

Published April 14, 2016

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

Subject: Safety (Noncompliance) Recall G01 – **Remedy Notice**
Certain 2016 Model Year RAV4 Vehicles
Brake Actuator

On April 6, 2016, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2016 model year RAV4 vehicles.

Toyota has completed preparations for the remedy and will begin notifying owners in early May, 2016.

Condition

The subject vehicles are equipped with a Brake Actuator assembly that enables enhanced brake control functions including the Anti-lock Braking System (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), among others. There is a possibility that a component inside the actuator could have been damaged during manufacturing, preventing the actuator from operating properly. This could cause the vehicles not to comply with a portion of Federal Motor Vehicle Safety Standard (FMVSS) 126, and result in a loss of vehicle stability control, increasing the risk of crash.

In addition, other features including Electronic Brake force Distribution (EBD), Brake Assist (BA), Hill-start Assist Control (HAC), Pre-Collision System (PCS)*, Dynamic Radar Cruise Control System*, Auto Limited Slip Differential (LSD)*, and Trailer Sway Control*, may not function as designed.

** If equipped*

Covered Vehicles

There are approximately 4,200 vehicles covered by this Safety (Noncompliance) Recall in the U.S.

Model Name	Model Year	Production Period
RAV4	Certain 2016	Late October, 2015 – Early February, 2016

Remedy

Any authorized Toyota dealer will inspect the brake actuator. If affected, the brake actuator will be replaced at **No Charge** to you.

Note: If the inspection process identifies a vehicle with an affected brake actuator and the replacement (new) brake actuator is not available due to backorder, the vehicle must be held until the remedy repair is completed.

Owner Letter Mailing Date

Toyota will begin to notify owners in early May, 2016.

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.

New Vehicles in Dealership Inventory

There are approximately 400 vehicles in new dealer inventory.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

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 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:

- **Certified Technician (Chassis)**
- **Expert Technician (Chassis)**
- **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.

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.

Remedy Inspection Website

The Technical Instructions will direct you to a website as part of the inspection procedure. For your reference, the website and default password is listed below:

<https://q0i-qlc-brake-actuator-validation.imagespm.info>

Default Password: XXXXX

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

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 Manual Allocation Control (MAC). 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.

PARTS ARE ONLY NEEDED IF THE VEHICLE FAILS THE INSPECTION.

If a vehicle FAILS the inspection process and requires a replacement (new) brake actuator, reference the electronic parts catalog (EPC) for the correct actuator for each vehicle. The part number may vary based on vehicle configuration and option.

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.

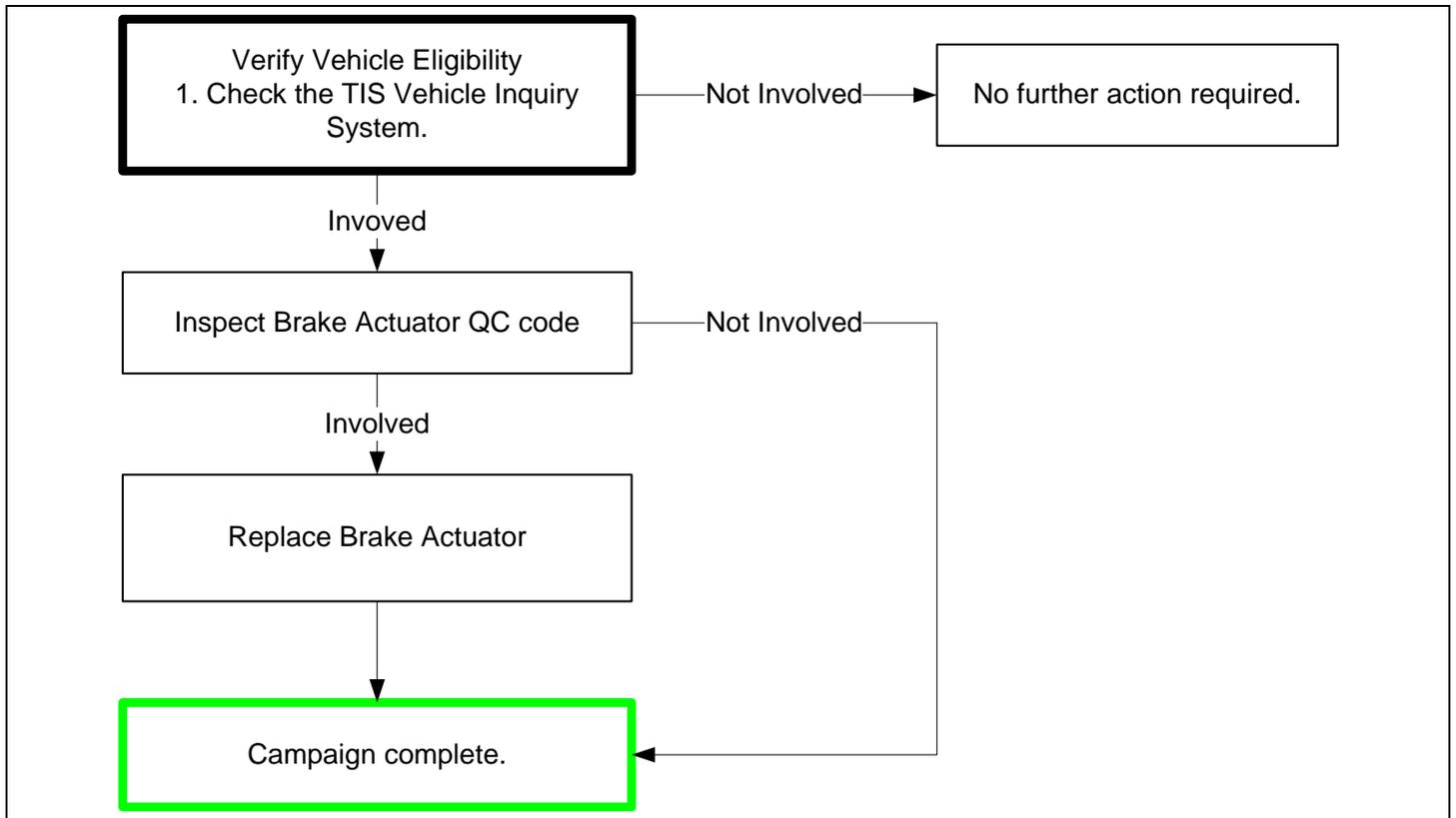
Campaign Special Service Tools

A QR Code Scanner will be REQUIRED to perform the remedy procedure, because the validation website will not accept manually entered data.

A QR Code Scanner was shipped to your dealership **mid-May, 2015**, to support a different Safety Recall repair. This same scanner will be used for this Safety Recall. These scanners **ARE NOT** available through normal Toyota parts or tool channels.

Name	Sample Image
QR Code Scanner	

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG26A	Inspect Brake Actuator - OK	0.2
CGG26D	Inspect Brake Actuator – AFFECTED Replace Brake Actuator	4.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of brake fluid (up to 4 liters) can be claimed up to \$80 per vehicle as sublet type “OF” under opcode CGG26D.
- If brake actuator replacement is required and the part is on backorder, a loaner vehicle or alternative transportation through the Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day for a maximum of 4 days under opcode CGG26D. Per day expense exceeding \$35 or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines.
- **Warranty claim filing will be available starting Tuesday, April 19, 2016.**

Media Contacts

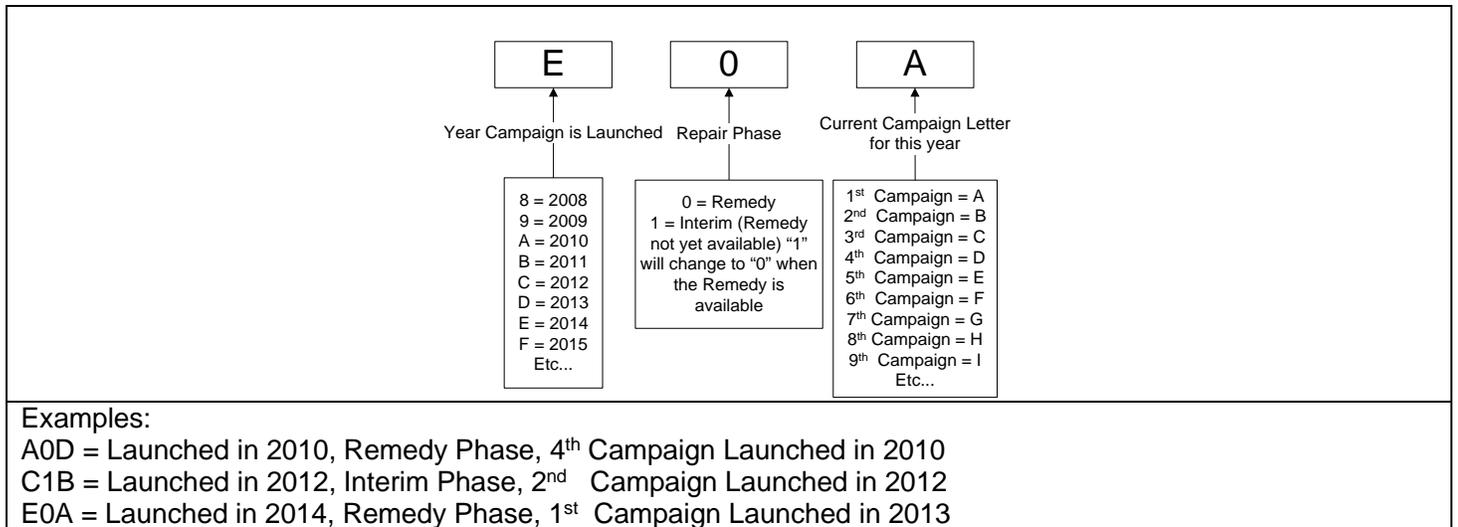
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) 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).

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 (Noncompliance) Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



Safety (Noncompliance) Recall G01 – *Remedy Notice*
Certain 2016 Model Year RAV4 Vehicles
Brake Actuator

Frequently Asked Questions
Published April 14, 2016

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a Brake Actuator assembly that enables enhanced brake control functions including the Anti-lock Braking System (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), among others. There is a possibility that a component inside the actuator could have been damaged during manufacturing, preventing the actuator from operating properly. This could cause the vehicles not to comply with a portion of Federal Motor Vehicle Safety Standard (FMVSS) 126, and result in a loss of vehicle stability control, increasing the risk of crash.

In addition, other features including Electronic Brake force Distribution (EBD), Brake Assist (BA), Hill-start Assist Control (HAC), Pre-Collision System (PCS)*, Dynamic Radar Cruise Control System*, Auto Limited Slip Differential (LSD)*, and Trailer Sway Control*, may not function as designed.

** If equipped*

Q1a: *What is the requirement of FMVSS 126?*

A1a: FMVSS 126 specifies vehicle Electronic Stability Control Systems performance requirements.

Q1b: *What is ABS?*

A1b: The Anti-Lock Braking System (ABS) manages the brake force at each wheel during braking to help prevent or minimize wheel lock up, maximizing stopping performance under a variety of driving and road surface conditions.

Q1c: *What is TRAC and Auto LSD?*

A1c: The Traction Control (TRAC) and Auto Limited Slip Differential (Auto LSD) systems applies brake pressure to individual wheels to help minimize the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when accelerating on a low traction road surface.

Q1d: *What is VSC?*

A1d: The Vehicle Stability Control (VSC) system assists the driver in maintaining directional control of the vehicle by applying brake pressure to individual wheels and managing engine output.

Q1e: *What is EBD?*

A1e: The Electronic Brake force Distribution (EBD) system helps distribute brake force between each wheel in accordance with the driving conditions to minimize wheel slippage during braking.

Q1f: *What is BA?*

A1f: The Brake Assist (BA) system provides an increased level of braking force after the brake pedal is depressed when the system detects a panic stop situation.

Q1g: *What is HAC?*

A1g: The Hill-start Assist Control (HAC) system maintains brake hydraulic pressure to all 4 wheels in order to momentarily help prevent the vehicle from descending backwards.

Q1h: *What is PCS?*

A1h: The Pre-Collision System (PCS) helps determine the possibility of a frontal collision with a vehicle or pedestrian. If the likelihood is determined to be extremely high, the PCS applies the brakes or provides brake assistance.

Q1i: What is Dynamic Radar Cruise Control?

A1i: The Dynamic Radar Cruise Control system automatically accelerates and decelerates to match the speed changes of the preceding vehicle. If determined that a large deceleration is required based on the distance of the preceding vehicle and the relative vehicle speed, the Dynamic Radar Cruise Control system will apply the brakes or provide brake assistance.

Q1j: What is Trailer Sway Control?

A1j: The Trailer Sway Control system helps the driver to control trailer sway by selectively applying brake pressure to individual wheels.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety (Noncompliance) Recall.

Any authorized Toyota dealer will inspect the brake actuator. If affected, the brake actuator will be replaced at **No Charge** to you.

Q3: Are there any warnings or indicators of this condition?

A3: No. There are no advanced warnings prior to the existence of this condition.

Q3a: What if I experience this condition?

A3a: If you experience this condition, please contact your local authorized Toyota dealer for diagnosis. If the condition is related to this Safety (Noncompliance) Recall, the repair will be performed at **No Charge** to you.

Q3b: Can my vehicle be driven if this condition occurs on my vehicle?

A3b: Yes, the vehicle can still be driven, as the **standard braking system remains operational** even if you experience the described condition. However, as the enhanced functions (ABS, TRAC, and VSC) may not operate properly, Toyota requests that you use caution while driving, especially under adverse weather conditions.

Q4: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A4: There are approximately 4,200 vehicles covered by this Safety (Noncompliance) Recall in the U.S.

Model Name	Model Year	Production Period
RAV4	Certain 2016	Late October, 2015 – Early February, 2016

Q4a: Are there any other Toyota/Lexus/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?

A4a: Yes. There are approximately 12,500 certain 2016 model year Lexus ES350 and RX350 vehicles covered by this Safety (Noncompliance) Recall in the U.S.

Q5: How does Toyota obtain my mailing information?

A5: 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.

Q6: What if I have additional questions or concerns?

A6: 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.