

Shift-Linked and Speed-Linked Automatic Door Lock Inoperative

Service Category Vehicle Interior

Section Door Lock

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	RAV4, RAV4 HV	

REVISION NOTICE

November 11, 2019 Rev1:

- The title of this bulletin has been updated to include "Lock."
Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2019 model year RAV4 and RAV4 Hybrid vehicles may exhibit an inoperative shift-linked and/or speed-linked automatic door lock condition. This automatic door lock feature can be customized through the vehicle's multimedia system and Techstream, but customization may be inoperative on these vehicles. Follow the Repair Procedure in this bulletin to address this condition.

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Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
RAV4 HV	Shokki	JTMDWRFV#KD510863
	Takaoka	JTMMWRFV#KJ016818
		JTMRWRFV#KJ016827
	RAV4	TMMC
2T3DWRFV#KW019137		
2T3A1RFV#KC022935		
2T3B1RFV#KW062650		
2T3H1RFV#KC013343		
2T3J1RFV#KC022133		
		2T3W1RFV#KW036763

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1915	Disconnect/Connect Negative Battery Terminal and Perform Applicable Initialization Procedures	0.5	89221-#####*	9A	74

*Multiplex body ECU number varies by VIN.

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

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Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 14.20.019 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Repair Procedure

1. Confirm the condition exists.

Do the door locks automatically lock by shift from "P" or by reaching a vehicle speed of 12 mph?

- **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- **NO** — Continue to step 2.

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Repair Procedure (continued)

2. Using the head unit, go to the vehicle settings menu and confirm that the door lock settings are set to either A or B.

(A) Automatically lock the doors by shift from “P”

(B) Automatically lock the doors by vehicle speed

Were the door lock settings set to either A or B?

- **YES** — Continue to step 3.
- **NO** — Set the vehicle to either setting (A or B) and return to step 1.

3. Turn the ignition switch OFF.

NOTICE

After the ignition switch is turned OFF, the radio and display receiver assembly records various types of memory and settings. As a result, after turning the ignition switch OFF, be sure to wait for the time specified in the following table BEFORE disconnecting the cable from the negative (-) battery terminal.

Table 1. Waiting Time Before Disconnecting Cable From Negative (-) Battery Terminal

SYSTEM NAME	PROCEDURE
Vehicle Enrolled in Toyota Entune™ System or Safety Connect System	6 Minutes
Vehicle NOT Enrolled in Toyota Entune™ System and Safety Connect System	1 Minute

4. Disconnect the negative (-) battery terminal from the vehicle’s 12V battery for 2 minutes to cut power to ALL the vehicle’s electrical systems.

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Repair Procedure (continued)

- Connect the negative (–) battery terminal and tighten the nut to the specified torque. Refer to TIS, applicable model and model year Repair Manual:

- 2019 RAV4:
General – Maintenance – [“Maintenance: A25A-FKS Battery: Installation”](#)
- 2019 RAV4 HV:
General – Maintenance – [“Maintenance: A25A-FKS Auxiliary Battery: Installation”](#)

MODEL	NEGATIVE (–) BATTERY TERMINAL NUT TORQUE
RAV4 Without Stop and Start System	5.0 N*m (51 kgf*cm, 44 in*lbf)
RAV4 With Stop and Start System	5.4 N*m (55 kgf*cm, 48 in*lbf)
RAV4 HV	5.4 N*m (55 kgf*cm, 48 in*lbf)

- Perform the applicable adjustment procedures (e.g. calibration, initialization, registration).

NECESSARY PROCEDURES
Perform Steering Sensor Zero-point Calibration Memorize Steering Angle Neutral Point Reset Back Door Close Position Power Back Door Initialization Drive the Vehicle Until Stop and Start Control is Permitted (If Applicable)

Refer to TIS, applicable model and model year Repair Manual:

- 2019 RAV4:
General – Maintenance – [“Maintenance: A25A-FKS Battery: Removal”](#)
- 2019 RAV4 HV:
General – Maintenance – “Maintenance: A25A-FKS Auxiliary Battery: Removal;
[\[11/2018 – 02/2019\]](#) / [\[02/2019 – \]](#)”

- Confirm proper automatic door lock operation by shift from “P” and by vehicle speed greater than 12 mph.
- Set the door lock setting to customer preference.