

◀ IMPORTANT UPDATE ▶

The attached Technical Instructions have been updated. Refer to the details below.

| DATE | TOPIC |
|------------------|------------------------------------|
| November 1, 2024 | • Updated Remedy Launch Timing |
| November 17 2023 | • Updated the Campaign Description |

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: November 01, 2023

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY RECALL 23TA13 (Interim Notice 23TB13)

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

| Model / Years | Production Period | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|----------------|---------------------------------------|----------------------------|--|
| 2013-2018 RAV4 | Late November 2012 –Mid-November 2018 | 1,854,000 | 0 |

On November 1, 2023, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2013- 2018 model year RAV4 vehicles.

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.

Remedy

Toyota is currently preparing the remedy. When the remedy is available, Toyota dealers will replace the battery hold down clamp, battery tray, and positive terminal cover with improved ones **FREE OF CHARGE**. At this time, Toyota estimates the remedy will be available in the end of 2024 but this is subject to change. Until the remedy is available, owners who have not had the free inspection performed under Consumer Advisory 21TG01 should be encouraged to do so.

Covered Vehicles

There are approximately 1,854,000 vehicles covered by this Safety Recall. Approximately 19,900 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify customers by late December 2023

Toyota makes significant effort to obtain current customer name and address information from each state

through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, Consumer Advisory 21TG01 must be completed and the battery must be inspected and properly secured, before the delivery of a pre-owned vehicle. It is then acceptable to deliver the vehicle to the purchaser if disclosed that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email, state "Disclosure Form 23TB13" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Media Contacts

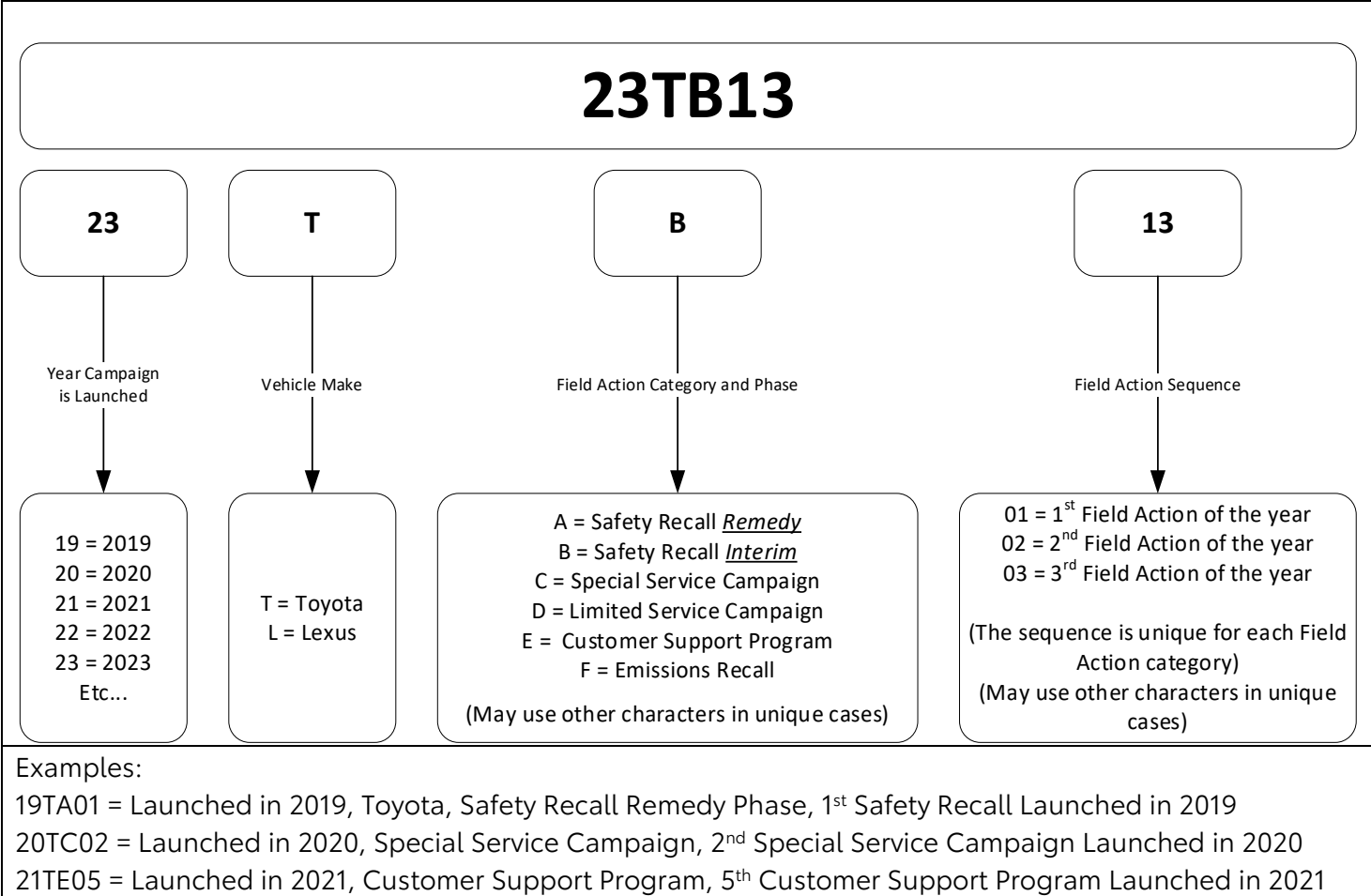
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Warranty Reimbursement Procedures

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



SAFETY RECALL 23TA13 *(Interim Notice 23TB13)*

Certain 2013 – 2018 Model Year RAV4

Potential Vehicle Fire related to 12-volt battery

Frequently Asked Questions

Original Publication Date: November 1, 2023

Q1: *What is the condition?*

A1: 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.

Q2: *What is Toyota going to do?*

A2: Toyota is currently preparing the remedy. When the remedy is available, Toyota dealers will replace the battery hold down clamp, battery tray, and positive terminal cover with improved ones **FREE OF CHARGE**.

Q3: *When will the remedy become available?*

A3: Toyota is currently preparing the parts and repair instructions for the remedy. At this time, Toyota estimates that the remedy can be available the end of 2024 but this timing is subject to change. Until the remedy is available, if you have not had the free inspection performed under Consumer Advisory 21TG01, please contact your authorized Toyota dealer. See Q5, below.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 1,854,000 vehicles covered by this Safety Recall. Approximately 19,900 vehicles involved in this Safety Recall were distributed to Puerto Rico.

| Model Name | Model Year | Production Period |
|------------|------------|---------------------------------------|
| RAV4 | 2013-2018 | Late November 2012 –Mid-November 2018 |

Q5: *Toyota previously announced Consumer Advisory 21TG01 for the same subject vehicles. What is 21TG01 and how does it relate to this recall?*

A5: Toyota announced Consumer Advisory 21TG01 on November 18, 2021. Prior to issuing the Advisory, Toyota discovered that aftermarket battery suppliers were recommending batteries of a size contrary to Toyota-published information for the subject vehicles (the specified battery is SAE Group size 35). It was also found that replacement batteries were not being secured to the torque specifications provided by Toyota and, in some cases, parts of the battery hold down hardware were not being used

or were missing. This prompted the Advisory to owners about proper replacement battery selection and installation. Toyota announced the Advisory to provide a free inspection of the battery at authorized Toyota dealers. Owners with additional questions regarding the Consumer Advisory should contact their Toyota dealer or the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Q5a: *Why is Toyota now deciding to initiate a recall for the same subject vehicles?*

A5a: After issuing the Consumer Advisory, Toyota learned that some Group size 35 replacement batteries have smaller top dimensions than others. Additional evaluations of these batteries led to the decision to conduct a recall of the subject vehicles.

Q5b: *I have not had the free inspection from Consumer Advisory 21TG01 performed yet. Should I have this inspection performed or wait until the recall remedy is available?*

A5b: Toyota is encouraging owners who have not had the free inspection under Consumer Advisory 21TG01 completed to visit an authorized Toyota dealer for the free inspection.

Q5c: *I already had Consumer Advisory 21TG01 completed on my vehicle. Is there anything I can do now?*

A5c: Owners who have further concerns about their vehicle after Consumer Advisory 21TG01 has been completed may visit a Toyota dealer for vehicle diagnosis.

Q6: *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Toyota obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.