

**◀ IMPORTANT UPDATE ▶**

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

DATE	TOPIC
1/29/2025	Updated the flow chart for clarity, added additional detail on how to handle oversized/undersized batteries and added the disclosure form to the end of the document.
1/23/2025	Updated the initial battery inspection
1/14/2025	Updated the Flow Chart
1/8/2025	Updated the Positive cable routing

*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.

# **TECHNICAL INSTRUCTIONS**

**FOR**

## **SAFETY RECALL 23TA13**

**Potential Vehicle Fire related to 12-volt battery**

### **CERTAIN 2013 - 2018 RAV4 VEHICLES**

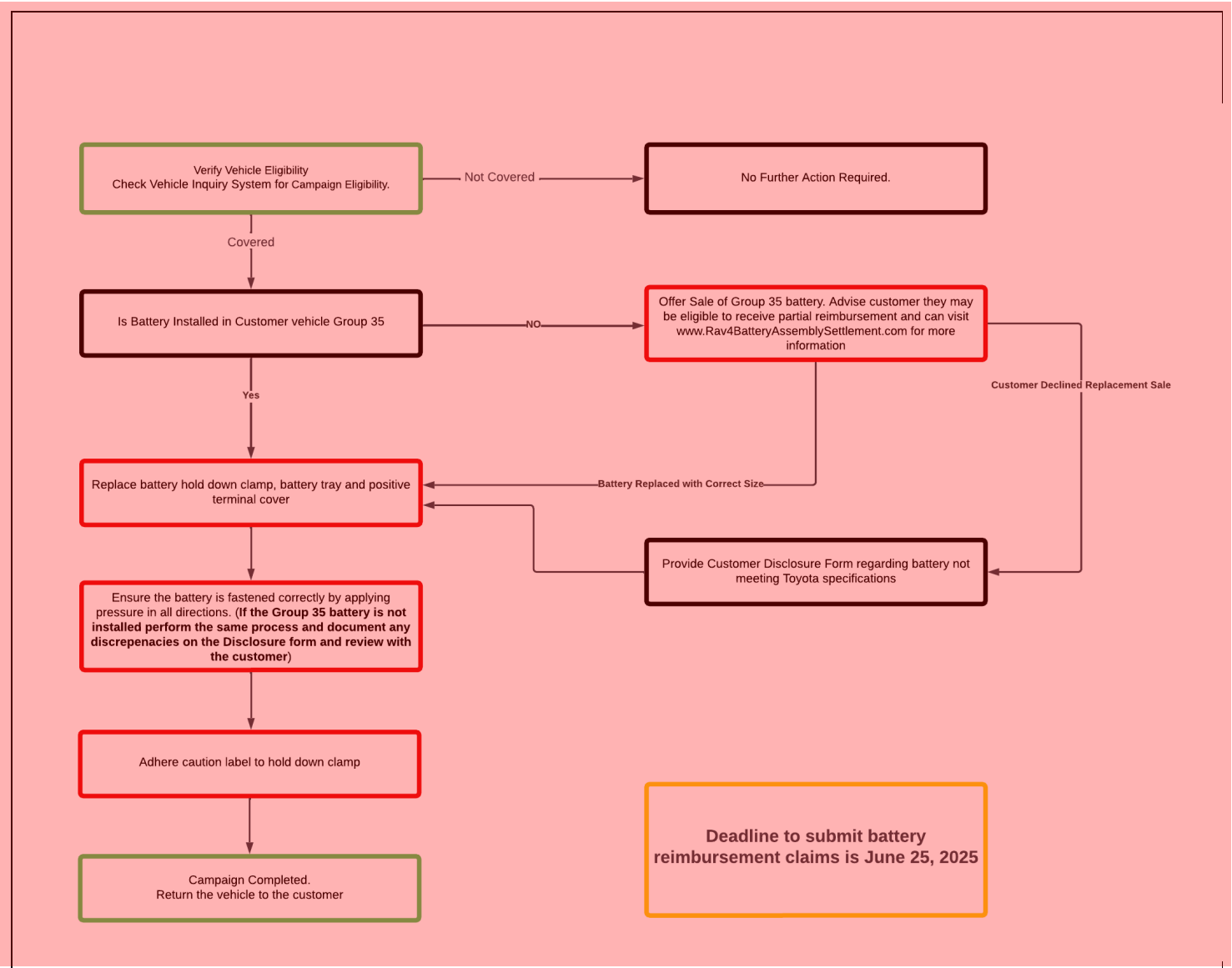
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair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

**-TIC206A Electrical Repair 1**

It is the dealership’s responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources and 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

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. IDENTIFICATION OF AFFECTED VEHICLES

### 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicle's VIN to the VIN listed on the Repair Order to ensure they match.
- 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

#### A. PARTS

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)	*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.

#### B. TOOLS & EQUIPMENT

- Standard Hand Tools
- Torque Wrench

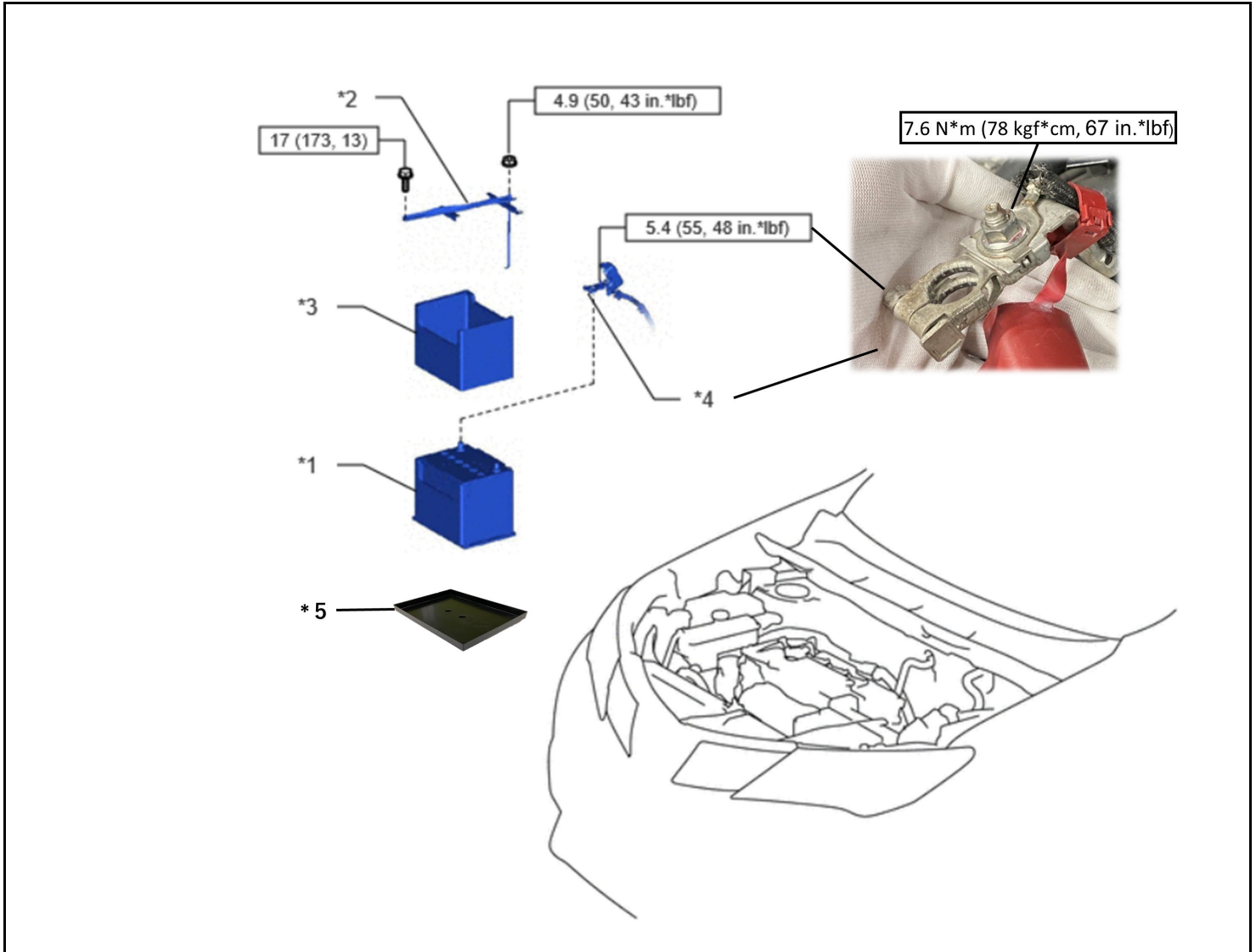
#### C. MATERIALS

- Protective Gloves

## IV. WORK PROCEDURE TABLE OF CONTENTS

COMPONENTS .....	SECTION V
REMOVE BATTERY .....	SECTION VI
REPAIR AND REPLACE BATTERY RELATED PARTS .....	SECTION VII
INSTALL BATTERY .....	SECTION VIII
APPENDIX .....	SECTION IX

## V. COMPONENTS



*1	BATTERY	*2	BATTERY CLAMP SUB-ASSEMBLY
*3	BATTERY INSULATOR	*4	POSITIVE BATTERY TERMINAL COVER
*5	BATTERY TRAY		Specified torque: N*m (kgf*cm, in.*lbf)

## VI. VERIFY INSTALLED BATTERY

- a) Verify if a group 35 battery is installed in the vehicle.
  - A) If group 35 battery is installed move to step VII.
  - B) If group 35 battery is not installed, offer sale of a group 35 battery. Advise customer they may be eligible for partial reimbursement and can visit [www.Rav4BatteryAssemblySettlement.com](http://www.Rav4BatteryAssemblySettlement.com) for more information. Deadline to submit battery claims is June 25, 2025.
  - C) If a group 35 battery is not installed and the customer declines replacement sale:
    - Provide customer with disclosure form stating that the battery does not meet Toyota specification and move to step VII to install the updated components.

**DISCLOSURE FORM – Attached to the end of the Dealer Letter and Technical Instructions**

## VII. REMOVE BATTERY

[Refer to TIS for instructions on General / MAINTENANCE/2AR-FE BATTERY/REMOVAL](#)

## VIII. REPAIR AND REPLACE BATTERY RELATED PARTS



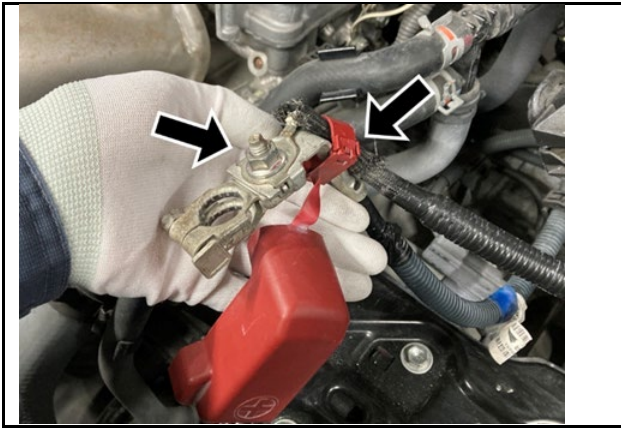
1. REMOVE BATTERY TRAY.



2. CUT FRONT WIRE HARNESS CLAMP.

**NOTICE:**

Be careful not to damage the harness.



**3. REMOVE HEAD OF POSITIVE (+) BATTERY TERMINAL AND BATTERY CONNECTOR COVER.**

- a) Remove the nut and the head of the positive (+) battery terminal.
- b) Remove the battery connector cover.

#### 4. WRAP REPAIR TAPE (Tessa Tape).

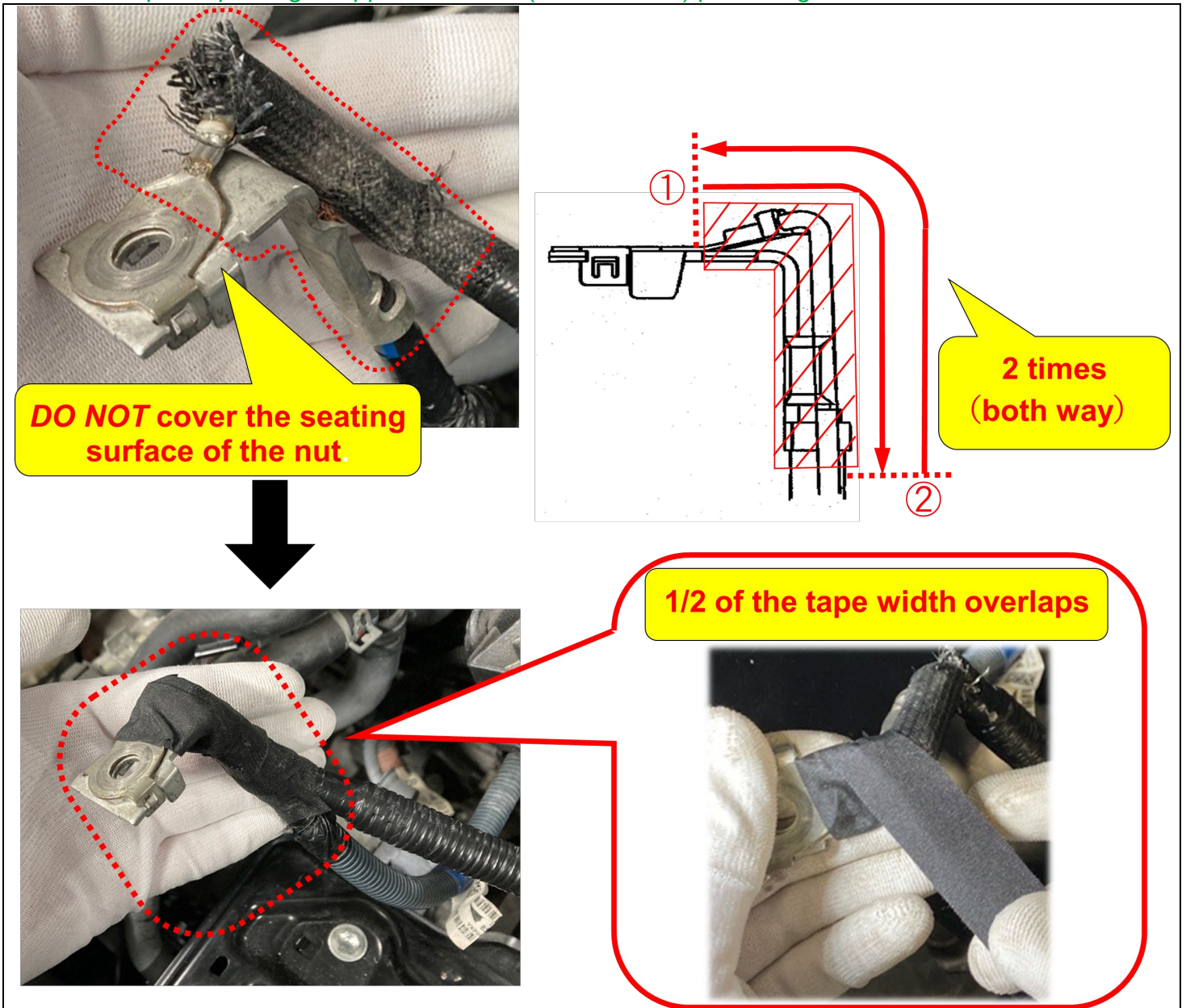
a) Wrap the terminal area (metal area) spirally as shown in the illustration with repair tape.

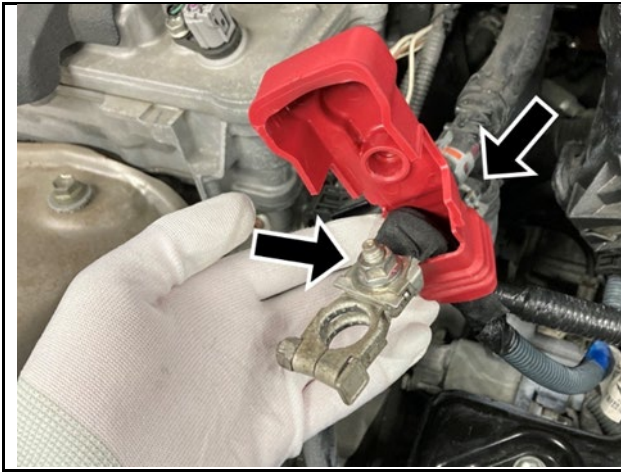
##### NOTICE:

- Ensure that the terminal area (metal area) is completely covered by repair tape.
- Wrap the tape spirally with 1/2 of the tape width overlaps as shown in the illustration and wrap the tape another time in the opposite direction.
- **DO NOT** cover the seating surface of the nut.

##### NOTE:

Repair tape length: approx. 400mm (15.75 inches) per a single rework.





**5. INSTALL HEAD OF POSITIVE (+) TERMINAL AND *NEW* CONNECTOR COVER.**

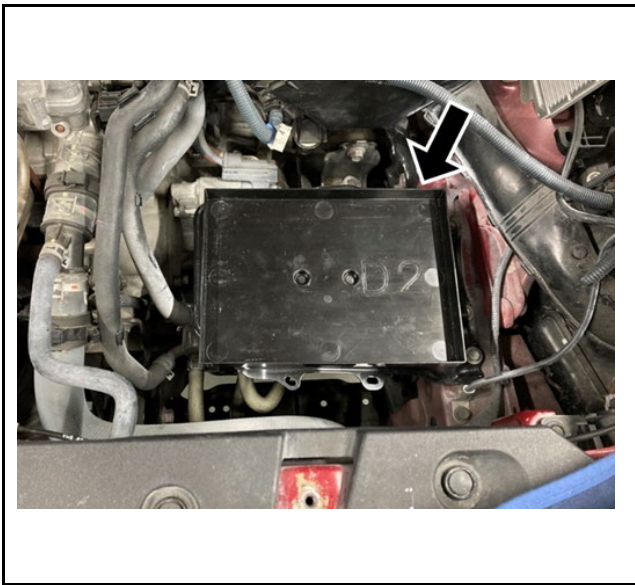
- a) Install a *New* battery connector cover.
- b) Install the head of the positive (+) battery terminal and tighten the nut.

Torque:

7.6 N\*m (78 kgf\*cm, 67 in.\*lbf)

**NOTE:**

Route the positive battery cable on the bracket between the j-hook and air cleaner



**6. INSTALL *NEW* BATTERY TRAY.**

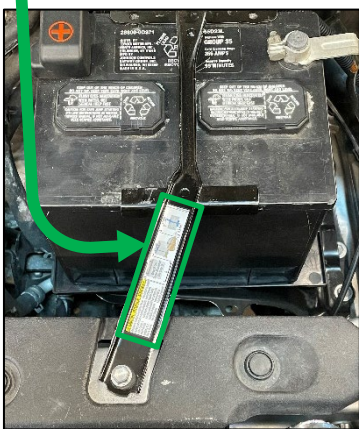
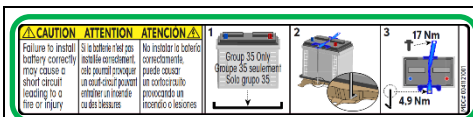
**NOTICE:** If the correct group 35 battery is not installed, ensure the battery tray fits properly. Properly fitted means the battery can sit within the tray and does not rest on the raised edges. If the battery does sit on the raised edges, the battery hold down cannot be properly torqued. In this case, use the original tray in the vehicle and provide the tray from the recall repair kit to the customer. Document any discrepancies on the Disclosure form if applicable.

## IX. INSTALL BATTERY and ADHERE CAUTION LABEL

[Refer to TIS for instructions on General / MAINTENANCE/2AR-FE BATTERY/ INSTALLATION](#)

### NOTICE:

- When installing the battery, attaching the front wire harness only is necessary.
- Install a **NEW** battery clamp and a **NEW** J-hook.
- Ensure the battery is secured properly by applying pressure in all directions. If the correct group 35 battery is not installed follow the same process. Document any discrepancies on the Disclosure form if applicable.



### ADHERE CAUTION LABEL TO BATTERY HOLD-DOWN CLAMP

- a. Check to see if label is installed already.
- b. If not installed, adhere new caution label to the battery hold-down clamp.

### NOTE:

- Ensure battery hold-down clamp is clean and free of moisture or dirt so the label can properly adhere.
- Labels may be ordered from the MDC.

### ◀ VERIFY REPAIR QUALITY ▶

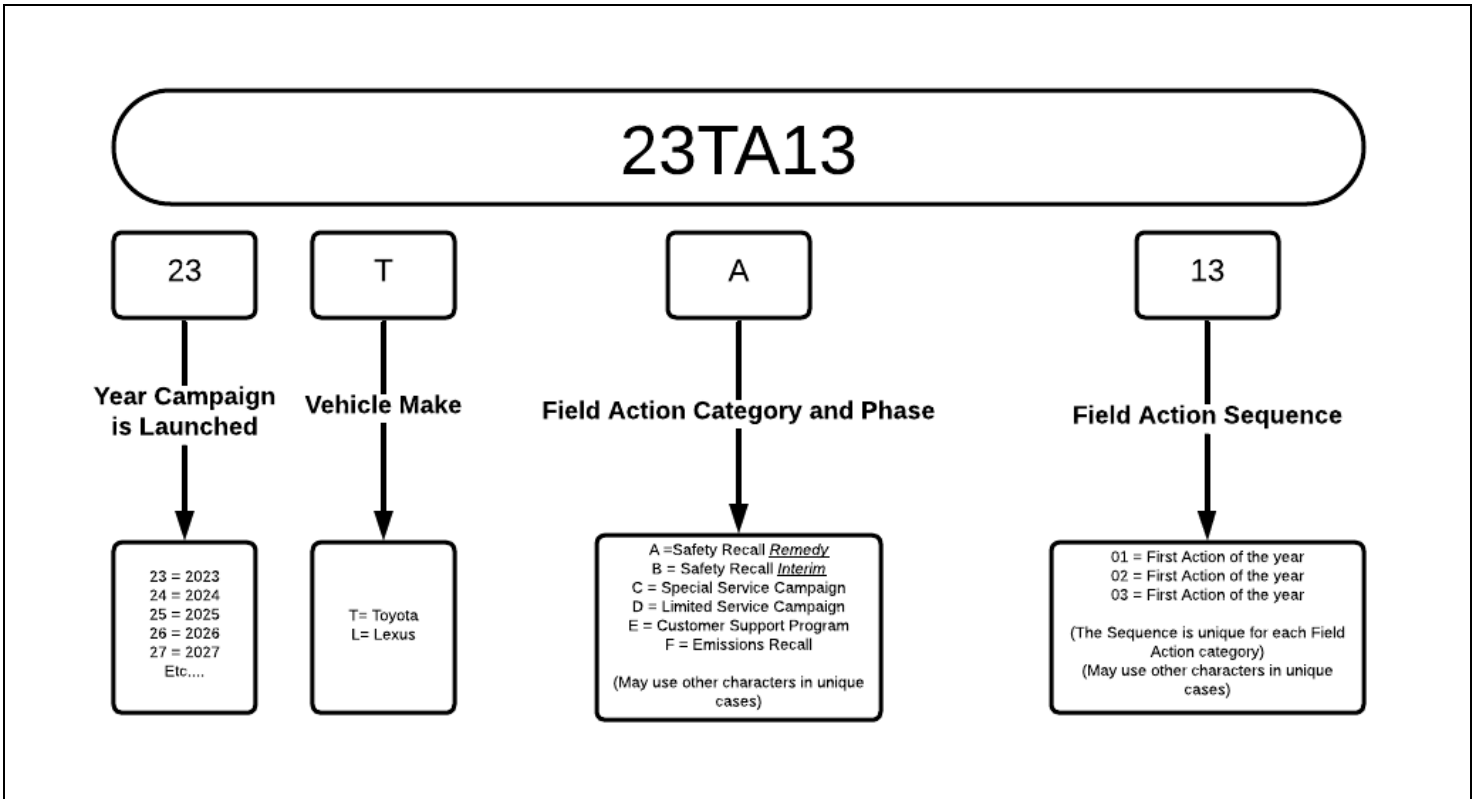
- Confirm repair parts are installed exactly as instructed.
- If the correct group 35 battery is not installed and new and improved parts are installed verify the battery is secure by attempting to move the battery by applying pressure in all directions.

Document all items on the disclosure form and review with the customer before releasing the vehicle.

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

## X. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



Examples:

20TA01 = Launched in 2020, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2020

21TC02 = Launched in 2021, Special Service Campaign, 2nd Special Service Campaign Launched in 2021

22TE05 = Launched in 2022, Customer Support Program, 5th Customer Support Program Launched in 2022

---

## 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.

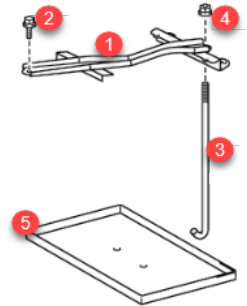
(Check all that apply)

- 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 _____