

RAV4 EV Diagnosis and Parts Ordering Information

Service Category Engine/Hybrid System

Section Hybrid/Battery Control System

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012 – 2014	RAV4 EV	

Introduction

The following three critical replacement electric powertrain parts for the RAV4 EV will be offered on an exchange basis only:

- On-Board Charger
- Final Drive/Inverter
- EV Battery

Special requirements for ordering and handling of these components are in place and require Technical Assistance System (TAS) evaluation and confirmation. Follow the procedures listed in this bulletin to assist you with diagnosis and parts ordering.

CAUTION

To ensure technician safety, the diagnosis and repair of RAV4 EV drivetrain systems should NOT be performed without the proper training and tools. Only authorized RAV4 EV dealers, who have a signed RAV4 EV Dealer Participation Agreement on file and meet all the RAV4 EV wholesale program requirements, including RAV4 EV powertrain training and service tools, are authorized to perform warrantable repairs on these systems.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

RAV4 EV Diagnosis and Parts Ordering Information

Diagnosis and Ordering Procedures

CAUTION

The Toyota RAV4 EV uses new electric vehicle technology unique to this vehicle. Because of this specialized technology, dealership technicians are required to have Toyota training and tools designed specifically for working on this vehicle's powertrain battery and its related cooling, charging, regulating, and diagnostic systems.

1. Perform initial diagnosis.

Refer to the Technical Information System (TIS), applicable model year RAV4 EV Repair Manual.

Is condition due to an EV exchange component?

- **YES** — Continue to step 2.
- **NO** — Continue diagnosis per the Repair Manual.

2. Create an online TAS Case.

NOTE

For EV Battery replacement, complete the "[RAV EV Battery Replacement Pre-Call Worksheet](#)."

A Returned Materials Authorization (RMA) form is required for ordering these critical components. TAS will facilitate the special handling involving the RMA and parts ordering.

Please refer to PANT Bulletin "[2012-071: RAV4 EV Refurbished Drivetrain Parts Exchange](#)" for more information on the Parts Exchange process.