

Subject Plug In Charging Location/Situation Needed for Investigation		Market USA
Service Category Vehicle Interior	Section Meter/Gauge/Display	
Applicability 2021 RAV4 Prime		

APPLICABLE VEHICLES

2021	RAV4 Prime
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CONDITION

Customer experiences a condition and through proper diagnosis the Onboard Vehicle Charger needs to be replaced.

The purpose of this Tech Tip is to gather necessary information when replacing the onboard vehicle charger for root cause investigations.

RECOMMENDATIONS

Please gather this necessary information from the customer.

1. When and where did the customer last charge the vehicle before experiencing the condition?
2. What is the voltage output of their home charger? (110 V or 220V)
3. How long did the customer have the issue before coming to the dealer?
4. Do they regularly use public chargers? What brand do they use in public (ChargePoint, Blink, etc)?

After gathering this information, contact TAS and continue with the repair.

LINK REFERENCES

This Tech Tip does not contain any link references