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| Subject Steering Recalibration After Abnormal Steering Sensation or Battery Disconnect | | Market USA |
| Service Category Steering | Section Power Assist Systems | |
| Applicability 2019-2020 RAV4 and RAV4 HV | | |

APPLICABLE VEHICLES

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|-----------|------|-----------|---------|
| 2019-2020 | RAV4 | 2019-2020 | RAV4 HV |
|-----------|------|-----------|---------|

CONDITION

Some customers may experience an abnormal steering sensation (“pulling”, “drifting”). Condition may be more pronounced after a cold soak.

Steering Angle value displayed in Techstream may be greater than $\pm 3^\circ$ off when the steering wheel is held straight.

Every time the vehicle’s battery is disconnected or discharged, the Steering Angle Neutral Point memorization and the Steering Sensor Zero Point Calibration must be performed.

These steps are consistent with Step 3 and 4 of the “BEFORE INSPECTION” section of the Pre-Delivery Service Check Sheet (Link Below).

RECOMMENDATIONS

1. Check for DTCs – if found, proceed with the repair recommended in the Repair Manual.
2. If no DTCs are found; disconnect the battery, wait 30 minutes and reconnect the battery.
3. As per the Pre-Delivery Service Check Sheet, proceed with the Repair Manual process for memorizing the Steering Angle Neutral Point described in RM100000001FAJ7 (Link Below):
 - Memorizing the Steering Angle Neutral Point includes:
 - Fully turning the steering wheel lock-to-lock on level ground.
4. After memorizing the Steering Angle Neutral Point (above), complete the Repair Manual process for Steering Sensor Zero Point Calibration described in RM100000001FOLC (Link Below):
 - Steering Sensor Zero Point Calibration Sequence includes:
 - For Gas Models: Driving vehicle straight at speed (>10 mph for >1 second)
 - For HV Models: Driving vehicle straight at speed (>22 mph for >5 seconds)
5. After performing both calibration sequences described above, confirm that the abnormal steering sensation has been corrected.
6. If abnormal operation continues, contact TAS

LINK REFERENCES

Subject

Steering Recalibration After Abnormal Steering Sensation or Battery Disconnect

Market

USA

Applicability

1. [2020 RAV4, RAV4 HV Pre-Delivery Service \(PDS\) Check Sheet](#)
2. [PRE-COLLISION: PRE-COLLISION SYSTEM: INITIALIZATION; 2019 - 2020 MY RAV4 RAV4 HV \[11/2018 - ???????\]](#)
3. [PARK ASSIST / MONITORING: PARKING ASSIST MONITOR SYSTEM: INITIALIZATION; 2019 - 2020 MY RAV4 RAV4 HV \[11/2018 - ???????\]](#)