

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
1/14/2025	Updated the Flow Chart

*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: December 13, 2024

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

**SAFETY RECALL 23TA13 (Remedy Notice)**

**Certain 2013 – 2018 Model Year RAV4  
Potential Vehicle Fire related to 12-volt battery  
NHTSA Recall No. 23V-734**

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**

Any authorized Toyota dealer will replace the battery hold down clamp, battery tray, and positive terminal cover with improved ones ***FREE OF CHARGE***. Toyota is conducting a phased implementation of the remedy based on the owner's model year. Refer to the tables below to determine the remedy status for the vehicles involved in this Safety Recall.

**Important Note:** The dates specified in this table are estimates and are subject to change.

Phase	UIO	Model Year Vehicles	Estimated Remedy Timing
1	422,000	2013 & 2014	Available now
2	616,000	2015 & 2016	Available Late April 2025
3	816,000	2017 & 2018	Available Late July 2025

**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 begin to notify owners in Late-December 2024.

*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

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. 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.

**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.

### Rent a Toyota & Service Loaners

Toyota requests that dealers remove all Rent a Toyota 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 the Toyota Newsroom <https://pressroom.toyota.com/>

### Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Part Description	Quantity	
04004-02242	Battery Repair Set	1	
*The kit above includes the following parts.			
Part Number	Part Description	Quantity	Remarks
74404-42280	Battery Clamp Sub-assembly	1	-
74431-42140	Battery Tray	1	-
74451-42030	Battery Clamp Bolt (J-hook)	1	-
82821-35020	Connector Cover	1	-
82997-47010	Wire Harness Repair Tape (Tessa Tape)	400mm (As needed) *	
00411-21001	Battery Label (10 labels per order)	Order as needed from the MDC	

\*1 - roll should supply ~ 45 repairs, order additional tape as needed.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair are required to currently hold at least one of the following certification levels:

- TIC206A – Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

**Remedy Procedures**

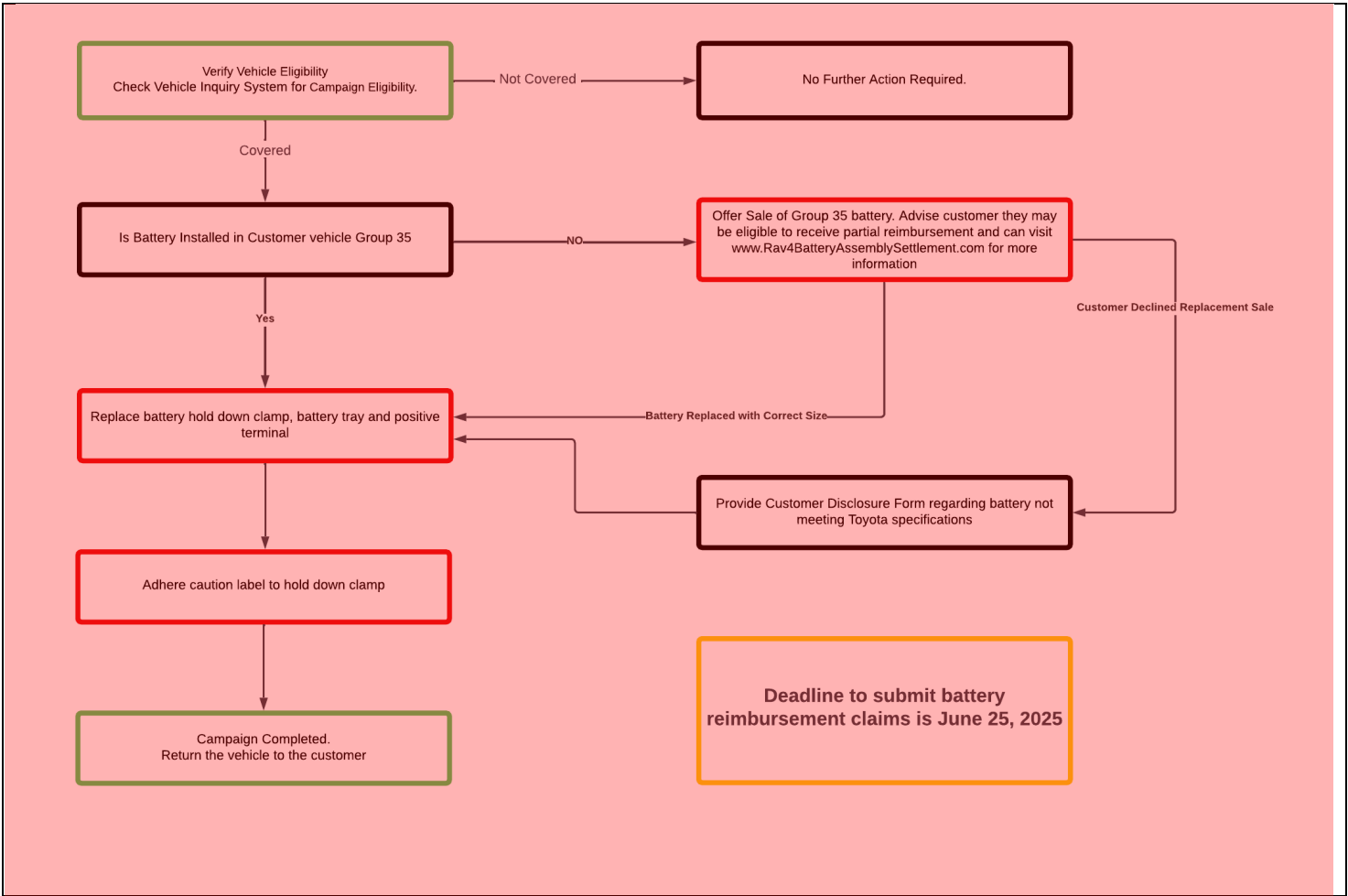
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

# Warranty Reimbursement Procedures

## Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
23TA13R1	Repair and Replace Battery related components	0.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

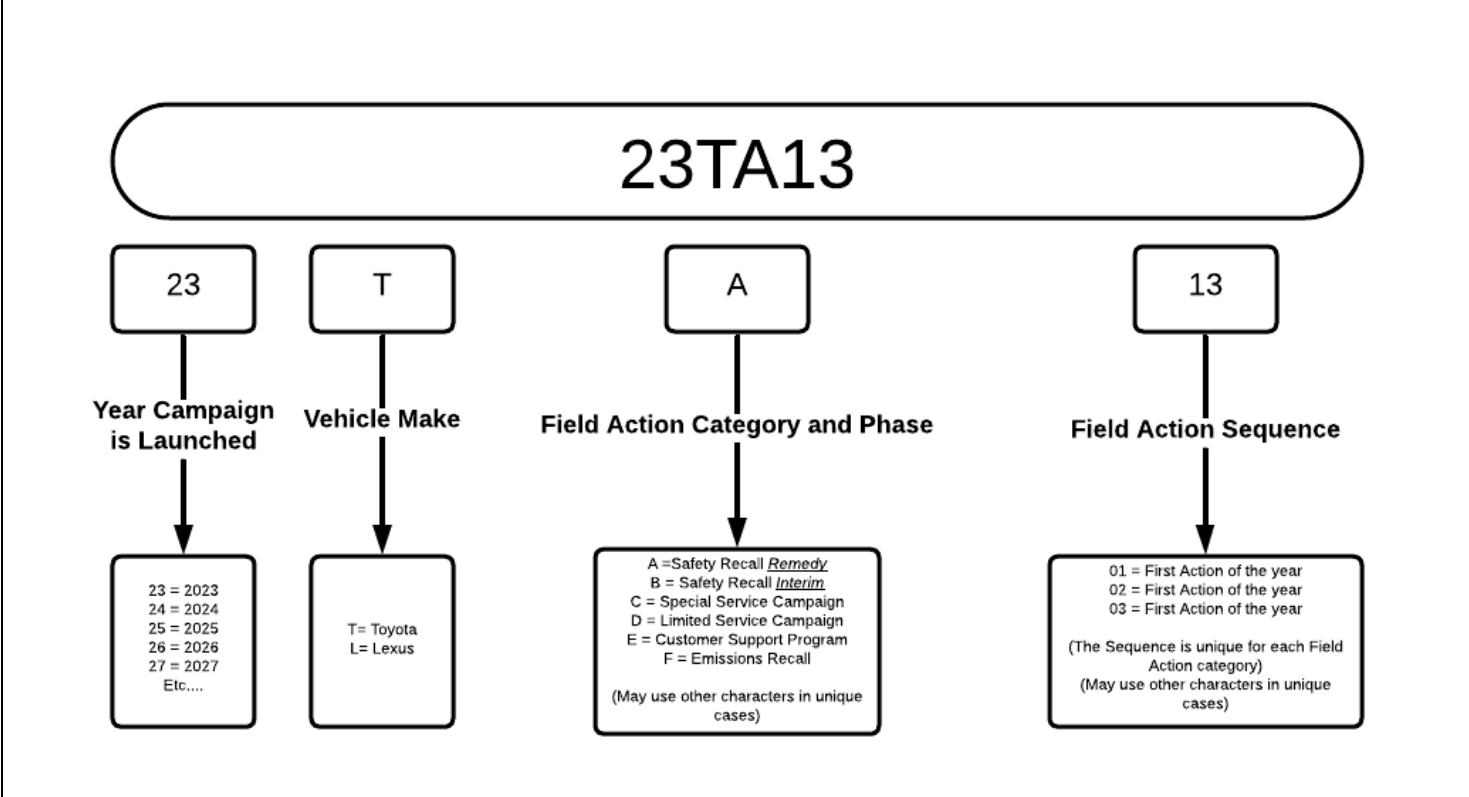
### Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

**Campaign Designation / Phase Decoder**



**Examples:**

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019  
 20TC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020  
 21TE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> Customer Support Program Launched in 2021

*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 *(Remedy Notice)*

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

### Frequently Asked Questions

Original Publication Date: December 13, 2024

#### 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: Any authorized Toyota dealer will replace the battery hold down clamp, battery tray, and positive terminal cover with improved ones ***FREE OF CHARGE***. Toyota is conducting a phased implementation of the remedy based on the owner's model year. Refer to the tables below to determine the remedy status for the vehicles involved in the Safety Recall.

**Important Note:** The dates specified in this table are estimates and are subject to change.

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#### Q3: *Which and how many vehicles are covered by this Safety Recall?*

A3: 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

**Q4:** *Toyota previously announced Consumer Advisory 21TG01 for the same subject vehicles. What is 21TG01 and how does it relate to this recall?*

A4: 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.

**Q4a:** *Why did Toyota later decide to initiate a recall for the same subject vehicles?*

A4a: 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.

**Q4b:** *Will the Consumer Advisory be available to me after the remedy is available for my vehicle?*

A4b: Once the remedy is available for your vehicle the Consumer Advisory will be closed and will no longer be applicable for your vehicle.

**Q5:** *Toyota previously announced Consumer Advisory 24TG01 for the same subject vehicles. Will this Consumer Advisory be available to me after the remedy is available for my vehicle?*

A5: Once the remedy is available for your vehicle the Consumer Advisory will be closed and will no longer be applicable for your vehicle.

**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.