



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
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INTERIM NOTICE

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

**2012–2014 Model Year RAV4 Electric Vehicle (EV)
EV Traction Motor Assembly
IMPORTANT SAFETY RECALL (*Interim Notice*)**

This notice applies to your vehicle: VIN 2T3YL4DV1EW003533

Dear Toyota Customer:

This notice is being 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 2012–2014 Model Year RAV4 Electric Vehicles (EV).

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. We will send you another notification when the remedy is available.

What is the condition?

The Electric Vehicle Traction Motor Assembly, which is part of the propulsion system, may cause the vehicle to shift to "neutral" due to a software issue. This condition will also trigger a "Check EV System" warning message on the instrument panel and turn on a Malfunction Indicator Lamp (MIL). If the vehicle shifts to "neutral", this will result in a complete loss of drive power, which can increase the risk of a 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.

If you experience the condition or warnings described above, please stop the vehicle in a safe manner and contact your local authorized Toyota dealer for diagnosis and repair. Due to the possibility of a loss of drive power, Toyota does not recommend the vehicle be driven if this condition occurs. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

During normal operating conditions the MIL is designed to come on when the "POWER" switch is turned to the "ON" mode during the system cycle check, and then it goes off after the EV system is started, or after few seconds. The MIL turning off after the check period means the system is operating as designed. If the MIL illuminates or remains illuminated after the few second check period, please contact your local authorized Toyota dealer for diagnosis and appropriate repair.

Please note that the MIL could illuminate for reasons unrelated to this condition.

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 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 www.safercar.gov.

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.