



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**INTERIM NOTICE**

We are currently preparing the remedy. We will notify you again when the remedy is ready.

**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)**  
This notice applies to your vehicle: VIN ABCDEFGH987654321  
NHTSA RECALL: 15V-577

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](http://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 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. 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.

Spanish translation on back side  
Traducción en español en el lado inverso