



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 27, 2015

Mr. Matthew Collins
Manager
Toyota Motor Engineering & Manufacturing
Mail Code: S-104
19001 South Western Avenue
Torrance, CA 90501

NVS-215SM
15V-143

Subject: Loss of Electric Drive

Dear Mr. Collins:

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 EV/2012-2014

Mfr's Report Date: March 11, 2015

NHTSA Campaign Number: 15V-143

Components:
HYBRID PROPULSION SYSTEM

Potential Number of Units Affected: 2,497

Problem Description:

Toyota Motor Engineering & manufacturing (Toyota) is recalling certain model year 2012-2014 Rav4 EV vehicles manufactured July 24, 2012, to August 29, 2014. Due to a software issue within a component of the Electric Vehicle Traction Motor Assembly, the electric propulsion motor may shift to "neutral" resulting in a possible loss of drive power.

Consequence:

A loss of drive power may increase the risk of a crash.

Remedy:

Toyota will notify owners beginning in April 2015. The remedy is still under development, but will be provided free of charge. Owners may contact Toyota customer service at 1-800-331-4331.

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 be reminded of the following requirements:

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).

Per the requirements of 573.6(c)(2)(iv), please amend your Defect Information Report to include the supplier name, contact information, address and country of origin for the Electric Vehicle Traction Motor Assembly.

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 Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement