



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 26, 2015

Mr. Matthew Collins  
Manager  
Toyota Motor Engineering & Manufacturing  
Mail Code: S-104  
19001 South Western Avenue  
Torrance, CA 90501

NVS-215SM  
15V-144

**Subject:** Possible Loss of Electric Power Steering

Dear Mr. Collins:

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/CAMRY/2015  
TOYOTA/HIGHLANDER/2015  
TOYOTA/RAV4/2014-2015

**Mfr's Report Date:** March 11, 2015

**NHTSA Campaign Number:** 15V-144

**Components:**

STEERING:ELECTRIC POWER ASSIST SYSTEM

**Potential Number of Units Affected:** 110,085

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain model year 2015 Camry, Camry Hybrid, Highlander, and Highlander Hybrid, and 2014-2015 Rav4 vehicles. A component of the electric power steering (EPS) electronic control unit (ECU) may have been damaged during the manufacturing process. Over time, this damage may result in failure of the electric power steering system.

**Consequence:**

An unexpected loss of power steering increases the risk of a crash.

**Remedy:**

Toyota will notify owners, and dealers will inspect the serial number of the EPS ECU or steering column assembly. If the number is within the affected range, the EPS ECU will be replaced, free of charge. The recall is expected to begin in April 2015. Owners may contact Toyota customer service 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](http://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).

Please amend your Defect Information Report to include the supplier information for the EPS ECU and/or steering column assembly. 573.6(c)(2)(iv)

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

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