

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
2/6/2025	Updated the Phase launch to activate Phase 2 VINs
1/29/2025	Updated the Disclosure form and updated the flow chart
1/23/2025	Attached the Disclosure form and the Owner letter to the bottom of the packet
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 now
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

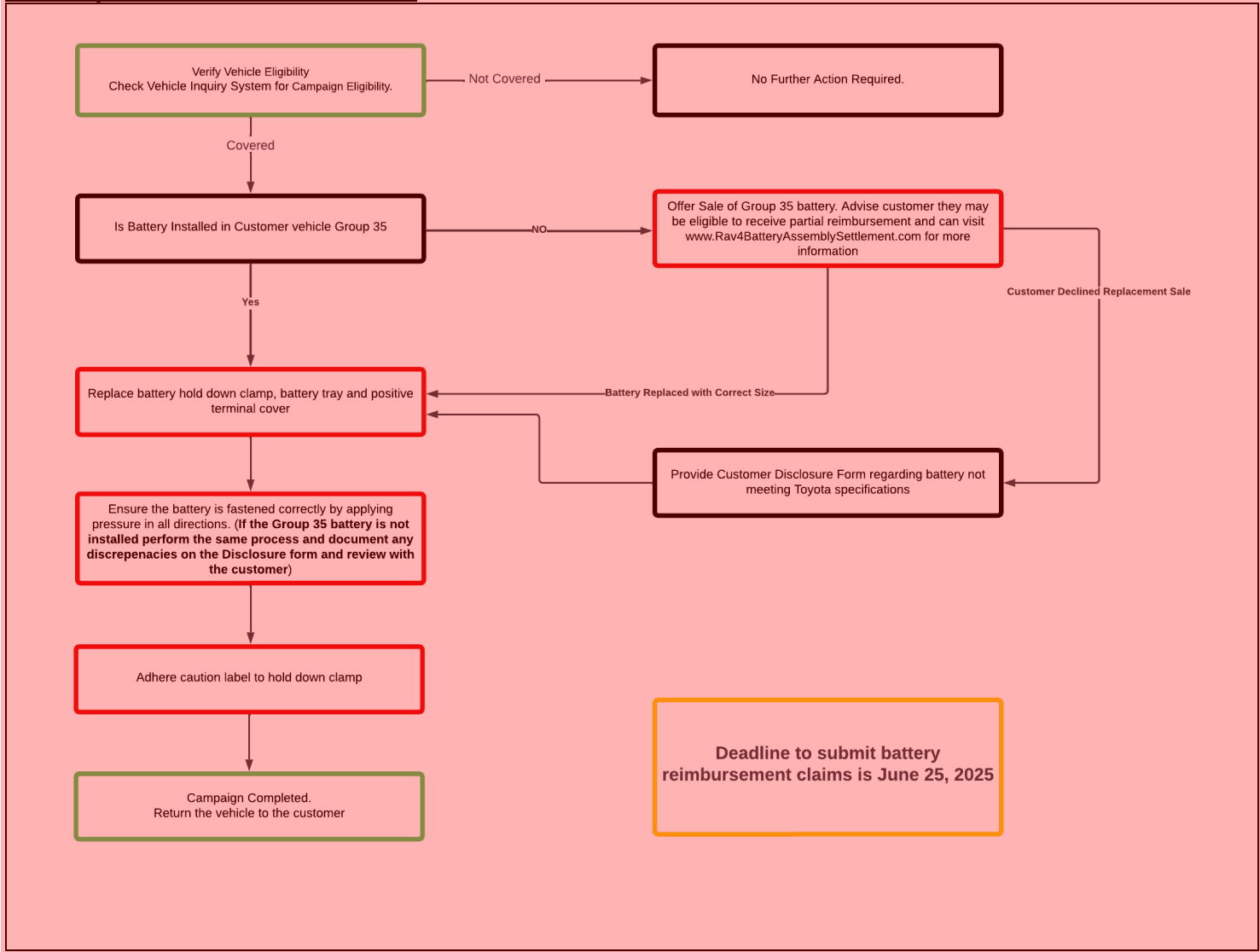
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

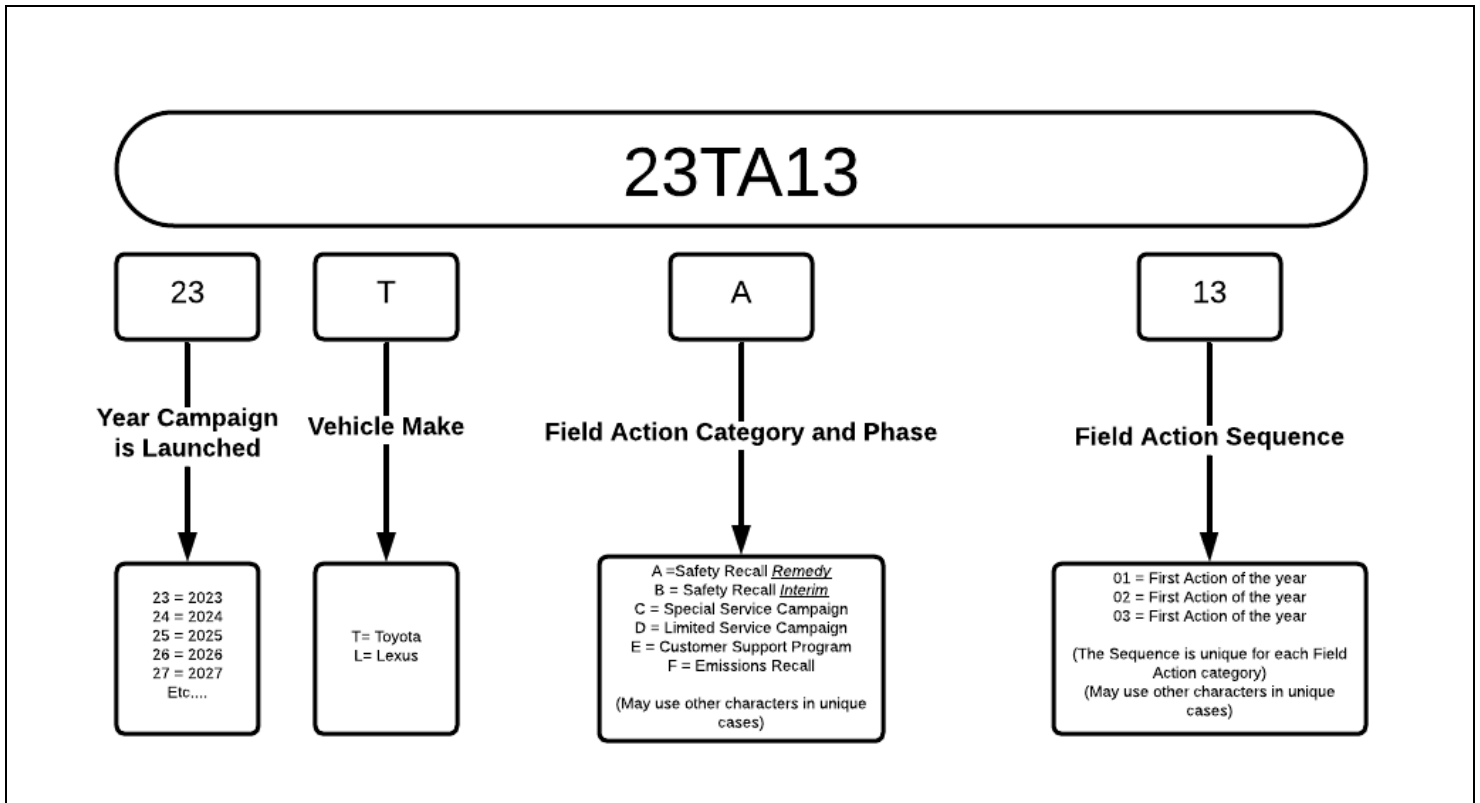
Claim Filing Accuracy and Correction Requests

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, 1st Safety Recall Launched in 2019
 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
 21TE05 = Launched in 2021, Customer Support Program, 5th 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.

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

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.



TOYOTA

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

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 (customer's First/Last name)

This notice applies to your vehicle:
[VIN]

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.

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



TOYOTA

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

RETIRO DE SEGURIDAD URGENTE

Ciertos vehículos modelo RAV4 de año modelo 2013 - 2018 Posible incendio de vehículo relacionado con una batería de 12 voltios

Retiro de Seguridad NHTSA No. 23V-734

Retiro de Seguridad Toyota No. 23TA13 (Aviso de Remedio)

Este es un Retiro de Seguridad importante. El remedio se realizará **SIN CARGO** para usted.

Estimado (customer's First/Last name):

Esta notificación aplica a su vehículo:
[VIN]

Se le envía esta notificación de acuerdo con la ley Nacional de la oficina de Administración Nacional de Seguridad del Tráfico en las Carreteras (National Highway Traffic Safety Administration o NHTSA por sus siglas en inglés). Toyota ha decidido que existe un defecto, que se relaciona con la seguridad de los vehículos de motor en ciertos vehículos RAV4 de año modelo 2013 - 2018.

Usted recibió esta notificación porque nuestros registros, que se basan principalmente en los datos del estado de registro y de título, indican que usted es el propietario actual.

¿Cuál es la condición?

Algunas baterías de repuesto de 12 voltios del tamaño especificado para los vehículos en cuestión tienen dimensiones superiores más pequeñas que otras. Si se utiliza una batería pequeña para reemplazo y la abrazadera de sujeción no está apretada correctamente, la batería podría moverse cuando el vehículo se conduce con giros forzados. El movimiento podría hacer que la terminal positiva de la batería entre en contacto con la abrazadera de sujeción y provoque un cortocircuito, **umentando el riesgo de incendio.**

¿Qué debe hacer?

Comuníquese con cualquier concesionario Toyota autorizado para programar una cita para que realicen el remedio tan pronto como sea posible. El remedio va a requerir el reemplazo de piezas. Le recomendamos que se comunique con su concesionario para programar una cita con anticipación para confirmar la disponibilidad de las piezas y reducir al mínimo sus inconvenientes. Su concesionario Toyota local responderá con gusto todas sus preguntas.

- ✓ Para encontrar un concesionario cerca de usted, visite www.toyota.com/dealers.
- ✓ Si desea más información sobre este y otros Retiros de Seguridad, incluyendo las Preguntas Frecuentes, visite www.toyota.com/recall. Ingrese el número de identificación de su vehículo de 17 dígitos (VIN) indicado arriba para revisar la información específica de su vehículo.
- ✓ Si requiere más asistencia, puede comunicarse con el Centro de Compromiso con la Marca Toyota llamando al 1888-270-9371, de lunes a viernes, de 8:00 am a 8:00 pm y los sábados de 9:00 am a 7:00 pm, Horario del Este.

¿Qué hará Toyota?

Cualquier concesionario Toyota autorizado reemplazarán la abrazadera de sujeción de la batería, la bandeja de la batería y la cubierta de la terminal positiva por otras mejoradas **SIN COSTO**.

Este es un Retiro de Seguridad importante.

El remedio tomará aproximadamente 45 minutos. Sin embargo, dependiendo de la programación de trabajo del concesionario, tal vez sea necesario tener disponible su vehículo por un plazo más largo de tiempo.

¿Qué pasa si anteriormente pagó reparaciones a su vehículo por esta condición específica?

Si anteriormente usted pagó una(s) reparación(es) a su vehículo por esta condición específica antes de recibir esta carta, usted puede ser elegible para el reembolso. Para que se considere su reembolso, envíe una copia de los detalles de su reparación (por ejemplo, una orden de reparación), comprobante de pago e información de propiedad al portal de autoservicio en línea de Toyota. Ingrese en su cuenta de propietarios de Toyota en <https://www.toyota.com/owners/>, haga clic en la pestaña "Resources" (Recursos), seleccione "Safety Recalls and Service Campaigns" (Retiros de Seguridad y Campañas de Servicio) y haga clic en "Submit Reimbursement Request" (Enviar solicitud de reembolso).

Como alternativa, si prefiere enviar esta información por correo postal o por fax para que le consideren el reembolso, utilice el domicilio o número de fax que aparece a continuación:

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

Remítase a la lista de verificación de reembolsos anexa para conocer los detalles de los documentos requeridos.

¿Qué pasa si usted no es el propietario o el operador de este vehículo?

Si usted arrienda el vehículo, la ley federal requiere que todo arrendador de vehículo que reciba esta notificación del retiro de seguridad debe enviar una copia del aviso al arrendatario en menos de diez días.

Si conoce al propietario u operador actual, sea tan amable de enviarle esta carta.

Si quisiera actualizar la propiedad de su vehículo o la información de contacto, por favor visite <https://www.toyota.com/owners>.

Si cree que el concesionario o Toyota no ha cumplido o no ha podido remediar el defecto en un plazo razonable o sin cargo, puede enviar una queja al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, o llamar a la línea directa sin costo de los vehículos al **1-888-327-4236 (TTY: 1-800-424-9153)**, o visite <http://www.safercar.gov>.

Hemos enviado esta notificación con el interés de que usted esté continuamente satisfecho con nuestros productos. Lamentamos sinceramente cualquier inconveniente que este problema le pudo haber ocasionado.

Muchas gracias por conducir un Toyota.

Atentamente,

Toyota Motor Sales, USA

SAFETY RECALL 23TA13

12-VOLT BATTERY SIZE/INSTALLATION CONDITION DISCLOSURE FORM

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers
Subject: Disclosure Form for 23TA13
Certain 2013–2018 Model Year RAV4
12-Volt Battery Size and Installation Inspection

Background

Toyota recognizes that some vehicles involved in Safety Recall 23TA13 may have pre-existing vehicle conditions upon arrival at dealerships that would make it impossible to properly inspect and secure the 12-volt battery or make it impossible to completely install the Battery Repair Kit. Examples of these conditions include, but are not limited to:

- Incorrect Battery Group Size
- Vehicle Collision Damage in Battery Area
- Damaged / Missing J-hook Mounting Hole
- Aftermarket Modifications
- Stripped / Missing Welded Nut

The vehicle owner is responsible for ensuring that the correct, group size 35 replacement 12-volt battery is installed. In addition, the owner is responsible for repair of pre-existing vehicle conditions that prevent proper battery installation such as those noted above.

Disclosure Form

If you encounter a vehicle that requires additional repair to make it possible to properly secure the correct size battery, please review the condition of the vehicle with the vehicle owner and explain that additional repairs are needed to restore the vehicle to factory specifications and complete the repair.

If the wrong size battery is installed, install all battery repair kit parts that you can, as long as they properly secure the battery. Document all remedy parts which could not be installed on the disclosure form, review it with the vehicle owner, and provide the vehicle owner with any remedy parts which you could not install. Document any comments in the comment section of the disclosure form.

Completely fill out and sign the attached Disclosure Form. Signatures are required from the dealer representative. The purpose of this form is to clearly communicate the further repair expense required to make it possible to secure the battery according to factory specification or to communicate which remedy parts could not be installed because the battery is the wrong size.

NOTE: this form **DOES NOT** cover damage sustained while under the control of a Toyota Dealer. Such damage should be addressed and covered by the dealer.

Upon completing this form, please attach a copy to the RO and provide a copy to the customer.

Please fill out the entire form. Be sure to include the VIN. Save a copy in your dealership's records.

SAFETY RECALL 23TA13

12-VOLT BATTERY SIZE/INSTALLATION CONDITION DISCLOSURE FORM

This vehicle is involved in Safety Recall 23TA13. This Safety Recall covers inspection of the 12-volt battery size as well as inspection/replacement of certain components that retain the battery in the vehicle.

During inspection, it was found that the battery was not secured in your vehicle according to Toyota specifications and cannot be properly secured for the following reason(s). This can cause damage to the battery and the vehicle, and it could cause a vehicle fire.

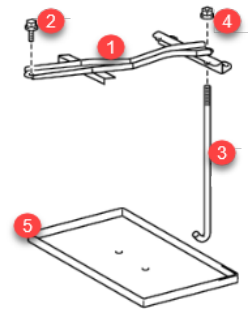
(Check all that apply)

- Incorrect Battery Group Size (declined battery purchase)
- Damage to Battery Mounting Location (declined repairs)
- Aftermarket Modifications

Although the installed battery does not meet Toyota specification, we were able to install the following new improved parts (if applicable). If any new improved components cannot be replaced at this time due to the condition(s) stated above, Toyota recommends that you remedy the above condition(s) as soon as possible and replace the parts with the improved parts to properly secure the battery. Your dealership representative will provide you with all improved parts which could not be installed.

(Check all new improved parts installed.)

- 1) The battery clamp (hold-down bracket)
- 2) The bolt that secures the battery clamp to the vehicle
- 3) The J-hook bolt (Battery clamp sub-assy)
- 4) J-hook nut (Battery clamp sub-assy)
- 5) The tray under the battery



Comments for any uninstalled parts: _____

(Check all that apply)

- YOU HAVE BEEN ADVISED THAT YOUR BATTERY IS THE INCORRECT GROUP SIZE AND HAVE DECIDED NOT TO PURCHASE A CORRECT GROUP SIZE BATTERY FROM THE DEALER.
- YOU HAVE NOT AUTHORIZED THE DEALER TO MAKE REPAIRS TO THE DAMAGED BATTERY MOUNTING LOCATION.
- YOU HAVE BEEN ADVISED THAT PARTS THAT SECURE THE BATTERY IN YOUR VEHICLE ARE MISSING, DAMAGED, OR AFTERMARKET PARTS.
- YOU HAVE BEEN ADVISED THAT AFTERMARKET VEHICLE MODIFICATIONS PREVENT THE PROPER SECURING OF THE BATTERY.
- YOU HAVE BEEN ADVISED THAT CERTAIN NEW IMPROVED PARTS HAVE BEEN INSTALLED AND ANY PARTS NOT INSTALLED HAVE BEEN PROVIDED TO YOU.

YOUR VEHICLE WILL NEED ADDITIONAL REPAIR AT YOUR EXPENSE TO MAKE IT POSSIBLE FOR THE CORRECT SIZE 12-VOLT BATTERY TO BE PROPERLY SECURED. WHEN THESE REPAIRS HAVE BEEN COMPLETED, THE VEHICLE MAY BE BROUGHT BACK TO THE DEALER TO INSTALL THE IMPROVED PARTS PURSUANT TO SAFETY RECALL 23TA13

VIN

Campaign Code: 23TA13

Model RAV4

Model Year _____

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____