

Inoperative Steering Wheel Controls After the Ignition Switch has Been Turned Off for Two Minutes

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	RAV4 Prime	

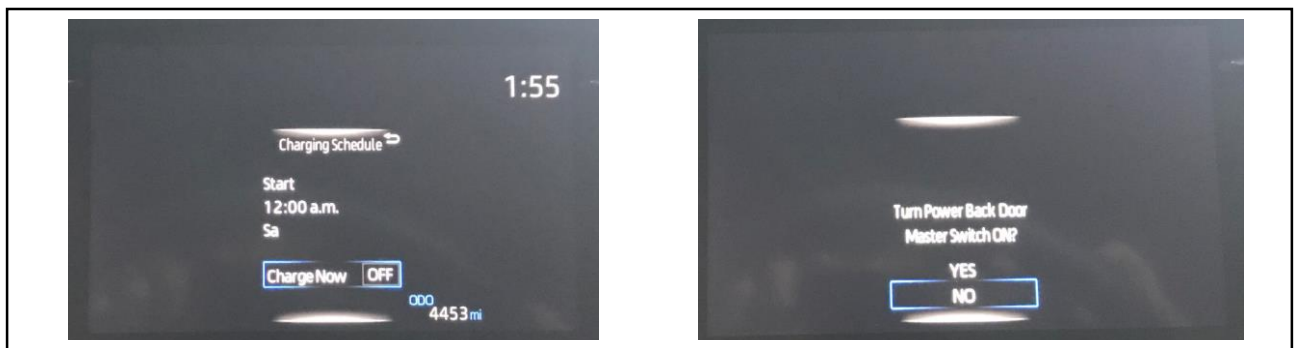
Introduction

Some 2021 model year RAV4 Prime vehicles may exhibit a condition in which the steering wheel controls are inoperative after the ignition switch has been turned off for two minutes.

Some examples where customers may notice this condition include:

- Unable to select the Charge Now function after the charging cable is plugged in, with a charging schedule set.
- Unable to turn the Power Back Door Master Switch on, when the power back door button is pressed with the power back door system turned off.
- Unable to dismiss warning messages such as “door open” or “window open.”

Figure 1.



The combination meter logic has been modified to reduce the possibility of this condition. Follow the Repair Procedure in this bulletin to address this condition.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1964	Reprogram Combination Meter	0.5	83800-42N60	72	74

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.

Parts Information

PART NUMBER	PART NAME	QTY
83800-42N60	Meter Assy, Combination	—

NOTE

The combination meter assembly should NOT be replaced as part of the Repair Procedure.

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 15.30.027 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.
- Use Techstream or an approved J2534 interface to perform flash reprogramming updates. Visit techinfo.toyota.com for more information regarding J2534 reprogramming.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Battery Diagnostic Tool*	DCA-8000P T	1

*Essential SST.

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Calibration Information

MODEL	ENGINE	CALIBRATION ID	
		PREVIOUS	NEW
RAV4 Prime	A25AFXS	8380042N610D	8380042N610E

Repair Procedure

- Does the vehicle exhibit a condition in which the steering wheel controls are inoperative AFTER the ignition switch has been turned OFF for two minutes?
 - YES** — Continue to step 2.
 - NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- Flash reprogram the combination meter.

NOTE

- The battery diagnostic tool MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic station, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

Follow the procedures outlined in [T-SB-0134-16 Techstream ECU Flash Reprogramming Procedure](#), and flash the ECM (PCM) with the NEW calibration file update.

- Confirm the condition no longer exists.