealer communications will be submitted as they are issued.

TECHNICAL INSTRUCTIONS (INTERIM)
FOR
SAFETY RECALL F2S
FRONT WIPER CRANK ARM
CERTAIN 2009 - 2012 MODEL YEAR RAV4
AND
CERTAIN 2012 - 2014 MODEL YEAR RAV4 EV

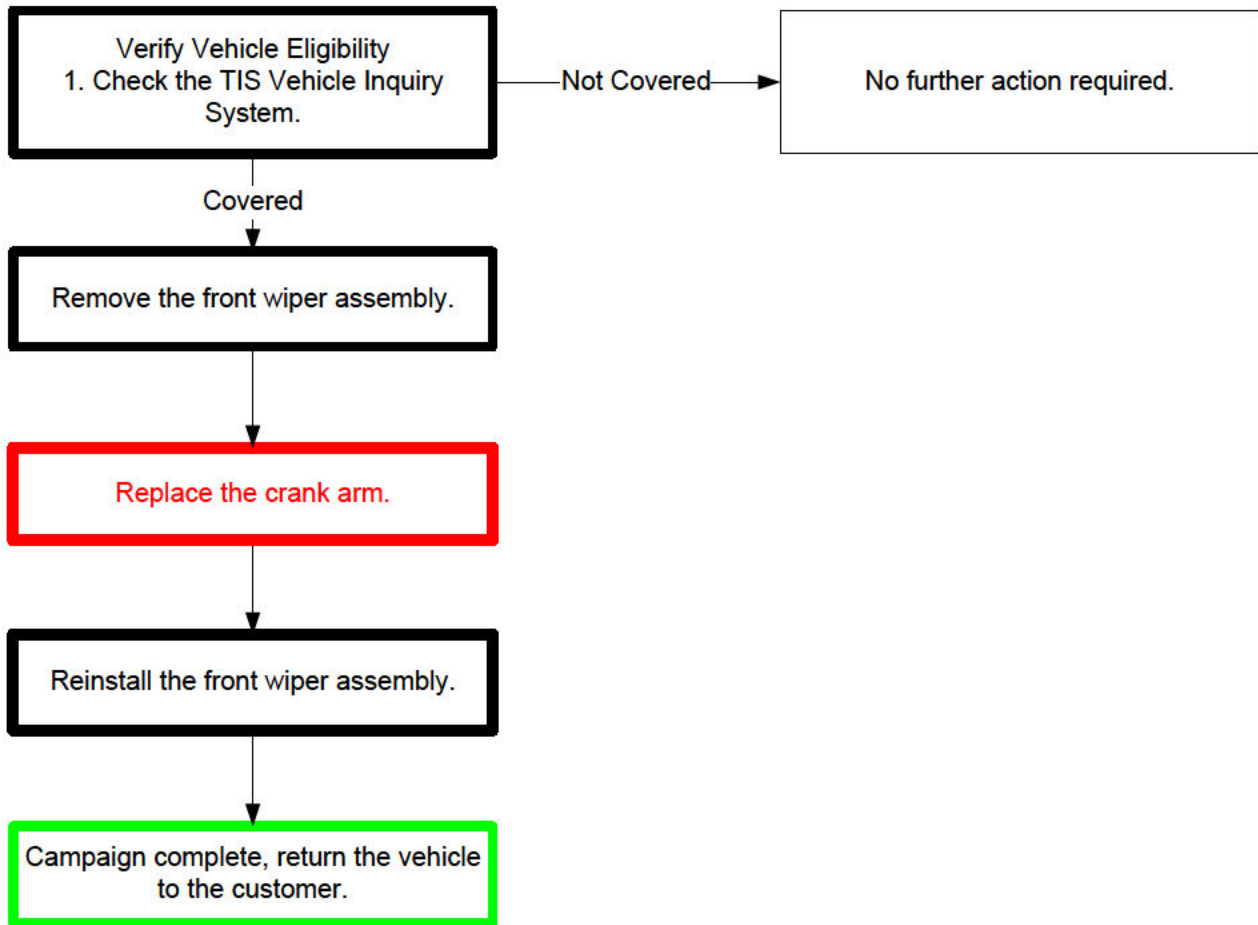
NOTE: These technical instruction are for the interim repair, all vehicles will need to return to have the cowl top lover replaced at a later date.

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Toyota Certified (Any Specialty)
- Toyota Expert (Any Specialty)
- Master
- Master Diagnostic Technicians

Always check which technicians can perform the recall remedy by logging on to  It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

| Part Number | Part Description | Quantity |
|-------------|---------------------|----------|
| 04005-47342 | Ft. Wiper Crank Arm | 1 |

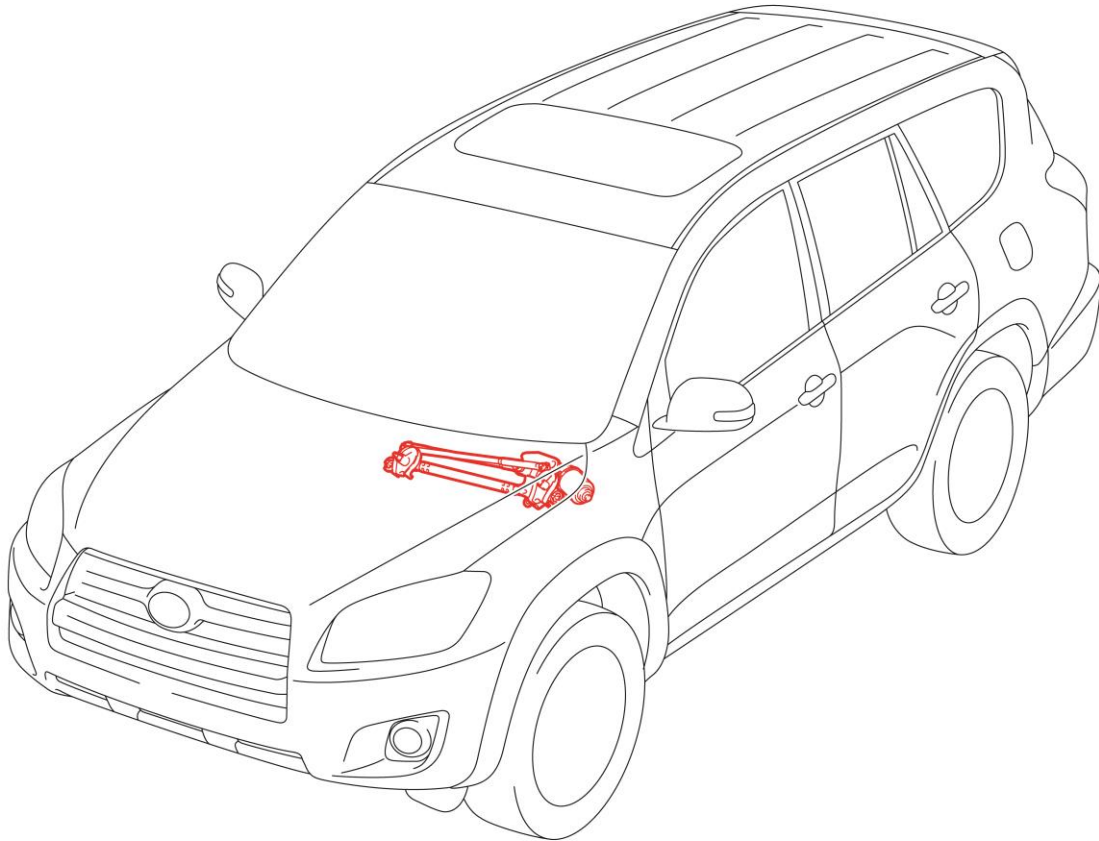
B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench

IV. BACKGROUND

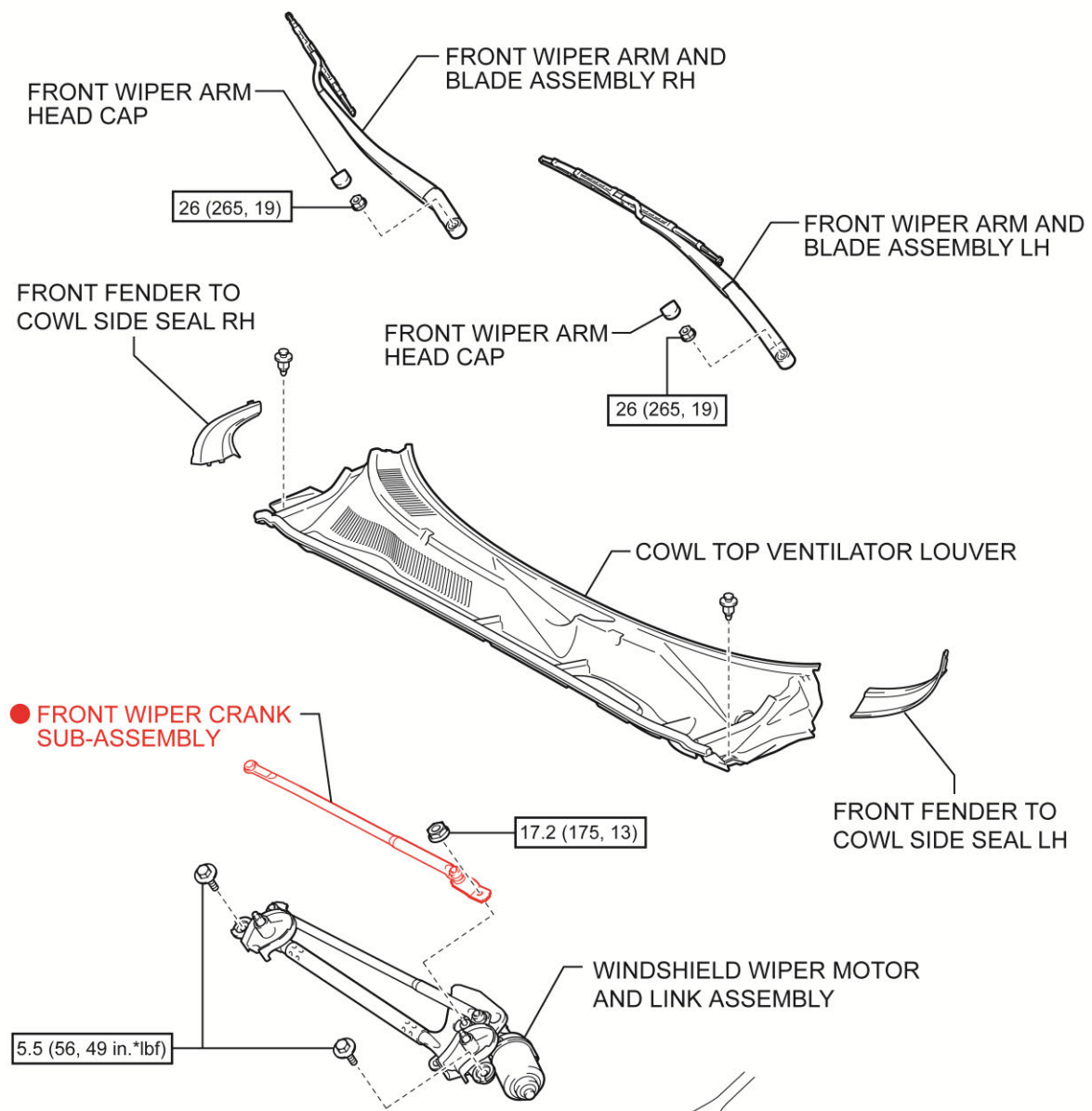
In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

Due to the remedy parts production lead time, Toyota will begin an interim repair on vehicles most likely to experience the condition. The interim repair will be initiated in the 20 cold climate states and the District of Columbia: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV.



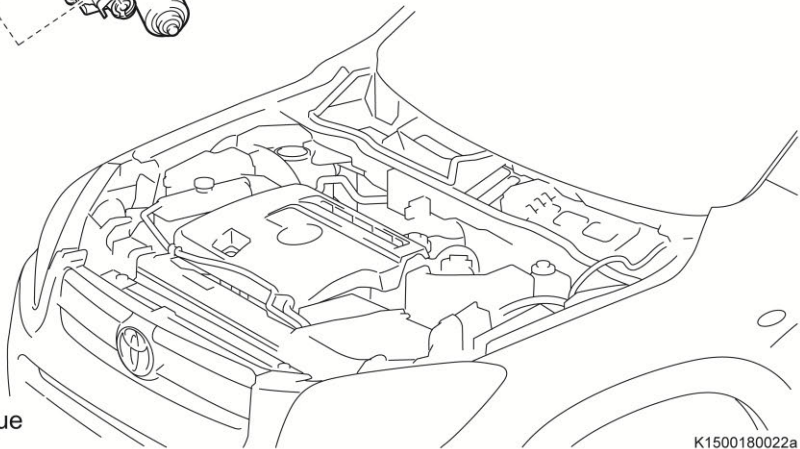
K1500180004a

V. COMPONENTS



● : Replacement part

N*m (kgf*cm, ft.*lbf) : Specified torque



K1500180022a

VI. WORK PROCEDURE

1. SET WIPER POSITION

- Turn IG "ON"
- Turn on the wipers.
- Turn off the wipers.
- Turn IG "OFF".

NOTE: Allow enough time for the wipers to go to the park position prior to turning IG "OFF".

2. REMOVE THE WIPER MOTOR AND LINKAGE

RAV4
RAV4 EV

2009
2012

2010
2013

2011
2014

2012



READ THE FOLLOWING WARNINGS PRIOR TO WIPER MOTOR REMOVAL

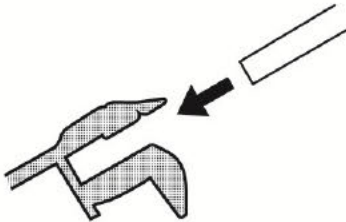


These cautions should be observed when performing this campaign. Failure to follow these cautions could result in damage to the vehicle or inadequate repair quality.

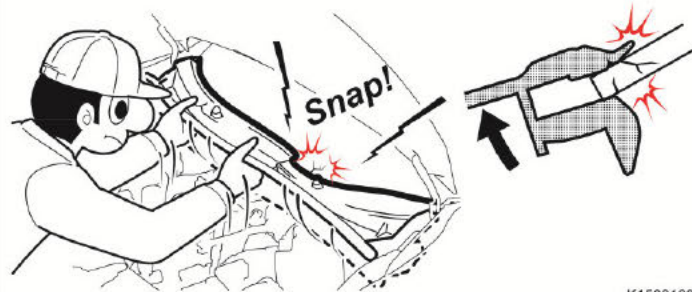
PRECAUTION WHEN REMOVING THE COWL LOUVER

Always pull the louver down until it disengages from the windshield before removal. If the louver is pulled upward prior disengaging it from the windshield, the windshield could crack.

OK Straight out



NG At an angle



K1500180023a

NG



Protective tape

K1500180010

PRECAUTIONS WHEN HANDLING THE GLASS EDGE

To prevent the glass from breaking, clean it and apply protective tape to the bottom edge so that tools and other items **DO NOT** directly contact the glass.

DO NOT put your hand on the bottom edge of the glass to support your weight. The glass could break because there is no support on the rear side of the glass.

NG



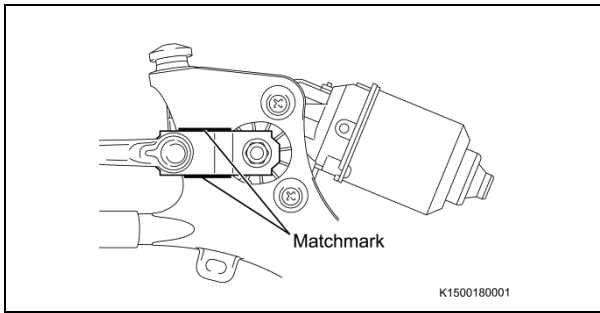
K1500180024

PRECAUTION WITH THE FRONT WIPER LINKAGE

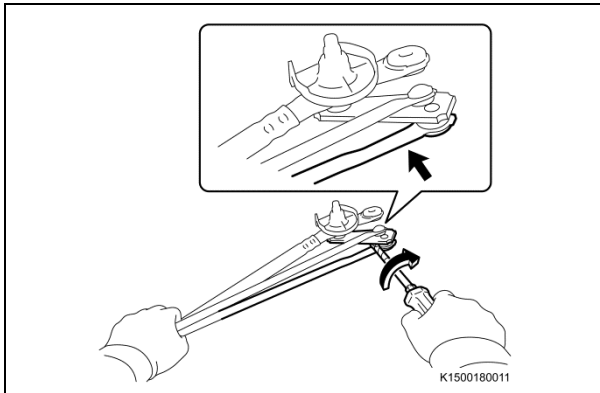
DO NOT excessively bend the front wiper linkage.

3. REMOVE THE MOTOR FROM THE LINKAGE

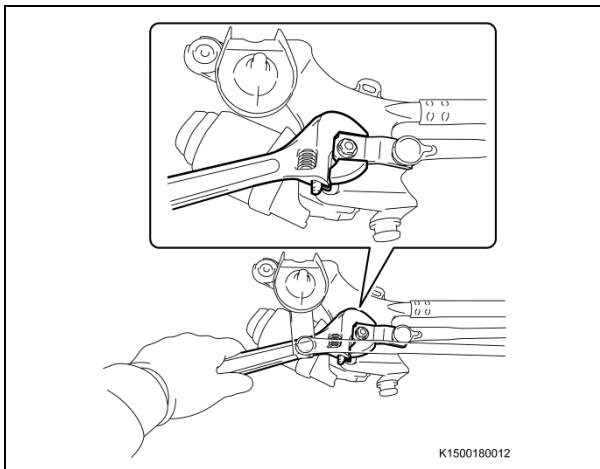
- a) Place matchmarks on the wiper motor on each side of the crank arm as shown.



- b) Using a screwdriver wrapped in tape as shown.
- c) Disconnect the wiper link from the crank arm.

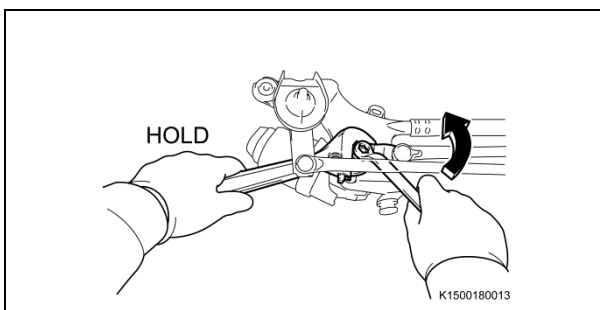


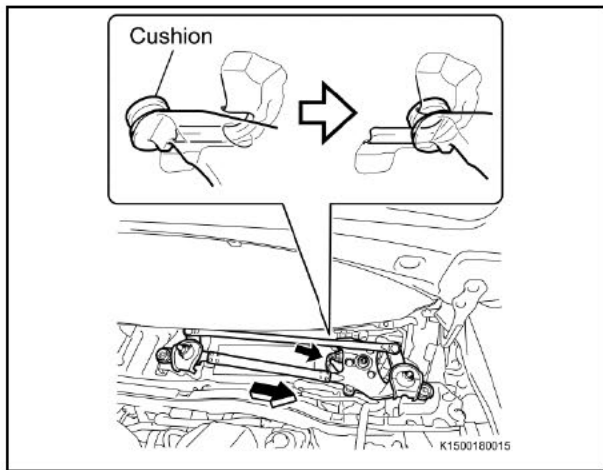
- d) Hold the crank arm with an adjustable wrench as shown.



- e) Remove the nut that holds the crank arm to the wiper motor.

NOTE: The nut will be reused.



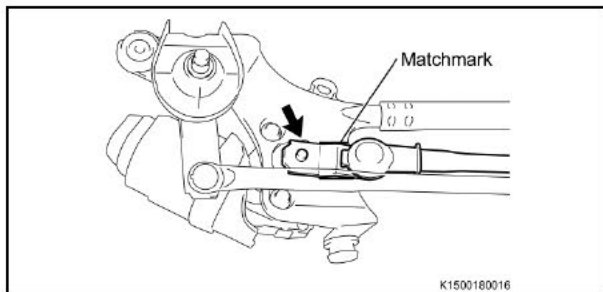


4. INSTALL THE NEW WIPER CRANK

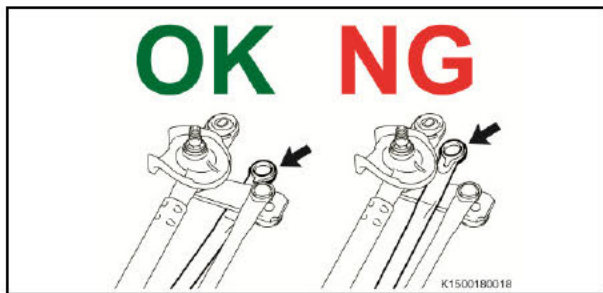
- a) Reconnect the electrical connector for the wiper motor.
- b) Engage the cushion for the linkage into the body as shown.
- c) Temporarily install the 2 bolts.
- d) Turn IG "ON".
- e) Turn the wipers on.
- f) Turn the wipers off.



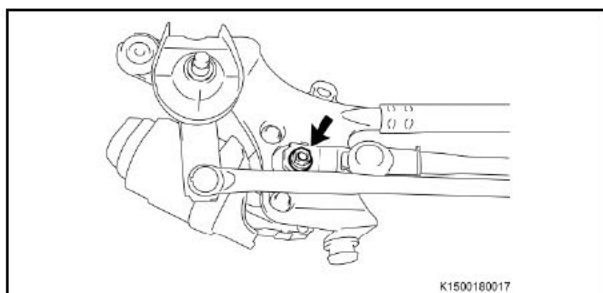
This step is necessary to ensure that the wiper motor is in the park position. **DO NOT** turn IG off prior to the wiper motor being in the park position.



- g) Turn the IG "OFF".
- h) Remove the motor and linkage from the vehicle.
- i) Disconnect the connector for the motor.
- j) Align the NEW crank arm with the matchmarks on the wiper motor and linkage, and insert it onto the motor shaft.



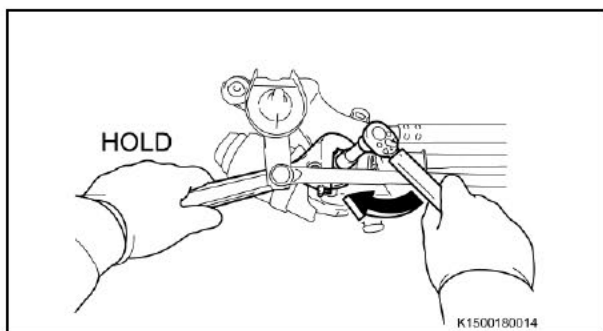
The crank arm and linkage cannot be connected as shown. However, by passing the crank arm under the linkage it will correctly position the arm.



- k) Reinstall the nut and hand tighten.



To ensure that the crank arm is in the correct position hand tighten the nut until the crank arm is seated.

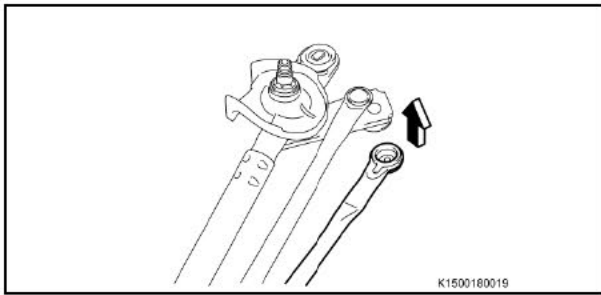


- l) Hold the crank arm with an adjustable wrench and tighten the nut.

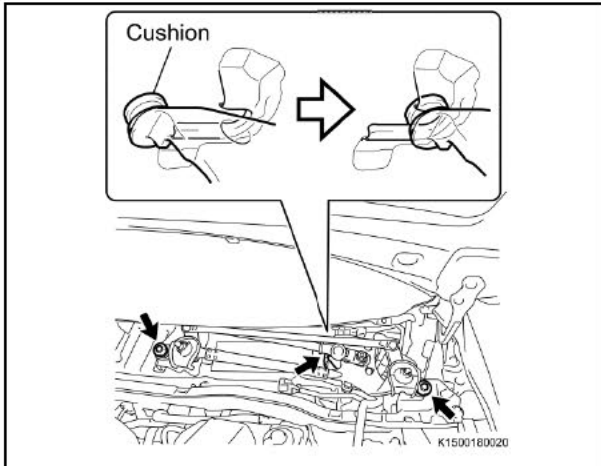
Torque: 17.2 N*m (175 kgf*cm, 13 ft*lb)



Securely hold the crank arm with the adjustable wrench to ensure that the crank arm does not move.

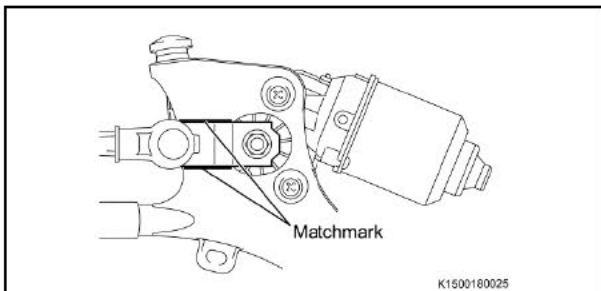


m) Position and align the crank arm and linkage then connect them.



- n) Reconnect the motor connector.
- o) Engage the cushion of the motor and linkage onto the vehicle.
- p) Install the 2 bolts.
Torque: 5.5 N*m (56 kgf*cm, 49 in*lb)
- q) Start engine and cycle the wipers.

STOP This step is necessary to ensure that the wiper motor is in the park position. **DO NOT** turn the vehicle off prior to the wiper motor being in the park position. Having the engine running ensures correct voltage to the wiper motor.



r) Check that the position of the crank arm and the matchmarks are properly aligned.

STOP If the crank arm and the matchmarks do not align, cycle the wipers again to double check. If the crank arm is still not aligned return to Section VI Step 1.

s) Turn off the engine.

5. REINSTALL THE WIPER MOTOR AND LINKAGE

| | | | | |
|---------|----------------------|----------------------|----------------------|----------------------|
| RAV4 | 2009 | 2010 | 2011 | 2012 |
| RAV4 EV | 2012 | 2013 | 2014 | |

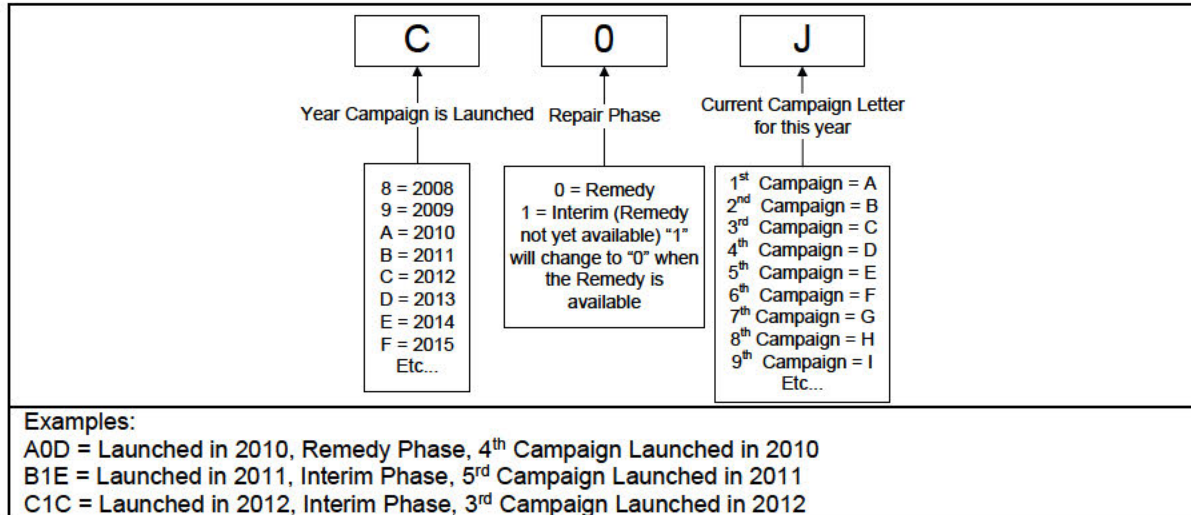
6. VERIFY CORRECT FRONT WIPER OPERATION

◀ VERIFY REPAIR QUALITY ▶

If you have any questions regarding this repair, please contact your regional representative.

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER





Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

**2009–2012 Model Year North American Produced RAV4
2012–2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion
IMPORTANT SAFETY RECALL NOTICE (Interim Notice)**
This notice applies to your vehicle: VIN ABCDEFGH987 [REDACTED]
NHTSA RECALL: 15V-577

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2009–2012 Model Year North American-produced RAV4 vehicles and 2012–2014 Model Year North American-produced RAV4 EV vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy, which will be provided to you at no cost. We will send you another notification when the remedy is available.

What is the condition?

In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

What should you do?

We appreciate your patience while we prepare the remedy.

You will receive a second owner notification letter when the remedy is available.

There may be warnings or indicators that this condition exists. In some cases when operating the wipers, the wiper blade may contact the vehicle body, and you may notice a clanking noise. If this occurs, contact your dealer promptly for inspection and repair.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

URGENT SAFETY RECALL
This is an important Safety Recall.
The interim repair will be performed
at **NO CHARGE** to you.

**2009–2012 Model Year North American Produced RAV4
2012–2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion**

SAFETY RECALL NOTICE (Interim Notice)

This notice applies to your vehicle: VIN ABCDEFGH987 [REDACTED]
NHTSA RECALL: 15V-577

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2009–2012 Model Year RAV4, and 2012–2014 Model Year RAV4 EV vehicles produced in North America.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

In the involved vehicles, water dripping onto the windshield wiper motor link can, over time, cause corrosion and wear at the wiper motor link joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

What will Toyota do?

As an interim repair, any authorized Toyota dealer will replace the wiper crank sub-assembly at **NO CHARGE** to you.

Note that this is an interim repair only. When the remedy repair becomes available, you will receive another notification.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the interim repair performed as soon as possible. **You will receive a second owner notification letter when the remedy is available.**

The repair will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

RETIRO DE SEGURIDAD URGENTE

Este es un retiro de seguridad importante. La reparación temporal se efectuará **SIN COSTO** para usted.

Modelos RAV4 producidos en Norteamérica de años 2009 a 2012
Modelos RAV4 EV producidos en Norteamérica de años 2012 a 2014
Corrosión en el eslabón del motor del limpiaparabrisas

AVISO DE RETIRO DE SEGURIDAD (Aviso temporal)

Este aviso aplica a su vehículo: VIN ABCDEFGH987 [REDACTED]

NO. DE RETIRO DE NHTSA 15V-577

Estimado cliente de Toyota:

Le estamos enviando este aviso de acuerdo con los requisitos establecidos en el Acta de Tráfico Nacional y de Seguridad de Vehículos Motorizados. Toyota considera que existe un defecto relacionado con la seguridad del vehículo motorizado en ciertos vehículos modelo RAV4 de años 2009 a 2012 y vehículos eléctricos (EV, por sus siglas en inglés) modelo RAV4EV de años 2012 a 2014 producidos en Norteamérica.

Usted recibió este aviso porque nuestros registros, basados principalmente en la información de registro y titularidad estatal, indican que usted es el propietario actual.

¿Cuál es la condición?

En los vehículos afectados, el agua que cae en el eslabón del motor del limpiaparabrisas puede causar corrosión y deteriorar la junta del eslabón del motor del limpiaparabrisas con el tiempo. En algunos casos, esto podría provocar que el eslabón del limpiaparabrisas se separe de la correspondiente biela del motor. Si ambas partes se separasen, el limpiaparabrisas podría dejar de funcionar, con lo que la visibilidad del conductor se podría ver reducida y se aumentaría el riesgo de colisión del vehículo.

¿Qué hará Toyota?

Como reparación temporal, cualquier concesionario Toyota autorizado reemplazará el submódulo de la palanca del limpiaparabrisas **SIN CARGO** para usted.

Tenga en cuenta que esta reparación es solo temporal. Cuando la reparación definitiva esté disponible, recibirá un nuevo aviso.

¿Qué debe hacer usted?

Este es un retiro de seguridad importante.

Por favor, póngase en contacto con cualquier concesionario Toyota autorizado para concertar una cita a fin de realizar este procedimiento de reparación temporal lo antes posible. Recibirá una segunda carta de comunicación a los propietarios cuando esta reparación esté disponible.

La reparación tomará aproximadamente una hora. Sin embargo, dependiendo del horario de trabajo del concesionario, es posible que necesiten su vehículo por más tiempo.

¿Qué sucede si usted ya pagó previamente por reparar su vehículo por esta condición en particular?

Si ya pagó previamente por la reparación de su vehículo en lo que respecta a esta condición específica, envíe una copia de su orden de reparación, prueba de pago y prueba de titularidad a la siguiente dirección para que se considere el reembolso:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

¿Qué puede hacer si tiene otras preguntas?

- ***Su concesionario Toyota local responderá con gusto a todas sus preguntas.***
- Si necesita más asistencia, puede comunicarse con el Centro de Experiencia del Cliente de Toyota, al 1-888-270-9371, de lunes a viernes, de 5:00 a.m. a 6:00 p.m., o los sábados, de 7:00 a.m. a 4:00 p.m., hora del Pacífico.

Si considera que el concesionario o Toyota no ha logrado o no puede solucionar el defecto dentro de un plazo razonable, puede presentar una queja al Administrador, a la *National Highway Traffic Safety Administration* [Administración Nacional de Seguridad Vial en Autopistas], 1200 New Jersey Avenue S.E., Washington, D.C. 20590, o llame sin costo a la línea directa de Seguridad Automotor al 1-888-327-4236 (TTY: 1-800-424-9153), o visite <http://www.safercar.gov>.

Si desea actualizar la información de contacto o de propiedad de su vehículo, puede hacerlo registrándose en www.toyota.com/ownersupdate. Necesitará su Número de Identificación del Vehículo (VIN) de 17 dígitos para ingresar la nueva información.

Si usted es arrendador del vehículo, la Ley Federal exige que toda persona que arrienda vehículos y reciba este aviso de retiro de seguridad envíe una copia del mismo al arrendatario dentro de los diez días.

Hemos enviado este aviso porque estamos interesados en su constante satisfacción con nuestros productos y lamentamos profundamente cualquier inconveniente que esta situación pudiera haberle ocasionado.

Gracias por conducir un Toyota.

Atentamente,

TOYOTA MOTOR SALES, U.S.A., INC.

September 17, 2015

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing Canada Inc. ["TMMC"]
1055 Fountain Street North, Cambridge, Ontario, Canada N3H 5K2

Affiliated U.S. Sales Company

Toyota Motor Sales, USA, Inc. ["TMS"]
19001 South Western Avenue, Torrance, CA 90501

Supplier of the Cowl Louver

TG Minto Corporation
300 Toronto St, Palmerston, ON, N0G 2P0, Canada
Tel: 519-343-2800

Country of Origin: Canada

2. Identification of Involved Vehicles:

Based on production records, we have determined the involved vehicle population as in the table below.

| Make/ Car Line | Model Year | Manufac- turer | VIN | | | | Production Period | |
|-------------------|----------------|-------------------|-------|-----|------|------|----------------------|--|
| | | | VDS | VIS | | | | |
| Toyota/ RAV4 | 2009 - 2012 | TMMC | BF3#V | #W | ■■■■ | - #W | ■■■■0 | October 27, 2008 through December 19, 2012 |
| | | | BK3#V | #W | ■■■■ | - #W | ■■■■ | |
| | | | ZF3#V | #W | ■■■■ | - #W | ■■■■ | |
| | | | ZK3#V | #W | ■■■■ | - #W | ■■■■ | |
| | | | ##4DV | #W | ■■■■ | - #W | ■■■■ | |

| | | | | | |
|--------------------|---------------|------|-------|-------------------------------|---|
| Toyota/ RAV4 EV | 2012- 2014 | TMMC | YL4DV | CW [REDACTED] - EW [REDACTED] | July 24, 2012 through August 29, 2014 |
|--------------------|---------------|------|-------|-------------------------------|---|

Note: (1) Although the involved vehicles are within the above VIN range, not all vehicles in this range were sold in the U.S.

(2) Only the involved vehicles produced by TMMC are equipped with the affected cowl louver and water channel assembly. RAV4 vehicles produced in Japan utilize a different supplier which utilizes a different manufacturing process.

3. Total Number of Vehicles Potentially Involved:

Toyota RAV4 : 420,959

Toyota RAV4 EV : 2,497

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

Unknown

5. Description of Problem:

The subject vehicles are equipped with a water channel located underneath the cowl louver at the base of the windshield and above the windshield wiper link assembly. Due to stresses applied to the water channel during the manufacturing process, a section of the water channel in some vehicles may become deformed and prevent water from draining properly. If water collects in the channel, it may drip onto the joint which connects the windshield wiper link and wiper motor. Over time, water dripping on to the joint can cause corrosion and wear at the joint. In some cases this could result in the separation of the wiper link from the wiper motor crank arm. If separation occurs, the windshield wipers could become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

6. Chronology of Principal Events:

May 2012

Toyota received a field technical report from the Canadian market indicating a clicking sound when the front windshield wiper switch is activated and inoperative windshield wipers. It was found that the windshield wiper link had separated from the wiper motor. The wiper link and

the motor were replaced. However, the parts were not available for recovery and the cause of separation could not be investigated.

January 2013

Toyota received a dealer report from the U.S. market indicating that the windshield wipers were inoperative due to separation of the wiper link from the wiper motor. The windshield wiper link assembly was recovered for an investigation. It was found that the plastic case at the joint connecting the wiper link to the ball pin, which is assembled in the wiper motor crank arm, was abnormally worn. However, the wiper motor was not recovered, and a full investigation could not be completed.

November 2014 – March 2015

In November 2014, Toyota received a field summary report from the Canadian distributor indicating an increase in out-of-warranty repairs for inoperative wipers on the subject vehicles. The summary report noted three Toyota field reports in the Canadian market pertaining to inoperative windshield wipers due to separation of the wiper link from the wiper motor. Additionally, cases were noted as predominantly occurring on vehicles produced at the TMMC plant. To further investigate the separation of the windshield wiper link, Toyota began recovery of complaint parts from the field. An initial investigation of some returned parts found corrosion at the ball pin of the wiper motor crank arm and wear inside the plastic case.

April 2015 – July 2015

Toyota's investigation continued. Because complaints of inoperative windshield wipers came mainly from the Canadian market and cold weather states in the U.S., Toyota conducted a field survey in Canada to inspect vehicles with inoperative windshield wipers. In the subject vehicles, it was observed that the ball pin of the wiper motor crank arm was corroded. It was also observed that the water channel underneath the cowl louver at the base of the windshield, above the wiper link, exhibited a deformation around the location of the joint connecting the wiper link to the wiper motor. To investigate this deformation further, additional part recovery activity of both in-use good parts and complaints parts began, focusing on the water channel from vehicles produced in North America and Japan. Toyota also began collecting parts from southern states in the U.S., in addition to part recovery in Canada, to determine whether there could be any influence of road salt use in accelerating corrosion of the windshield wiper link joint.

August 2015

Through the investigation of recovered parts it was found that deformation was observed on some recovered water channels above the joint of wiper link and motor installed in vehicles produced at TMMC. However, this phenomena was not observed on vehicles produced in Japan, which utilize a different component manufacturer than TMMC-produced vehicles. An investigation of the manufacturing process by the North American supplier found that the pin holes which join the water channel to pins in the cowl louver were out of alignment. During the assembly process, this misalignment can cause stresses to be applied to the water channel and, over time, result in deformation of the channel.

Toyota concluded that, if the water channel becomes deformed, water could collect in the channel and not drain as intended, dripping down onto the joint which connects the windshield wiper link to the wiper motor crank arm. Over time, and accelerated by the presence of mud and salt in the water dripping onto the wiper link joint, the ball pin of the wiper motor crank arm could corrode. Corrosion of the ball pin can cause the plastic case of the wiper link to wear. If the plastic case becomes excessively worn, it could result in separation of the wiper link from the wiper motor and inoperative windshield wipers.

September 14, 2015

Based on the above investigation, Toyota decided to conduct a voluntary safety recall campaign on the subject vehicles.

As of September 10, 2015, Toyota is not aware of any crashes or injuries caused by this condition. 32 warranty claims have been received that relate or may relate to this condition, No Toyota field reports have been received from the U.S.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer to have the water channel replaced with an improved one. In addition, a new wiper link with wiper motor crank arm will be replaced. The wiper link will have a protective cover over the wiper link joint to minimize water splash and a retainer ring to prevent the wiper arm from separating from the wiper motor.

Reimbursement Plan for pre-notification remedies

The owner letter will instruct vehicle owners who have paid to have this condition remedied

prior to this campaign to seek reimbursement pursuant to Toyota's General Reimbursement Plan.

8. Recall Schedule:

Notifications to owners will occur by November 16, 2015. A copy of the draft owner notification letter(s) will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

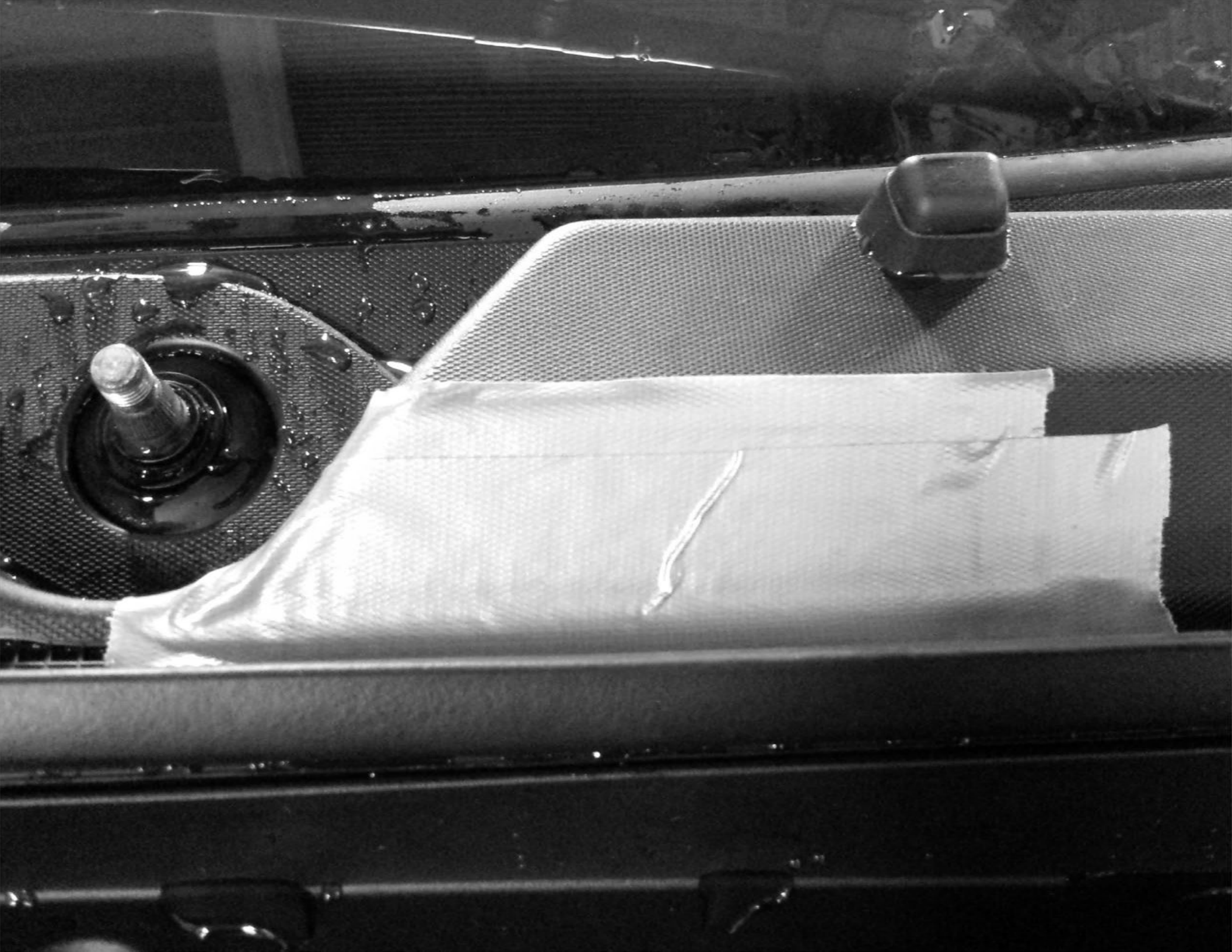
Notifications to distributors/dealers will be sent on September 17, 2015. Copies of dealer communications will be submitted as they are issued.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Development Data Sheet

| Date | Test Condition | Car | Evap | ALPS | SLPS | Volts | Amps | RPM | Temp | Baro | Dens |
|---|---------------------------|-------|--------|--------|--------|-------|------|-----|-------|-------|------|
| 8/19/2016 | sweep1 vent f/c 14volts | 0.25 | 487.73 | 121.95 | 117.65 | 14.00 | 24.6 | 197 | 25.00 | 97.21 | 1.14 |
| Car Number | 12 volts | 0.25 | 384.71 | 109.20 | 105.43 | 12.00 | 19.5 | 192 | 25.11 | 97.21 | 1.14 |
| | 10 volts | -0.25 | 293.63 | 94.01 | 90.80 | 10.01 | 14.8 | 195 | 25.11 | 97.21 | 1.14 |
| Test Number | 8 volts | 0.25 | 194.34 | 76.92 | 74.33 | 8.01 | 10.4 | 204 | 25.28 | 97.21 | 1.14 |
| 1 | bilevel f/c 14 volts | 0.25 | 409.34 | 133.65 | 128.70 | 13.99 | 25.9 | 208 | 25.50 | 97.21 | 1.14 |
| Location | 12 volts | 0.25 | 328.72 | 118.83 | 114.40 | 12.00 | 20.5 | 213 | 25.72 | 97.21 | 1.14 |
| Bay 30/HV0000001 | 10 volts | -0.25 | 242.87 | 102.79 | 99.06 | 10.00 | 15.5 | 210 | 25.78 | 97.21 | 1.14 |
| Time/Day | 8 volts | -0.25 | 163.24 | 85.04 | 82.02 | 8.00 | 10.9 | 178 | 25.72 | 97.21 | 1.14 |
| 8:44:00 AM | heat f/h 14 volts | 0.00 | 605.43 | 108.26 | 104.01 | 14.00 | 23.0 | 199 | 26.50 | 97.21 | 1.14 |
| Body Style | 12 volts | 0.25 | 478.02 | 96.42 | 92.03 | 12.00 | 17.9 | 201 | 28.72 | 97.21 | 1.12 |
| VEC - CROSSOVER SUV - MAJOR | 10 volts | 0.00 | 359.08 | 81.93 | 78.01 | 10.01 | 13.4 | 203 | 29.61 | 97.21 | 1.12 |
| 2016 C1UG GMC 4DR Crossover SWB 4DR | 8 volts | -0.25 | 244.11 | 66.07 | 62.91 | 8.01 | 9.2 | 209 | 29.94 | 97.21 | 1.12 |
| | defog f/h 14 volts | 0.00 | 582.04 | 112.51 | 106.61 | 14.01 | 23.0 | 211 | 30.67 | 97.21 | 1.12 |
| | 12 volts | 0.00 | 465.08 | 99.20 | 93.63 | 12.00 | 18.1 | 198 | 32.06 | 97.21 | 1.11 |
| | 10 volts | 0.25 | 344.64 | 84.10 | 79.00 | 10.01 | 13.5 | 183 | 33.67 | 97.21 | 1.11 |
| Model Line | 8 volts | 0.00 | 237.39 | 67.44 | 63.38 | 8.00 | 9.3 | 227 | 33.83 | 97.21 | 1.11 |
| GMT 172/177 | defrost f/h 14 volts | 0.00 | 597.22 | 108.87 | 101.65 | 14.01 | 22.7 | 209 | 35.28 | 97.21 | 1.11 |
| Project # | 12 volts | 0.00 | 474.29 | 96.13 | 89.71 | 12.00 | 18.0 | 213 | 35.44 | 97.21 | 1.11 |
| NE | 10 volts | 0.00 | 356.59 | 81.60 | 76.22 | 10.00 | 13.5 | 192 | 35.61 | 97.21 | 1.11 |
| Hood Position | 8 volts | 0.00 | 240.38 | 65.36 | 61.11 | 8.00 | 9.4 | 187 | 35.50 | 97.21 | 1.11 |
| CLOSED | sweep 2 vent f/c 14 volts | 0.00 | 487.98 | 125.58 | 120.11 | 14.01 | 24.7 | 183 | 27.67 | 97.21 | 1.12 |
| Operator | 12 volts | 0.25 | 385.70 | 111.94 | 107.03 | 12.00 | 19.7 | 189 | 27.94 | 97.21 | 1.12 |
| Castelli/Lakatos | 10 volts | 0.25 | 289.65 | 95.71 | 91.51 | 10.00 | 14.8 | 210 | 28.11 | 97.21 | 1.12 |
| | 8 volts | -0.25 | 191.11 | 79.05 | 75.65 | 8.00 | 10.3 | 200 | 28.06 | 97.21 | 1.12 |
| Description | bilevel f/c 14 volts | 0.25 | 405.11 | 136.10 | 129.83 | 14.01 | 25.8 | 191 | 28.28 | 96.87 | 1.12 |
| 2016 - Zero body sweep 1 as received sweep 2 with new deflector.engine at idle blower ran with lambda power supply | 12 volts | 0.00 | 326.48 | 122.42 | 116.71 | 12.00 | 20.5 | 191 | 28.50 | 97.21 | 1.12 |
| | 10 volts | 0.25 | 244.11 | 105.38 | 100.57 | 10.01 | 15.7 | 197 | 28.50 | 97.21 | 1.12 |
| | 8 volts | 0.00 | 166.47 | 86.74 | 82.82 | 8.01 | 11.0 | 225 | 28.50 | 97.21 | 1.12 |
| | heat f/h 14 volts | -0.25 | 606.42 | 108.97 | 103.78 | 14.01 | 22.9 | 190 | 29.06 | 97.21 | 1.12 |
| | 12 volts | 0.00 | 481.51 | 96.04 | 91.13 | 12.00 | 18.0 | 164 | 30.28 | 97.21 | 1.12 |
| | 10 volts | 0.00 | 363.06 | 81.36 | 76.92 | 10.00 | 13.4 | 198 | 31.56 | 97.21 | 1.11 |
| | 8 volts | 0.00 | 245.85 | 65.17 | 61.59 | 8.01 | 9.3 | 208 | 31.78 | 97.21 | 1.11 |
| | defog f/h 14 volts | -0.25 | 586.76 | 112.04 | 105.15 | 14.01 | 23.1 | 201 | 33.50 | 97.21 | 1.11 |
| | 12 volts | 0.25 | 467.57 | 98.87 | 92.64 | 11.99 | 18.1 | 218 | 34.11 | 97.21 | 1.11 |
| | 10 volts | 0.00 | 352.86 | 84.29 | 78.91 | 10.01 | 13.6 | 177 | 34.61 | 97.21 | 1.11 |
| | 8 volts | 0.00 | 240.38 | 68.15 | 63.80 | 8.01 | 9.5 | 212 | 34.72 | 97.21 | 1.11 |
| | defrost f/h 14 volts | 0.00 | 592.49 | 109.49 | 102.22 | 14.01 | 22.8 | 215 | 35.22 | 97.21 | 1.11 |
| | 12 volts | 0.00 | 475.78 | 96.27 | 89.81 | 12.00 | 18.0 | 201 | 35.61 | 97.21 | 1.11 |
| | 10 volts | 0.25 | 357.33 | 81.17 | 75.74 | 10.00 | 13.5 | 200 | 35.72 | 97.21 | 1.11 |



















2GNALFEK70Y





















stapler Guide



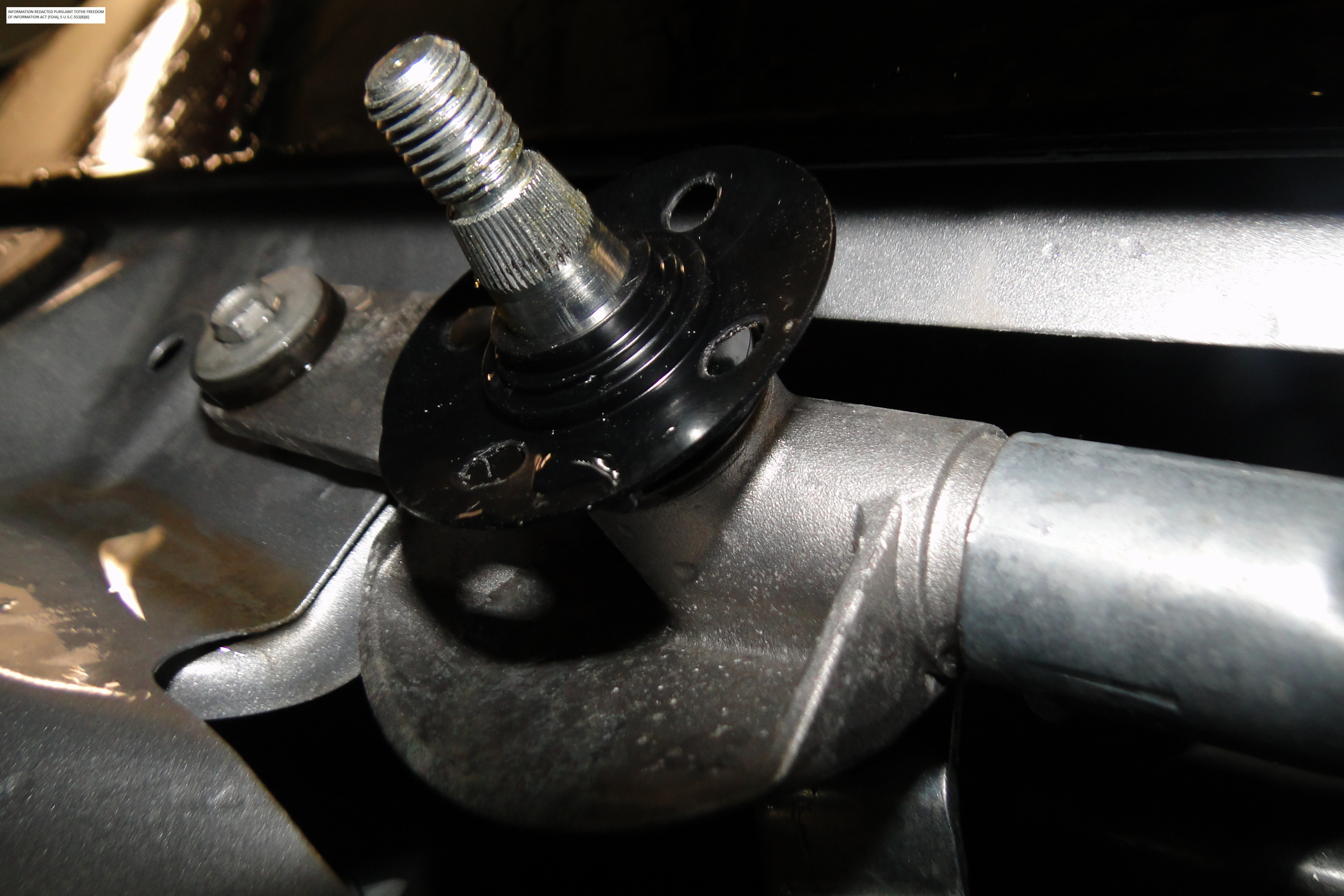
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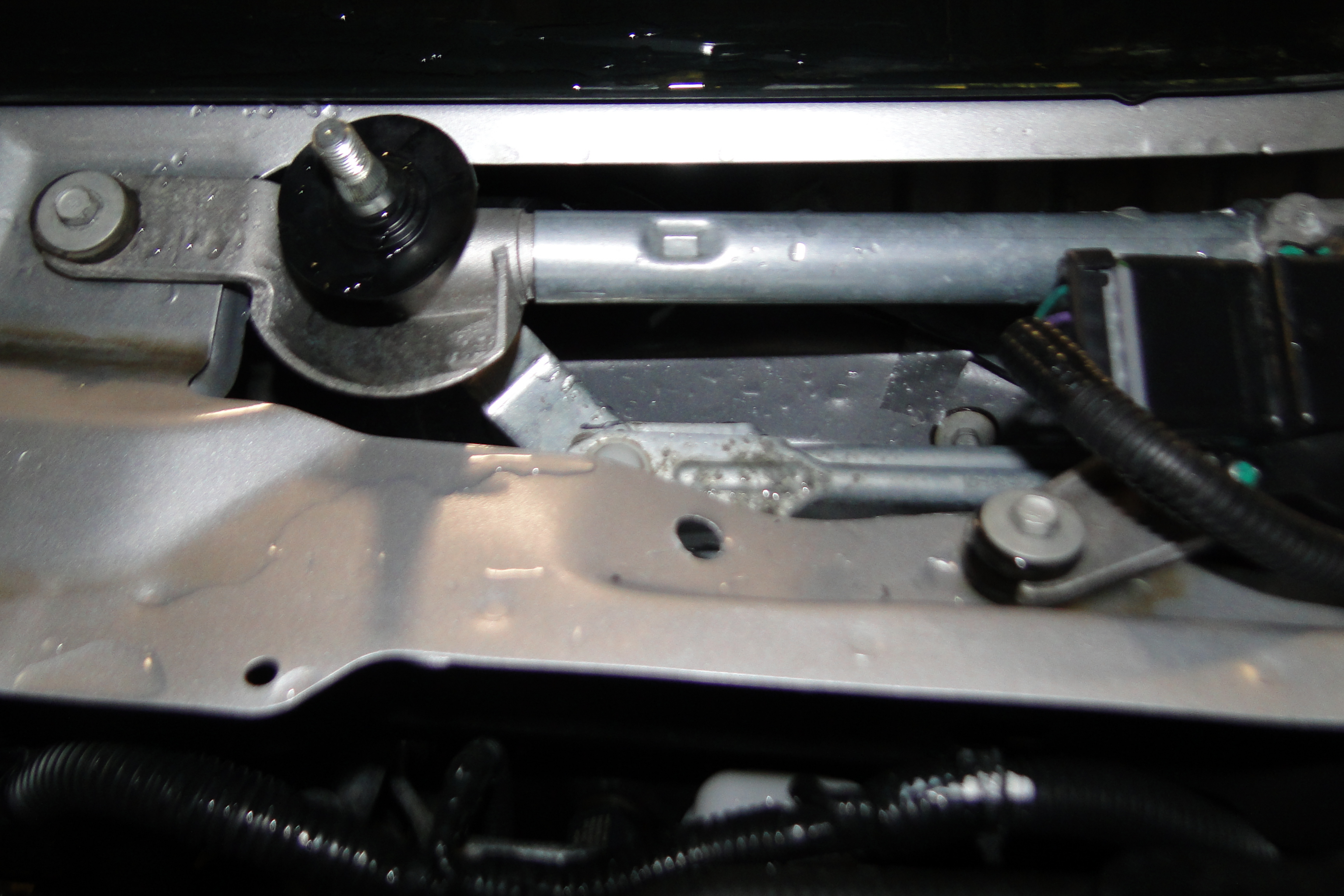












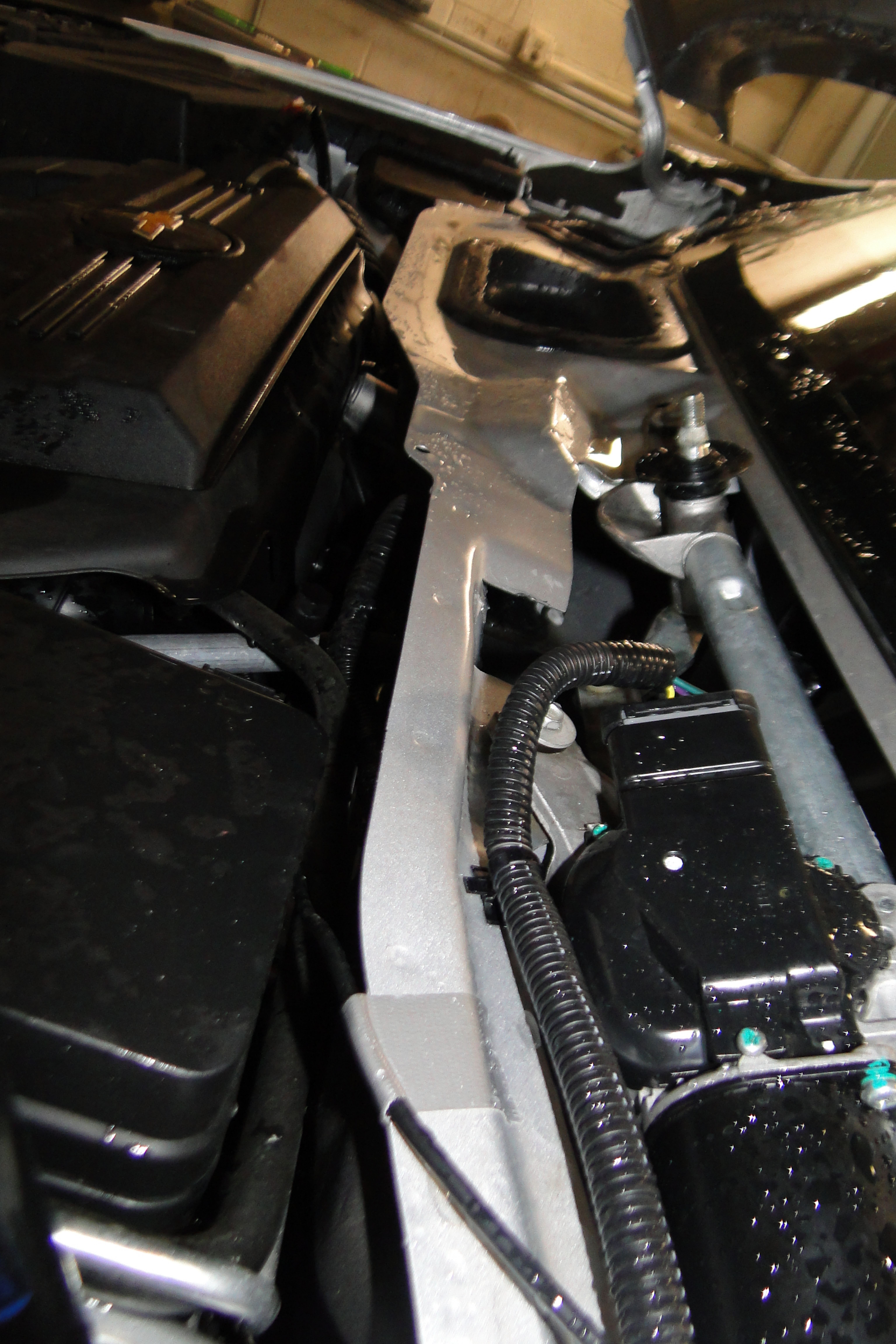
















INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)







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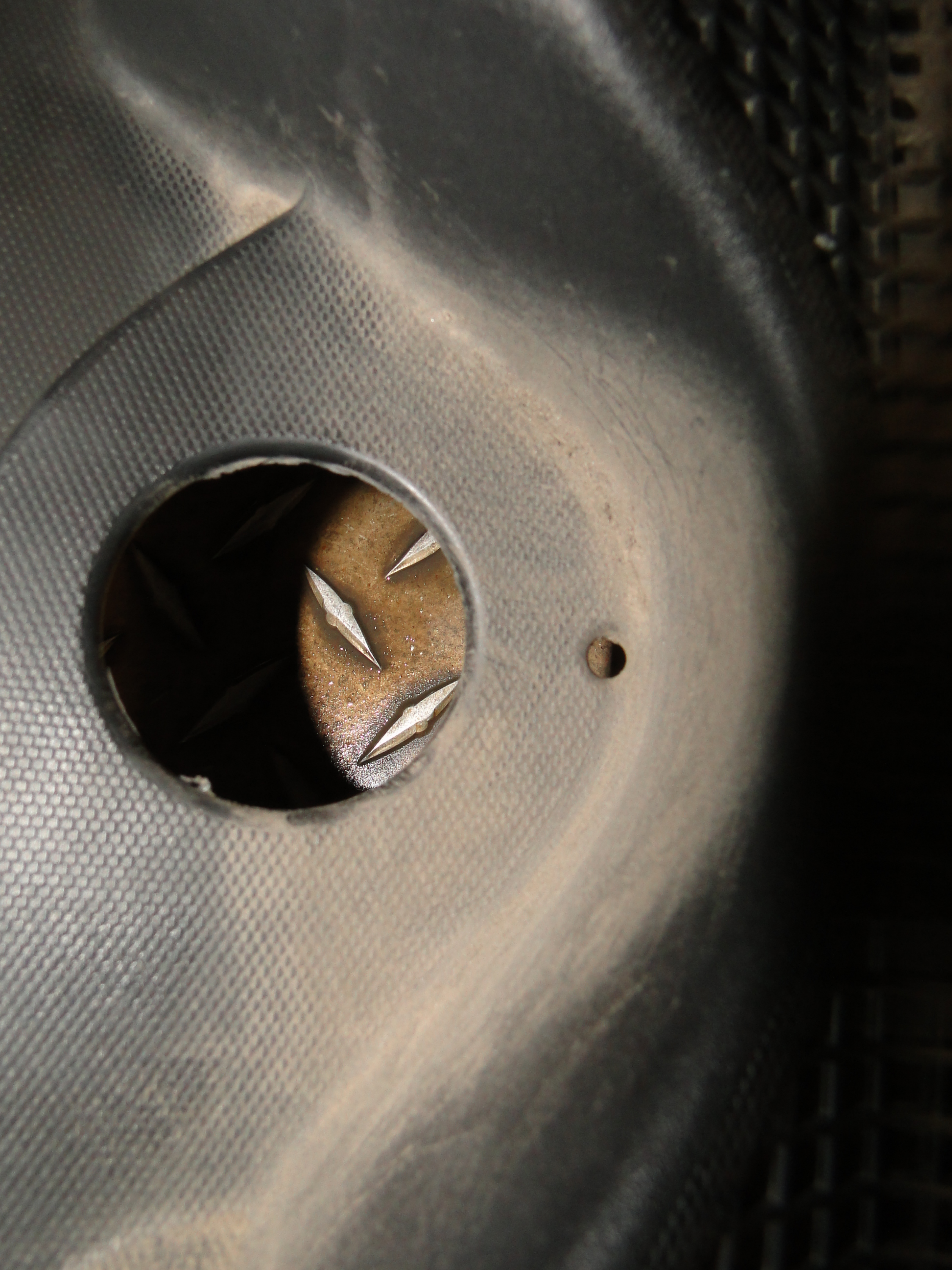
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