

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 20TA15

HEADLAMP BEAM COULD BE IMPROPERLY ADJUSTED HORIZONTALLY

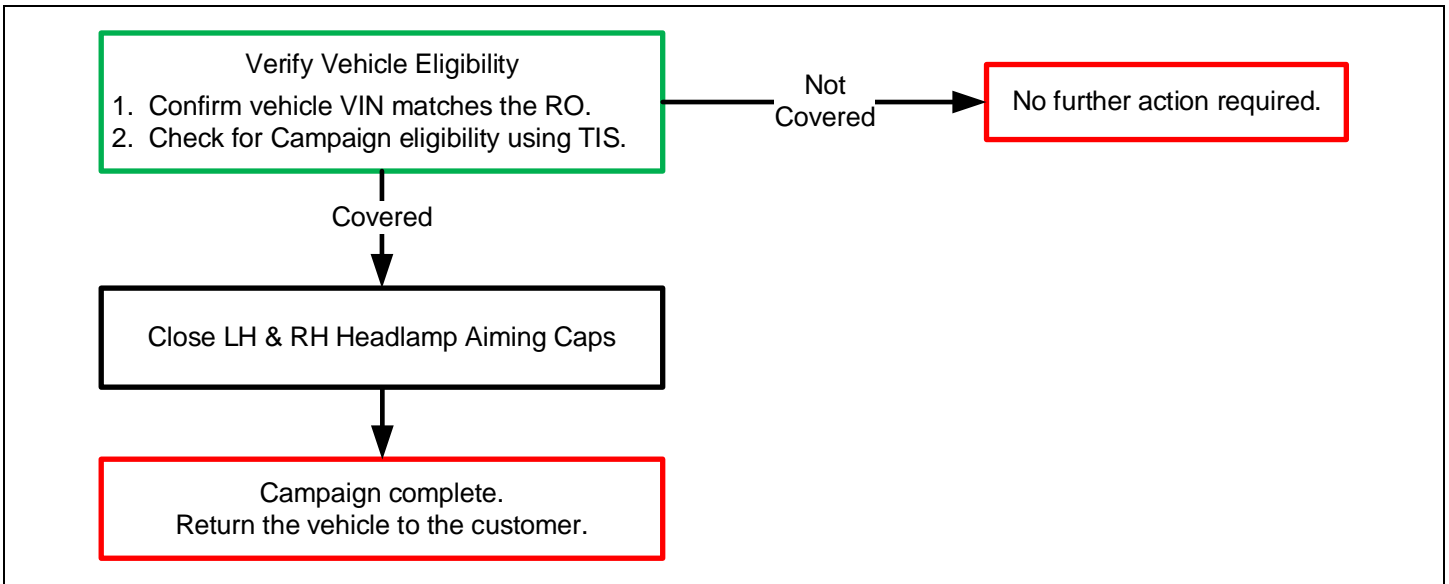
CERTAIN 2021 RAV4 PRIME

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- a. Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

1. PARTS

No parts will be required.

2. TOOLS & EQUIPMENT

No tools will be required.

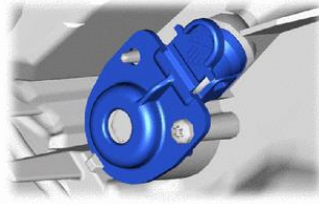
IV. BACKGROUND

The subject vehicle headlamps may improperly permit horizontal beam adjustment. Therefore, the headlamps do not meet a certain safety requirement and certain adjustments could reduce visibility for the driver or the driver of an oncoming vehicle, increasing the risk of a crash.

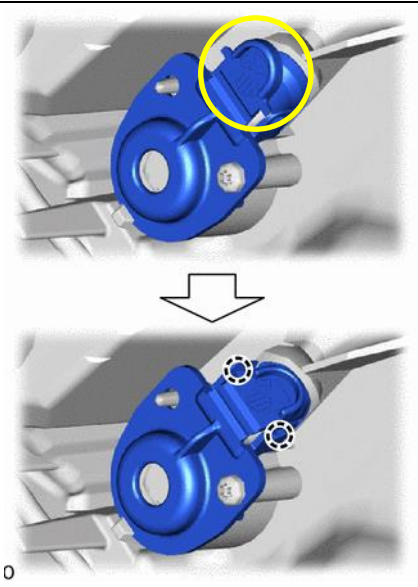
V. CLOSE HEADLIGHT AIMING CAP COVERS



1. RELEASE AND OPEN HOOD
2. LOCATE THE HEADLIGHT AIMING CAPS LH & RH
 - a. Locate the headlight aiming cap on the top inside of the LH & RH Headlight Assembly as shown.



Headlight Aiming Cap



3. CLOSE THE HEADLIGHT AIMING CAP COVERS LH & RH
 - a. Fold the headlight aiming cap covers (LH & RH) 90 degrees to engage the two locking tabs on each cover.

4. CLOSE HOOD AND CONFIRM SECURED AND LATCHED.

◀ VERIFY REPAIR QUALITY ▶

- Confirm that **BOTH** headlight aiming caps are locked in place as indicated.

If you have any questions regarding this update, please contact your regional representative.

VI. APPENDIX

A. PARTS DISPOSAL

In accordance with Federal law, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

B. CAMPAIGN DESIGNATION DECORDER

