

5/15/2015: RAV4 Op. Code Added

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

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

Subject: Safety Recall F0J – **Remedy 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

As a result, new vehicles in dealer inventory must not be delivered until corrected. Toyota has completed remedy preparations and will begin notifying owners.

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 increased steering effort at low vehicle speeds and increases the risk of a crash.

Remedy

Toyota dealers will inspect the EPS ECU to determine if the vehicle is equipped with an affected part. If so, the EPS ECU will be replaced at **No Charge** to the vehicle's owner. For additional information on inspection and remedy procedures, please refer to TIS.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in early May, 2015.

Toyota makes significant effort to obtain current customer name and address information 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 a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. 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 involved vehicles are identified and not delivered prior to performing the remedy.

New Vehicles in Dealer Inventory Inspected Under the Preliminary Phase

New vehicles in dealer inventory that were inspected under the Preliminary phase using the Preliminary Inspection procedure are not required to be inspected again under the Remedy phase.

New Vehicles that PASSED the Preliminary Inspection:

- Please make sure a warranty claim has been submitted for new vehicles in dealer inventory that PASSED* the Preliminary Inspection to ensure Safety Recall F0J shows “Completed” on TIS.

New Vehicles that FAILED the Preliminary Inspection:

- New vehicles in dealer inventory that FAILED* the Preliminary Inspection may now be repaired following the Remedy procedure.
- **Important parts information:** Toyota can identify dealers with vehicles that FAILED* the Preliminary Inspection and will automatically ship the correct EPS ECU part to each dealer. Parts will be shipped on May 8, 2015, and should arrive at the dealer within several days.

*Based on the inspection results reported on the Preliminary Inspection website.

3. 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)

4. Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

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.

5. Number and Identification of Covered Vehicles

There are approximately 110,000 vehicles involved in this Safety Recall; of which, approximately 20,000 vehicles are affected and will require replacement of the EPS ECU.

Model Name	Model Year	Production Period	Approx. UIO
RAV 4	Certain 2014 - 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

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

6. Parts Ordering

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

New Vehicles in Dealer Inventory that FAILED the Preliminary Inspection
Important Parts Information: Toyota can identify dealers with vehicles that FAILED* the Preliminary Inspection and will automatically ship the correct EPS ECU part to each dealer. Parts will be shipped on May 8, 2015, and should arrive at the dealer within several days.
 *Based on the inspection results reported on the Preliminary Inspection website.

PARTS ARE ONLY NEEDED IF THE VEHICLE FAILS THE INSPECTION.

Model	Grade	Part Number	Part Description	Qty.	Order Process
RAV4	-	89650-0R030	Power Steering Computer Assy.	1	MAC
Camry (V6 only)	XLE	89650-06250		1	
	XSE	89650-06370		1	
Camry HV	LE and XLE	89650-06380		1	
	SE	89650-06390		1	
Highlander	-	89650-0E170		1	
Highlander HV	-	89650-0E190		1	

Non SET and GST MAC Parts Ordering Process

To ensure availability, these parts have been placed on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to PQSS_MAC@Toyota.com with the following information:

- **Subject Line: F0J MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **Order Reference Number**
- **Order Date**
- **Contact Person**


Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership.

Important Notes:

- **Once you have placed your order DO NOT upgrade or change your order status.**
- **Failure to provide the above information within 48 hours will result in an order cancellation.**

7. Campaign Special Service Tools

In a shipment which was scheduled to arrive on **May 11, 2015**, your dealership was sent a package containing one (1) 2D Barcode Scanner. Depending on the number of affected vehicles in your area, additional scanners will be shipped to your dealership in a few weeks.

Name	Sample Image
2D Barcode Scanner	

A 2D Barcode Scanner is required to complete the remedy inspection process. These scanners **ARE NOT** available through normal Toyota parts or tool channels. There is a very limited supply of scanners, but if additional scanners are needed, contact your regional representative.

8. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this Safety 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 Safety Recall repair 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 Safety 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.

9. Remedy Procedure

Please refer to TIS for Technical Instructions on the inspection and repair process.

Remedy Inspection Website

The Technical Instructions will direct you to a website as part of the inspection procedure. **The Remedy Inspection website will be available starting May 11, 2015 at 12PM PST.** For your reference, the website and default password is listed below:

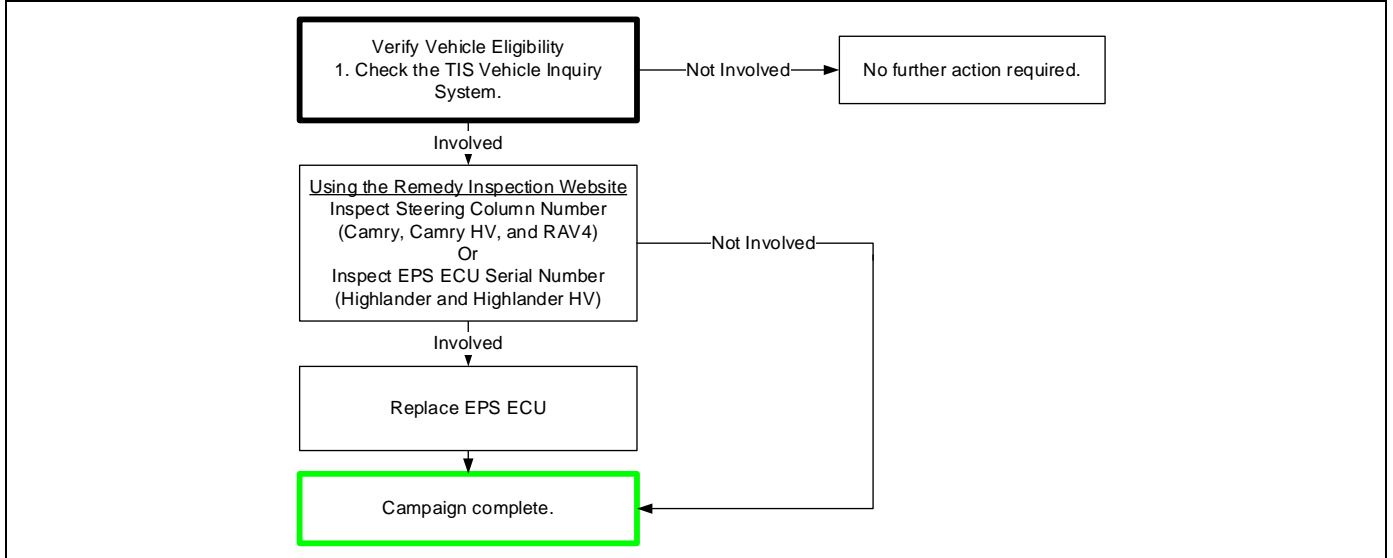
<http://nds-f0j.imagespm.info/login.cfm>

Default Password: XXXXX

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

10. Warranty Reimbursement Procedure



Vehicles that PASS the Inspection (Preliminary or Remedy Phase):

Model	Op. Code	Inspection Result	Description	Flat Rate Hour
RAV4	BGG17C	PASS	Inspect Serial Number (PASS)	0.6 hours/vehicle
Camry Camry Hybrid	BGG17B			0.7 hours/vehicle
Highlander Highlander Hybrid	BGG17A			1.1 hours/vehicle

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

Important Note: Vehicles inspected under the Preliminary or Remedy phase will use the same PASS inspection op. codes.

Vehicles that FAIL the Inspection (Preliminary or Remedy Phase) and Require the Remedy Repair:

Model	Op. Code	Inspection Result	Description	Flat Rate Hour
RAV4	BGG17F	FAIL	Inspect Serial Number (FAIL) – Replace EPS ECU	0.9 hours/vehicle
Camry Camry Hybrid	BGG17E			1.9 hours/vehicle
Highlander Highlander Hybrid	BGG17D			1.2 hours/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Rental Vehicle:** If the EPS ECU in a customer’s vehicle was determined to be affected and parts are not available due to back order, a rental vehicle through the Toyota Rent-A-CAR (TRAC) can be claimed under op. codes BGG17F, BGG17E and BGG17D for a maximum of 4 days at \$35.00 per day under the sublet type “RT.” Rental greater than 4 days or \$35.00 per day requires DSPM authorization.
- 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.”

11. 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.

12. 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.)

13. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the 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 the attached FAQ is published on the www.Toyota.com website for customer viewing.

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 F0J - Remedy 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 Early May, 2015

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall.

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 increased 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.

Q2: *Are there any warnings that this condition occurs?*

A2: 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, the master warning light illuminates and a warning message is displayed.

		
Electric power steering system warning light	Master Warning Light (Vehicles with a multi-information display)	Warning Message (Vehicles with a multi-information display)

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

Q2a: *What if I experience the condition?*

A2a: If you experience the condition described above, please contact your local authorized Toyota dealer for immediate diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

Q2b: Can my vehicle be driven if the condition occurs?

A2b: It will take more force to turn the steering wheel at low vehicle speeds. Therefore, if you experience the condition described above, we recommend that you contact your local authorized Toyota dealer for immediate diagnosis and repair or Toyota Roadside Assistance.

Q3: What is Toyota going to do?

A3: In early May, 2015, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will inspect the EPS ECU to determine if your vehicle is equipped with an affected part. If so, the EPS ECU will be replaced at **No Charge** to you.

Q3a: How long will the repair take?

A3a: Inspecting the EPS ECU will take approximately 1.5 hours. If an affected part is identified, replacing the EPS ECU will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

A4: There are approximately 110,000 vehicles involved in this Safety Recall; of which, approximately 20,000 vehicles are affected and will require replacement of the EPS ECU.

Model Name	Model Year	Production Period	Approx. UIO
RAV 4	Certain 2014 - 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

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

A4a: No other vehicles in the U.S. are involved.

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: 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 to 4:00 pm Pacific Time.

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)
IMPORTANT SAFETY RECALL
 This notice applies to your vehicle: [VIN]

**URGENT SAFETY
RECALL**

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

Dear Toyota Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 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
 Certain 2015 Model Year Highlander
 Certain 2015 Model Year Highlander Hybrid

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 subject vehicles, a circuit board for the electric power steering (EPS) 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 increased steering effort at low vehicle speeds and increases the risk of a crash.

What will Toyota do?

Any authorized Toyota dealer will inspect the EPS ECU to determine if your vehicle is equipped with an affected part. If so, the EPS ECU will be replaced at **No Charge** to you.

What should you do?


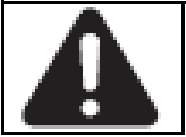

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

Inspecting the EPS ECU will take approximately 1.5 hours. If an affected part is identified, replacing the EPS ECU will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What should you know about this condition?

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, the master warning light illuminates and a warning message is displayed.

		
Electric power steering system warning light	Master Warning Light (Vehicles with a multi-information display)	Warning Message (Vehicles with a multi-information display)

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

Please note that the warning light and message could illuminate for reasons unrelated to this condition.

What if I experience the condition before the remedy is completed?

If you experience the condition described above, please contact your local authorized Toyota dealer for immediate diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at No Charge to you.

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.

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 and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- 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 to 4:00 pm 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.