

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February 25, 2016	The previous Dealer Letter has been superseded by the attached version.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

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 <https://www.uotdealerreports.com>. 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.

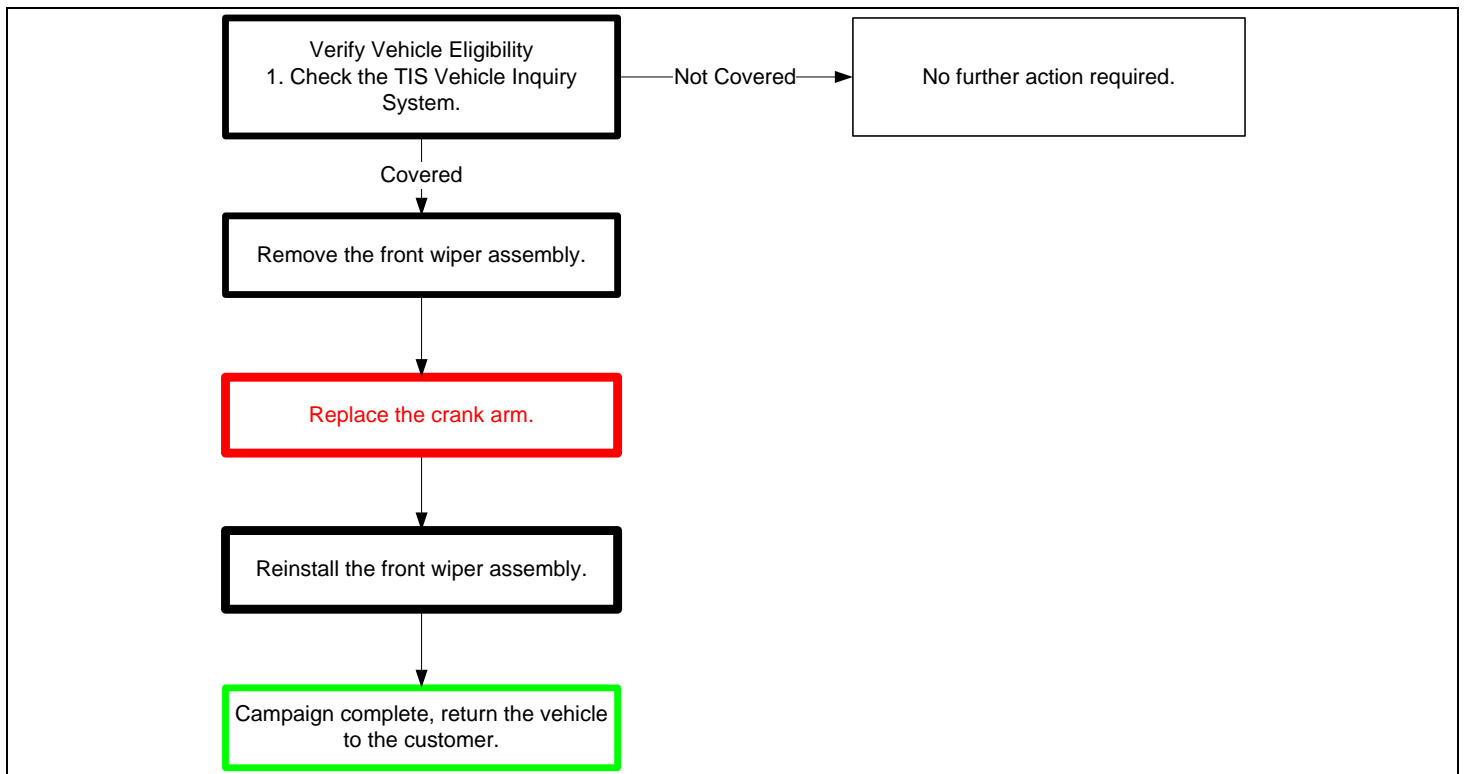
As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

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.**

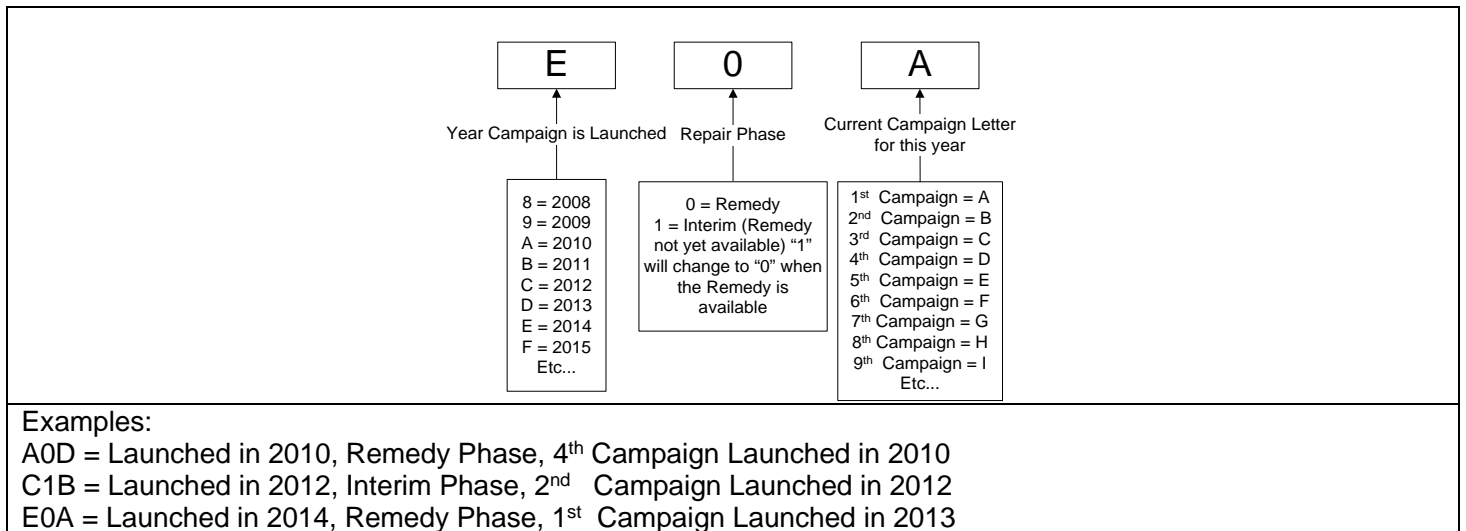
Media Contacts

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

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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.