

Mark Kubota / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
October 28, 2015
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall F0S (F1S) - 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

This information is being provided to keep you informed of the **interim** phase of this campaign. **Toyota is currently preparing the remedy for this condition.**

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.

Owner Notification

Toyota will begin mailing an interim notification letter to owners of covered vehicles in late October, 2015. The interim letter will advise the owner of this Safety Recall and that they will receive future notice when the remedy is available.

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) Interim Notification documents will be available on TIS Wednesday evening, October 28, 2015.
- ***For reference purposes only***, VINs covered by this Safety Recall are searchable on TIS.
- ***Toyota is currently preparing the remedy for this condition.*** We anticipate the remedy will be available in Spring 2016.

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

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 Handling

If you are contacted by a customer who has questions or concerns, 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 review this interim notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

Thank you for your cooperation.



Safety Recall F0S (F1S) – *Interim Notice*
2009 – 2012 Model Year North American Produced RAV4
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Wiper Motor Link Corrosion

Customer Frequently Asked Questions
Published October 28, 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.*** In the meantime, we are communicating our interim actions:

- Toyota will mail an interim owner notification letter in late October, 2015.
- The interim notice will advise the owner of this Safety Recall and that they will receive a future notice when the remedy is available.

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: *What if I previously paid for repairs related to this campaign?*

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

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

2009 – 2012 Model Year North American Produced RAV4
2012 – 2014 Model Year North American Produced RAV4 EV
Wiper Motor Link Corrosion
IMPORTANT SAFETY RECALL NOTICE (Interim Notice)
NHTSA Recall: 15V-577

[VIN]

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 2009-2012 Model Year North American-produced RAV4 vehicles and 2012-2014 Model Year North American-produced RAV4 EV vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy, which will be provided to you at no cost. We will send you another notification when the remedy is available.

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 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 should you do?

We appreciate your patience while we prepare the remedy.

You will receive a second owner notification letter when the remedy is available.

There may be warnings or indicators that this condition exists. In some cases when operating the wipers, the wiper blade may contact the vehicle body, and you may notice a clanking noise. If this occurs, contact your dealer promptly for inspection and repair.

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.***
- 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 through 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.