

Mark Kubota / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
September 16, 2015  
Approved By: Tom Trisdale

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall F0S (F1S) – *Preliminary 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 will file 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

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**

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.

**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.

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

**Status**

- F0S (F1S until the remedy is launched) Preliminary Notification documents will be available on TIS Wednesday evening, September 16, 2015. ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday evening, September 16, 2015.
- ***Toyota is currently preparing the remedy for this condition.***

**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, 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](http://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 F0S (F1S) – **Preliminary Notice**  
 2009 – 2012 Model Year North American Produced RAV4  
 2012 – 2014 Model Year North American Produced RAV4 EV  
 Wiper Motor Link Corrosion  
 FAQ

**Customer Frequently Asked Questions**  
 Published September 16, 2015

**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: **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. Additional details on the remedy will be provided in future communications.

**Q2a: When does Toyota anticipate the remedy will be available?**

A2a: Toyota is currently preparing the remedy for this Safety Recall. Toyota will provide additional information as it becomes available.

**Q2b: How does Toyota obtain my mailing information?**

A2b: 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.

**Q3: Are there any warnings that this condition exists?**

A3: There may be warnings or indicators that this condition exists. If the wiper motor link has separated, this could result in a clanking noise from the area at the base of the wiper when the wipers are operated.

**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: What if I have addition questions or concerns?**

A5: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.