Q1: What is the condition?
A1: In the involved RAV4 EV's, components in 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. If the vehicle shifts to “neutral”, this will result in a complete loss of drive power, which can increase the risk of a crash.

Q1a: What is the Electric Vehicle (EV) Traction Motor Assembly?
A1a: The Electric Vehicle (EV) Traction Motor Assembly is part of the propulsion system, which contains a drive inverter, electric motor, shift control actuator, speed sensor, and transaxle assembly. The assembly as a whole receives input signals from various sources (such as the accelerator pedal) to determine the necessary speed and power of the vehicle. The EV Traction Motor Assembly then uses energy from the battery to provide power at the drive wheels.

The EV Traction Motor Assembly also acts as a generator to produce high-voltage electricity to recharge the EV battery assembly. This is done when the vehicle is in motion and the driver depresses the brake pedal or releases the accelerator pedal.

Q2: What is the cause of this condition?
A2: The speed sensor detects the electric motor speed and rotational position, and sends this information as a signal to the drive inverter ECU. Due to a software issue, the drive inverter ECU may not be able to determine the rotational position of the motor, which causes a speed sensor error code, causing the vehicle to shift to “neutral”.

Q3: Are there any warnings or indicators before this condition occurs?
A3: There are no advanced warnings prior to the existence of this condition. However, if the condition is present, one or more of the following could occur:
- Display of the “Check EV System” warning message
- Illumination of the Malfunction Indicator Light (MIL)
- Loss of drive power

Q4: What if I experience the condition before the remedy is available?
A4: 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. If the condition is related to this Safety Recall, the repair will be performed at No Charge to you.

In regards to the Malfunction Indicator Light (MIL) please note: 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. If the MIL illumination is related to the condition covered by this Safety Recall, the repair will be performed at no charge to you.
Q4a: **Can my vehicle be driven if this condition occurs?**
A4a: Due to the possibility of a loss of drive power, Toyota does not recommend the vehicle be driven if this condition occurs.

Q5: **What is Toyota going to do?**
A5: In early September, 2015, Toyota will begin mailing owner notification letters by first class mail to owners of vehicles covered by this Safety Recall.

Toyota dealers will update the drive inverter ECU software. This update will be performed at **NO CHARGE** to the customer.

Q5a: **How does Toyota obtain my mailing information?**
A5a: 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: **Which and how many vehicles are covered by this Safety Recall?**
A6: There are approximately 2,500 vehicles covered by this Safety Recall in the U.S.

<table>
<thead>
<tr>
<th>Model</th>
<th>Model Year</th>
<th>Production Period</th>
<th>Approx. UIO</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAV4 EV</td>
<td>2012-2014</td>
<td>July 2012 through August 2014</td>
<td>2,500</td>
</tr>
</tbody>
</table>

Q6a: **Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**
A6a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

Q7: **What if I have additional questions or concerns?**
A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.