

Administration, National Highway Traffic Safety
Administration
1200 New Jersey Ave
SE Washington DC 20590.

2/2/2025

I received a recall letter from Toyota
to replace my battery in my 2014 RAV4.
I made an appointment with Toyota
on 31 in Clinton, NJ for 1/28/2025.
at 9:30 AM.

Upon being in my car for this recall
I was told it will cost me \$189.00 + TAX
to replace my battery. The reason was
because there is another battery in my car.
I advised them that I bought the car
second hand and had no reason to
check my cars battery at that time.
(Who knew)

In the letter of recall it states
that the battery change is "the hold down
clamps and short circuit, increasing the
risk of a fire."

With that stated, charging my battery
is the benefit to securing safety to me
and my passengers.

Isn't that the main reason
for this recall?

Safety by Toyota without charge!

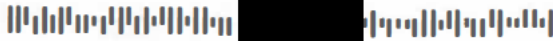
Clinton, NJ



TOYOTA

Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024

T15 P1 CLINTON, NJ



June 930 28th

IMPORTANT SAFETY RECALL

Certain 2013 - 2018 Model Year RAV4 Vehicles Potential Vehicle Fire related to 12-volt battery

NHTSA Recall No. 23V-734
Toyota Recall No. 23TA13 (Remedy Notice)

This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

Dear GAIL WOJCIK

This notice applies to your vehicle:
2T3BFREV2EW [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 - 2018 model year RAV4 vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

Some replacement 12-volt batteries of the size specified for the subject vehicles have smaller top dimensions than others. If a small-top battery is used for replacement and the hold-down clamp is not tightened correctly, the battery could move when the vehicle is driven with forceful turns. The movement could cause the positive battery terminal to contact the hold-down clamp and short circuit, **increasing the risk of a fire.**

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Brand Engagement Center at 1888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



TOYOTA

CUSTOMER REIMBURSEMENT CHECKLIST

Documentation Showing the Repairs are Related to the Covered Condition

- Examples of documentation would be a repair order or invoice showing the following information:
 - Mileage on the date the repair order was created.
 - Description showing the repair addressed the covered condition, including (1) the reason the vehicle was brought to the repair facility, (2) the repair facility's diagnosis, and (3) the repair that was performed.
 - Itemized breakdown of labor charges for each repair performed, if more than one repair is on the same repair order or invoice.

Proof-Of-Payment for the Repair

- Examples include one of the following items as valid proof-of-payment:
 - Copy of a cancelled check.
 - Copy of a signed credit card receipt.
 - Copy of a credit card statement.
 - (If paid by cash) receipt for cash. If receipt was not provided or is not available, a letter from the repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash.

Vehicle Identification (Including Make, Model, Model Year, and Vehicle Identification Number)

- Examples of valid vehicle identification:
 - Campaign notification letter with name and vehicle identification number.
 - Receipt, such as a repair order, with vehicle identification number, make, model, and year.
 - State registration.
 - Copy of the bill of sale.
 - Copy of the title.

Documentation Showing the Name and Address of the Owner or Purchaser of the Vehicle at the Time the Repair was Made and Who is Submitting the Claim for Reimbursement.

- See examples above.
- Providing a phone number and/or email would also be helpful if we need to contact you about any of the information submitted.
- Please print your name and address on all documents.

Documentation Showing the Name and Address of the Owner of the Vehicle at the Time of the Repair (If Different from the Person Making the Claim for Reimbursement)

- See examples above.



What will Toyota do?

Any authorized Toyota dealer will replace the battery hold down clamp, battery tray, and positive terminal cover with improved ones **FREE OF CHARGE**.

This is an important Safety Recall.

The remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 - SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, 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 <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

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Administrator, National Highway
Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington, D.C. 20590

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