

Mark Kubota / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
March 11, 2015
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

4/09/2015: Warranty Procedure Updated
4/02/2015: Preliminary Inspection Procedure Added For New Highlander and Highlander Hybrid Vehicles in Dealer Inventory
3/18/2015: Preliminary Inspection Procedure Added for New Camry, Camry Hybrid, and RAV4 Vehicles in Dealer Inventory

Safety Recall F0J (F1J) – Preliminary Notice
Various Models
Electric Power Steering (EPS) Electronic Control Unit (ECU)

On March 11, 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:

Certain 2014 through 2015 Model Year Rav4
Certain 2015 Model Year Camry equipped with V6 engine
Certain 2015 Model Year Camry Hybrid Vehicles
Certain 2015 Model Year Highlander
Certain 2015 Model Year Highlander Hybrid Vehicles

The Preliminary Inspection for new vehicles in dealer inventory is now available for all models.

As a result, new vehicles in dealer inventory must not be delivered until the Preliminary Inspection is performed and the vehicle passes the inspection. A vehicle that fails the Preliminary Inspection must be held until the remedy is available.

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

A circuit board for the electric power steering (EPS) in the subject vehicles may have been damaged during its manufacturing process. This can result in the loss of power steering assist. Manual steering is maintained, but the loss of power steering assist results in increase steering effort at low vehicle speeds and increases the risk of a crash.

Number and Identification of Covered Vehicles

There are approximately 110,000 vehicles covered by this Safety Recall.

| Model Name | Model Year | Production Period | Approx. UIO |
|-------------------|---------------------------|--|--------------------|
| RAV4 | Certain 2014 through 2015 | Mid-August 2014 – Late November 2014 | 47,000 |
| Camry (V6 only) | Certain 2015 | Mid-September 2014– Early November 2014 | 3,200 |
| Camry HV | Certain 2015 | Early September 2014 - Early November 2014 | 4,000 |
| Highlander | Certain 2015 | Mid-August 2014 – Late December 2014 | 54,700 |
| Highlander HV | Certain 2015 | Early September 2014 – Mid-November 2014 | 1,100 |

New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure that new vehicles in dealership inventory pass the inspection prior to delivery. A vehicle that fails the preliminary inspection must be held until the remedy is available.

Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.

Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

| Part Number | Description | Qty. |
|--------------|----------------------------|---------------|
| 00411-140003 | Inspection Mirror Hang Tag | (25 Per Pack) |



Status

- F0J ("F1J" until the remedy is launched) Preliminary Notification documents will be available on TIS Tuesday evening, March 10, 2015. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Tuesday evening, March 10, 2015.
- **Toyota is currently preparing the remedy for this condition.**

Preliminary Inspection Procedure for New Vehicles in Dealer Inventory

A preliminary inspection procedure is available for new vehicles in dealer inventory.

- New vehicles in dealer inventory that **PASS** the inspection may be delivered.
- New vehicles in dealer inventory that **FAIL** the inspection **must be held until the remedy is available.**

NOTE: This process cannot be used for customer owned or dealer pre-owned vehicles at this time.

Preliminary Inspection Procedure

Please refer to TIS for Technical Instructions.

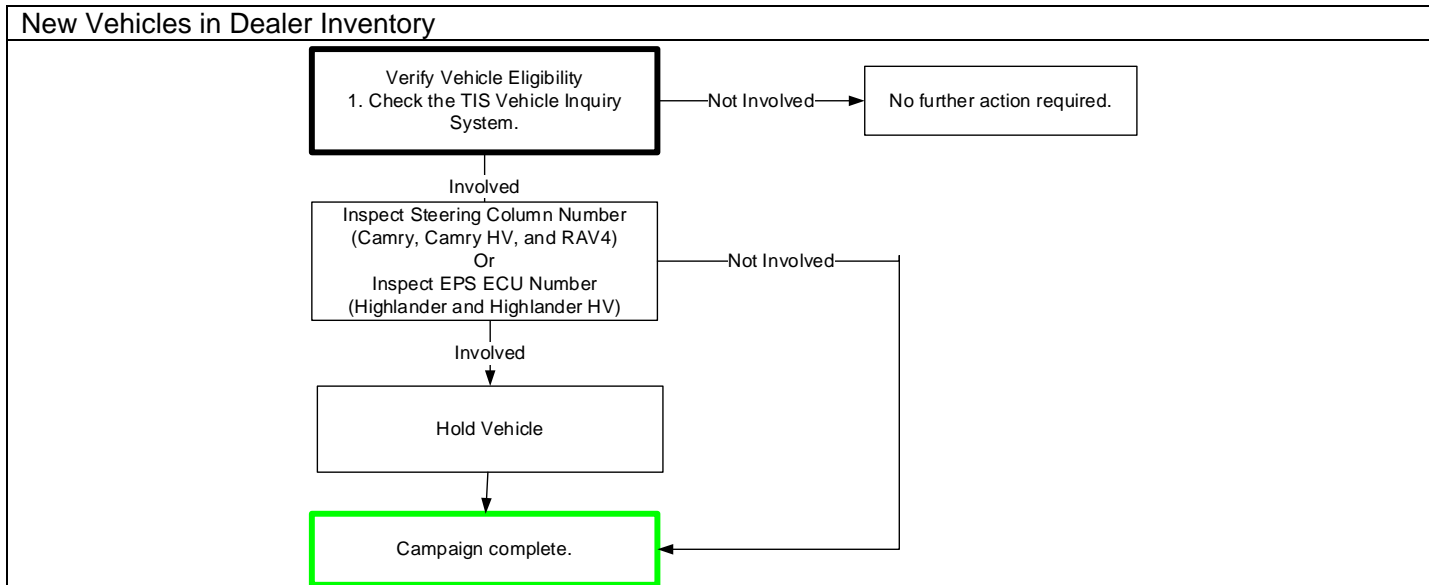
The Technical Instructions will direct you to a website as part of the inspection procedure. For your reference, the website and default password is listed below:

<http://nds-f0j.imagespm.info/login.cfm>

Default Password: XXXXX

Please note that each dealer only has a single account, so please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

Warranty Reimbursement Procedure



New Vehicles that PASS the Inspection:

New vehicles in dealer inventory that PASS the F1J Preliminary Inspection, based on the inspection results reported on the website, will be opened in TIS for F0J Remedy. This update will allow you to submit a warranty claim for the inspection and will close Safety Recall F0J.

Important Instructions for Warranty Claim Filing

- Following the schedule below, each Thursday at 12 noon (Pacific Time) vehicles confirmed to PASS the inspection will be updated to F0J Remedy the following Monday.

| Inspection Website Cutoff Dates | Date TIS Updated to Show F0J – Remedy “Not Completed” | Date Available for Warranty Claim Filing |
|----------------------------------|---|--|
| Wednesday, 3/18 - Thursday, 4/9* | Monday, 4/13 | on/after Monday, 4/13 |
| Thursday, 4/9 – Thursday, 4/16* | Monday, 4/20 | on/after Monday, 4/20 |
| Thursday, 4/16 – Thursday, 4/23* | Monday, 4/27 | on/after Monday, 4/27 |
| Thursday, 4/23 – Thursday, 4/30* | Monday, 5/4 | on/after Monday, 5/4 |
| Thursday, 4/30 – Thursday, 5/7* | Monday, 5/11 | on/after Monday, 5/11 |

* Cutoff is 12 noon (Pacific Time)

- Check TIS on/after Monday to confirm that F0J Remedy shows “Not Completed.” You will also notice F1J Preliminary now shows “Not Applicable to VIN.” Example below:

| | |
|------------------------------|---|
| Campaign Description: | Safety Recall F0J – Remedy – Various Models – Electric Power Steering Electronic Control Unit |
| Completion Status: | Not Completed |
| Campaign Description: | Safety Recall F0J (F1J) – Preliminary Notice – Various Models – Electric Power Steering Electronic Control Unit |
| Completion Status: | Not applicable for VIN |

- Submit warranty claim as soon as possible to ensure proper claim processing and Safety Recall completion.

| Model | Op. Code | Inspection Result | Description | Flat Rate Hour |
|---------------------------------|---------------|-------------------|----------------------------|------------------|
| Highlander Highlander Hybrid | BGG17A | PASS | Check Serial Number - PASS | 1.1 hour/vehicle |
| Camry Camry Hybrid | BGG17B | | | 0.7 hour/vehicle |
| RAV4 | BGG17C | | | 0.6 hour/vehicle |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Note: For Highlander and Highlander Hybrid vehicles, dealers may submit for the cost of 1 zip tie at a maximum rate of \$0.05 per vehicle as sublet type “ZZ.”

New Vehicles that FAIL the Inspection:

New vehicles that **FAIL** the inspection: Warranty reimbursement for the inspection will be included in the repair op. codes which will be provided once the remedy is available.

Technician Training Requirements for Preliminary Inspection

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing the preliminary inspection procedure are required to currently hold at least one of the following certification levels:

- **Toyota Certified Chassis**
- **Toyota Expert Chassis**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this interim procedure. Carefully review your resources, the technician skill level, and ability before assigning technicians to this preliminary inspection procedure. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this procedure at all times.

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, unless prohibited by your local law, 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 www.Toyota.com 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 F0J (F1J) - Preliminary Notice

Certain 2014 through 2015 Model Year RAV4
 Certain 2015 Model Year Camry equipped with V6 engine
 Certain 2015 Model Year Camry Hybrid
 Certain 2015 Model Year Highlander
 Certain 2015 Model Year Highlander Hybrid
 Electric Power Steering (EPS) Electronic Control Unit (ECU)

Customer Frequently Asked Questions

Published mid-March, 2015

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

Q1: What is the condition?

A1: A circuit board for the electric power steering (EPS) in the subject vehicles may have been damaged during its manufacturing process. This can result in the loss of power steering assist. Manual steering is maintained, but the loss of power steering assist results in increase steering effort at low vehicle speeds and increases the risk of a crash.

Q1a: What is Electric Power Steering (EPS) system?




A1a: EPS system employs an electric motor to reduce the amount of effort needed to turn the steering wheel. It consists of an EPS electronic control unit (ECU) and a steering column assembly with an attached power steering motor, rotation angle sensor, and torque sensor.

Q1b: What is the cause of this condition?

A1b: A resistor on the EPS ECU circuit board for the subject vehicles may have been damaged during the ECU manufacturing process. If the damage in the resistor progresses during usage of the vehicle, resistance may become high, and the ECU could detect an abnormal current in the circuit.

Q1c: Are there any warnings that this condition occurs?

A1c: There are no advanced warnings prior to the occurrence of this condition. However, if the condition has occurred, the electric power steering system warning light is illuminated. If the vehicle is equipped with a multi-information display, master warning light illuminates and a warning message is displayed.

| | | |
|---|---|---|
|  |  |  |
| <p>Electric power steering system warning light</p> | <p>Master Warning Light (Vehicles with a multi-information display)</p> | <p>Warning Message (Vehicles with a multi-information display)</p> |

When the electric power steering system warning light comes on, it may take more force to turn the steering wheel at low vehicle speeds.

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.

Q3: Which and how many vehicles are covered by this Safety Recall?

A3: There are approximately 110,000 vehicles involved in this Safety Recall.

| Model Name | Model Year | Production Period | Approx. UIO |
|-----------------|---------------------------|--|-------------|
| RAV 4 | Certain 2014 through 2015 | Mid-August 2014 – Late November 2014 | 47,000 |
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Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A3a: No other vehicles in the U.S. are involved.

Q4: When does Toyota anticipate the remedy will be available?

A4: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota will provide additional information as it becomes available.

Q5: How does Toyota obtain my mailing information?

A5: 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.

Q6: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A6: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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 through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.