



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 29, 2020

Mr. Cory Hoffman
General Manager
Toyota Motor Engineering & Manufacturing
6565 Headquarters Drive
Plano, TX 75024

NEF-150SS
20V-373

Subject: Loss of Electric Power Steering Assist

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/RAV4/2019-2020
TOYOTA/RAV4 HYBRID/2020

Mfr's Report Date: June 24, 2020

NHTSA Campaign Number: 20V-373

Components:

STEERING:ELECTRIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 46

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2019-2020 RAV4 and 2020 RAV4 Hybrid vehicles equipped with electric power steering (EPS). Water may enter through the steering gear box cover and cause a loss of electric power steering assist.

Consequence:

A loss of power steering assist could increase steering effort at low vehicle speeds, increasing the risk of a crash.

Remedy:

Toyota will notify owners, and dealers will replace the power steering gear box, free of charge. This recall is expected to begin August 10, 2020. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's number for this recall is 20TB11 / 20TA11.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please ensure the following requirements are met:

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:


Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement