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Published October 13, 2016

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

Subject: Safety Recall F0S – **Remedy 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.

Remedy

Any authorized Toyota dealer will perform one of the following remedies at **NO CHARGE** to the owner.

- If the interim repair (wiper crank sub-assembly replacement) **HAS BEEN** performed: The front cowl assembly will be replaced at **NO CHARGE** to the owner.
- If the interim repair **HAS NOT BEEN** performed: The wiper crank sub-assembly and the front cowl assembly will be replaced at **NO CHARGE** to the owner.

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. 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 November 2016. A sample of the owner notification letter has been included for your reference.

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 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.

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 designated, sold, or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

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
- Master Diagnostic Technicians

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.

Remedy 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

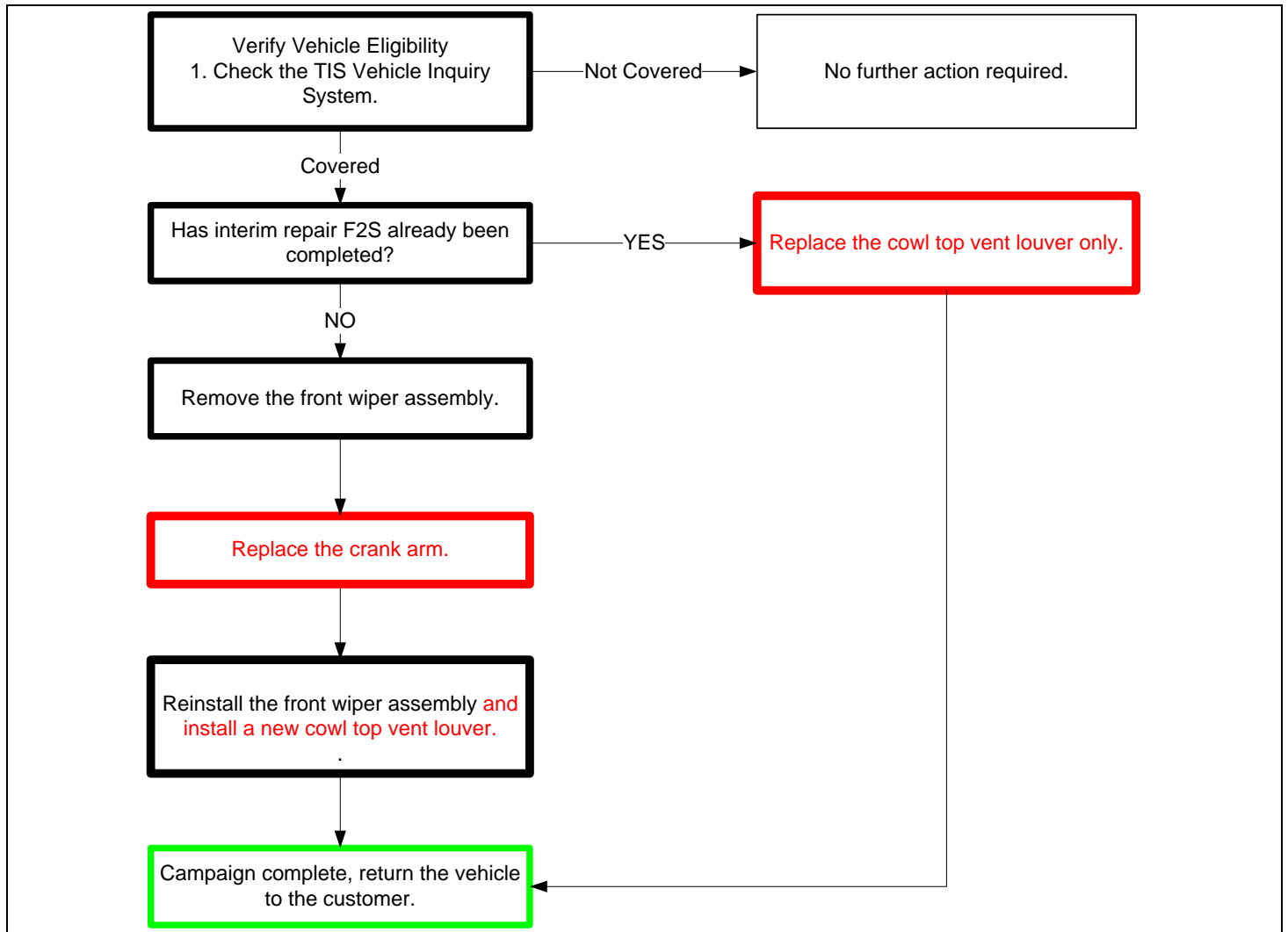
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most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

All Safety Recall, Service Campaign (SSC/LSC) 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 for additional details.

Part Number	Description	Quantity
04005-47342	Front Wiper Crank Sub Assembly	1*
04005-6310R	Front Cowl Assembly	1

*Not needed if interim repair has been performed on vehicle.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
BGG43A	Replace wiper crank sub-assembly AND front cowl louver assembly	0.7
BGG43B	Replace cowl louver assembly ONLY	0.6

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

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Media Contacts

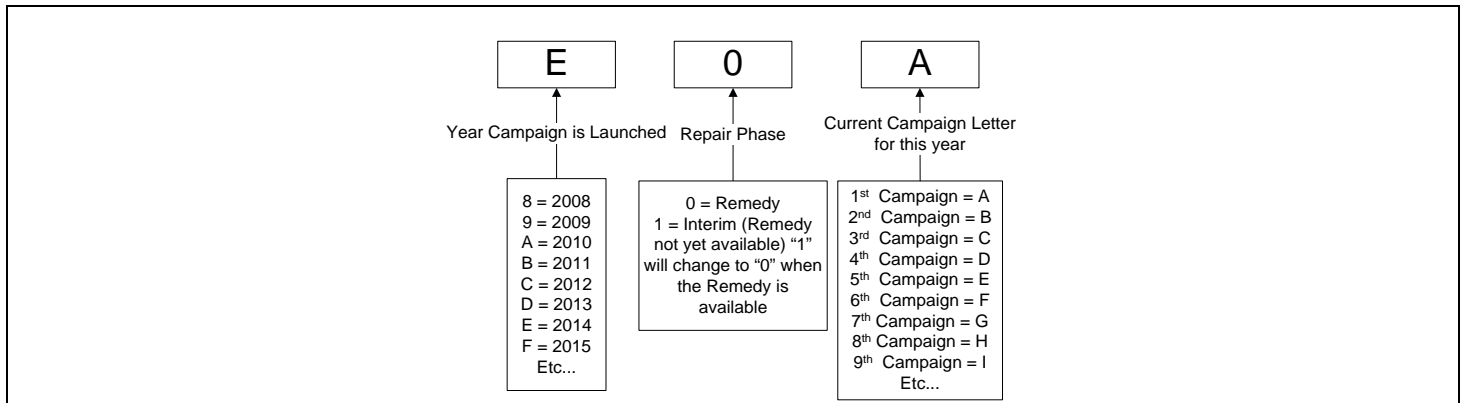
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
 C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2013

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 – *Remedy 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 October 13, 2016

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: Owners of the vehicles covered by this Safety Recall will receive an owner notification letter by first class mail starting in November 2016. Any authorized Toyota dealer will perform one of the following remedies at **NO CHARGE** to the owner.

- If the interim repair (wiper crank sub-assembly replacement) **HAS BEEN** performed: The front cowl assembly will be replaced at **NO CHARGE** to the owner.
- If the interim repair **HAS NOT BEEN** performed: The wiper crank sub-assembly and the front cowl assembly will be replaced at **NO CHARGE** to the owner.

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

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: *How long will the 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 Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the 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.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Certain 2009 – 2012 Model Year RAV4
Certain 2012 – 2014 Model Year RAV4 EV
Wiper Motor Link Corrosion
IMPORTANT SAFETY RECALL (Remedy Notice)

This notice applies to your vehicle: [VIN]
NHTSA Recall No. 15V-577

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 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 certain 2012 – 2014 Model Year RAV4 EV Vehicles.

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?

Any authorized Toyota dealer will perform one of the following remedies at **NO CHARGE** to the owner.

- If the interim repair (wiper crank sub-assembly replacement) **HAS BEEN** performed: The front cowl assembly will be replaced at **NO CHARGE** to the owner.
- If the interim repair **HAS NOT BEEN** performed: The wiper crank sub-assembly and the front cowl assembly will be replaced at **NO CHARGE** to the owner.

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.

Until then, if you hear an abnormal clanking noise from the areas at the base of the wiper, you should contact any authorized Toyota dealer immediately. If the condition is related to this Safety Recall, the repair will be performed at **NO CHARGE** to you.

The remedy 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 ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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.

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