

TECHNICAL INSTRUCTIONS

FOR

CONSUMER ADVISORY 21TG01

12-VOLT BATTERY SIZE AND INSTALLATION INSPECTION

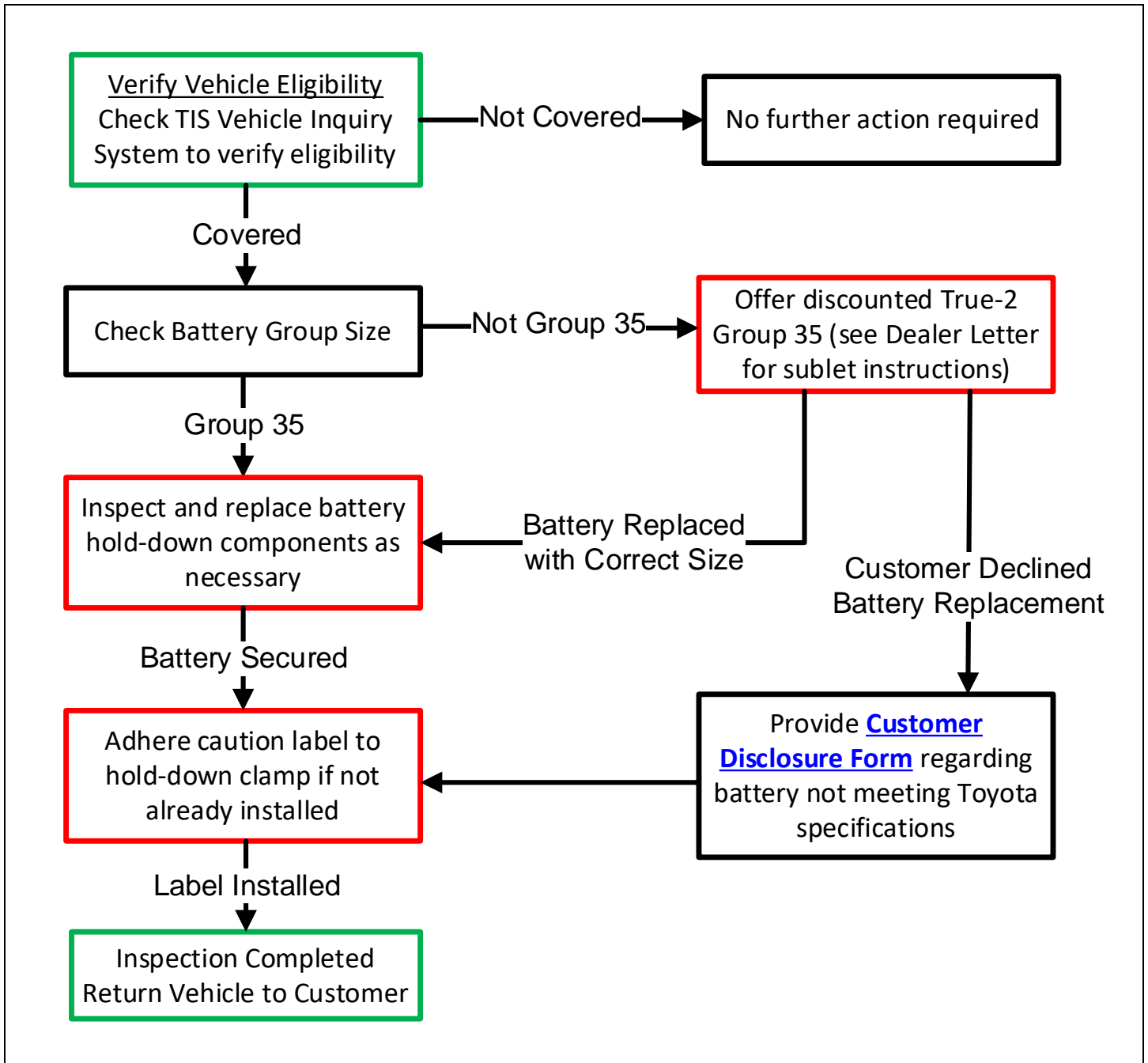
CERTAIN 2013 – 2018 RAV4

The inspection and repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this Consumer Advisory inspection are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the inspection performed correctly; technicians performing this inspection are required to currently hold at least one of the following certification levels:

- Maintenance Technician
- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the campaign by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians that have completed the above courses to perform this inspection. Carefully review your resources, the technician skill level, and ability before assigning technicians to this inspection. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this inspection at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CONSUMER ADVISORY ELIGIBILITY

- a. Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Consumer Advisory, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
00411-21001	Label, Battery Clamp (Group 35)	1*

*1 sheet includes 10 stickers

B. TOOLS & EQUIPMENT

- Standard Hand Tools
- Torque Wrench

IV. BACKGROUND

During a recent investigation of reported battery fires in 2013-2018 RAV4 vehicles with gasoline engines (excluding hybrid models), Toyota discovered that many non-Toyota retailers and others who sell or install replacement batteries were recommending a small size battery for replacement. Toyota specifies a particular size replacement battery for the RAV4 that does not include this small size. The smaller battery may not fit securely with the RAV4's battery mounting parts, and, in some cases, can move around when the vehicle is driven, causing a short circuit. Using the wrong size battery, or not installing a replacement battery properly, can cause damage to the battery and the vehicle, and it could cause a vehicle fire.

V. WORK PROCEDURE



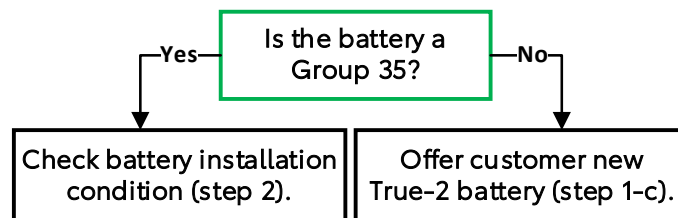
1. CHECK BATTERY GROUP NUMBER

a. Open the hood.

b. Confirm that the battery installed is a group 35.

NOTE:

- If the label is too dirty to read, clean with a rag.
- TrueStart / True-2 battery group numbers are contained in the part number (see image to the left). For example, XXXXX-35XXX-XX or XXXXX-X35XX-XX.



c. If the battery is any group number other than 35, offer to replace it with a Toyota True-2 battery at a discounted cost (refer to Dealer Letter for sublet instructions).

NOTE:

- After turning the ignition switch off, you may need to wait before disconnecting the cable from the battery terminal. Therefore, make sure to read the “disconnecting the cable from the battery terminal” notice in the Repair Manual before proceeding.

[2013-2018 RAV4](#)

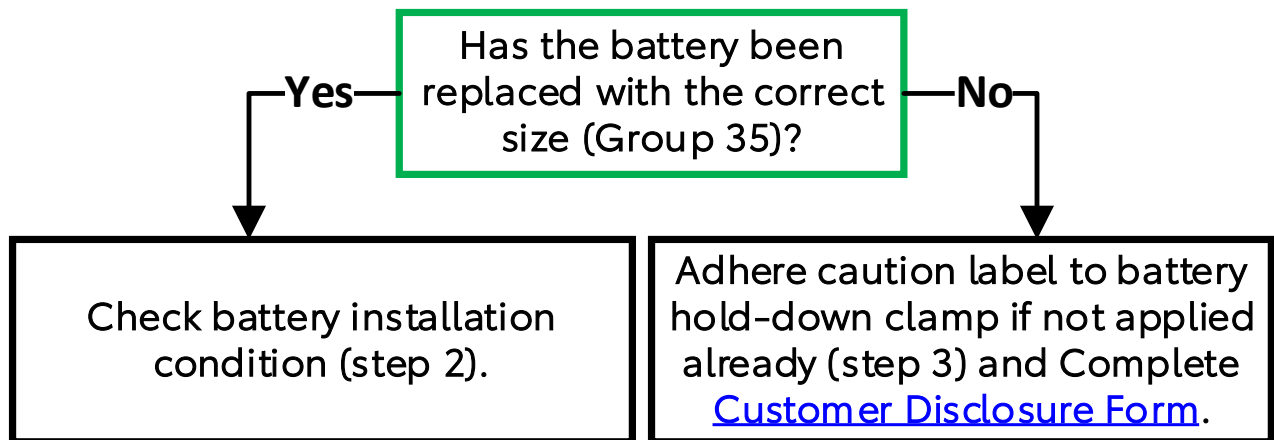
(Doc ID: RM10000000050E9)

- When changing the battery, some systems need to be initialized after the cable is reconnected.
- **If the power back door* won't open after reconnecting the battery, disconnect the negative cable for 10 seconds and try again.**

Refer to Repair Manual for initialization procedures:

2013-2015 RAV4	2016 RAV4	2017-2018 RAV4
(Doc ID: RM10000000050EB)	(Doc ID: RM100000000QP1F)	(Doc ID: RM10000000102C4)

*If equipped



2. CHECK BATTERY INSTALLATION CONDITION

- a. Check the battery tray.
 - i. Ensure that the battery tray is installed.
 - ii. Replace the tray if it is missing, or damaged/deformed to the point where it will not properly secure the battery (refer to the Electronic Parts Catalogue for part number).

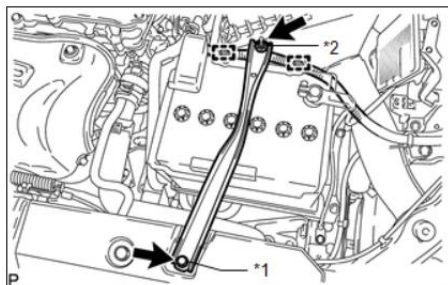




OK – Dirt/corrosion does not impact ability to securely retain battery



NG – Not a genuine Toyota hold-down clamp



*1	Bolt
*2	Nut

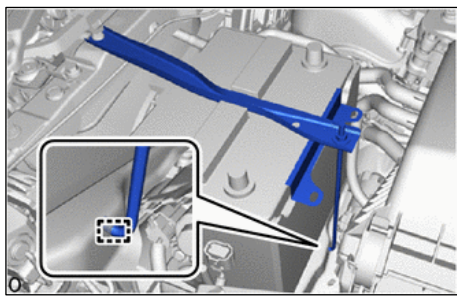
b. Check the battery hold-down clamp.

- i. Ensure that the battery hold-down clamp is installed.
- ii. Replace the hold-down clamp if it is missing, not a genuine Toyota part, or deformed/corroded to the point where it cannot properly secure the battery (refer to Electronic Parts Catalogue for part number).

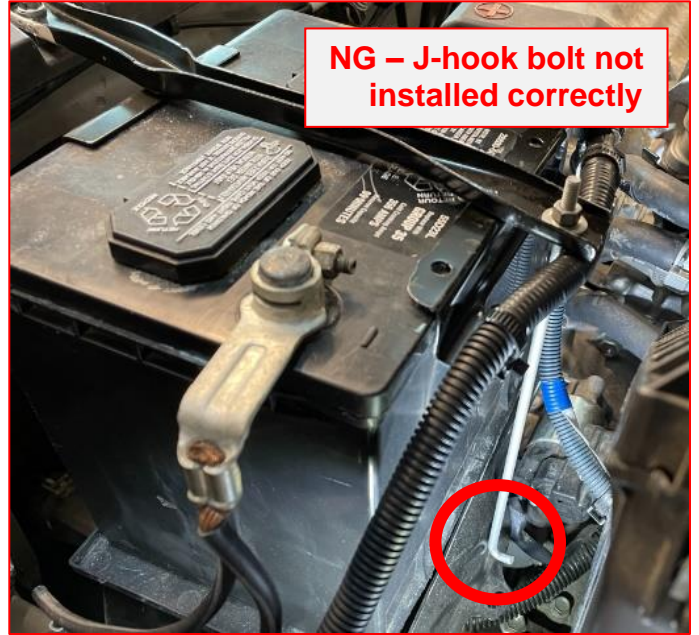
c. Check the bolt.

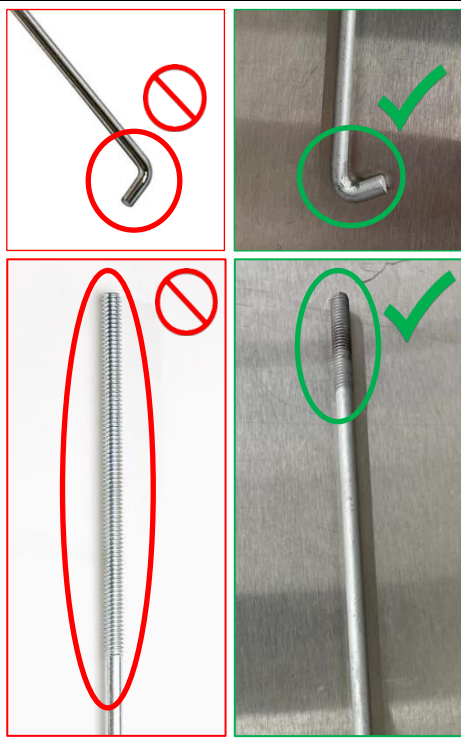
- i. Confirm that the bolt is installed and torqued to the specification below.
- ii. Replace the bolt if it is damaged or corroded to the point that it cannot be properly torqued (refer to Electronic Parts Catalogue for part number).

Torque for bolt :
17 N·m {173 kgf·cm, 13 ft·lbf}



- d. Check J-hook bolt and nut.
 - i. Confirm that the J-hook bolt is installed and mounted in the correct hole.



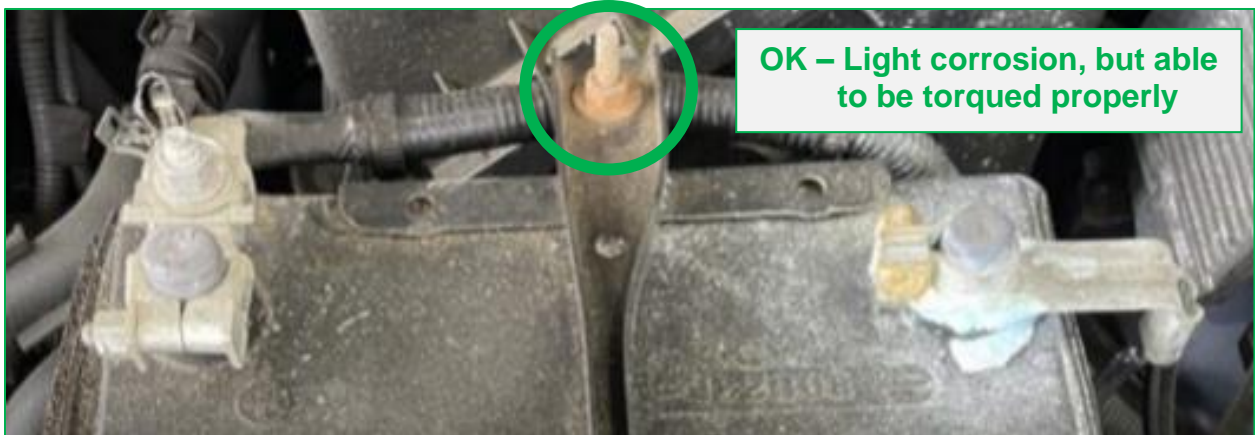


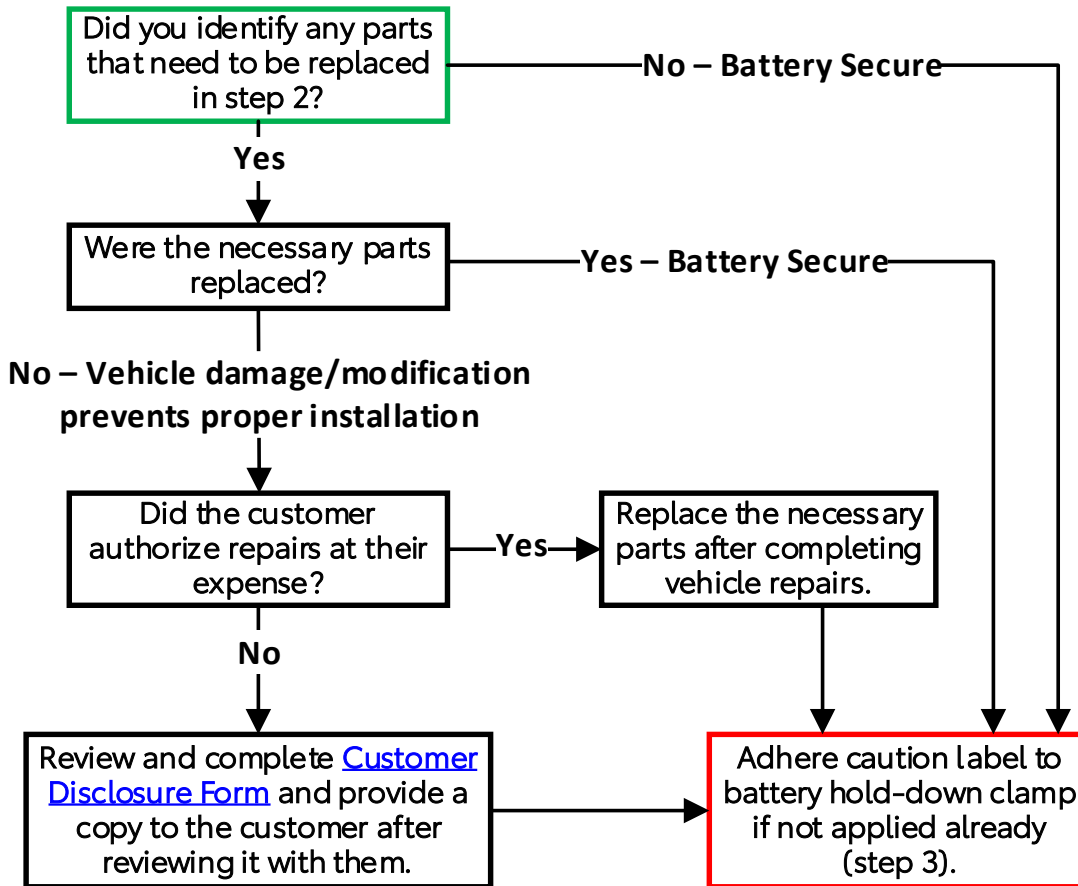
- ii. If J-hook bolt or nut is missing, not a genuine Toyota part, or deformed/corroded to the point where they cannot be properly torqued to the specification below, replace the J-hook bolt and/or nut (refer to the Electronic Parts Catalogue for part numbers).

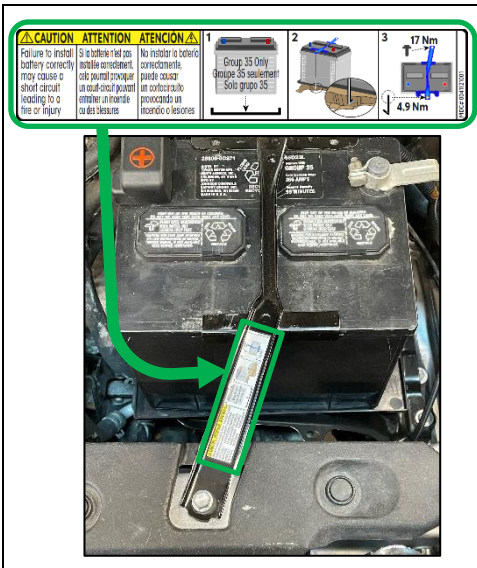
Torque for nut :
4.9 N·m {50 kgf·cm, 43 in·lbf}

NOTE:

- You may be able to identify some aftermarket J-hook bolts by the threaded portion of the J-hook being longer than two (2) inches and/or the angle of the hook NOT being less than 90 degrees.
- The genuine Toyota nut has an integral washer.







3. ADHERE CAUTION LABEL TO BATTERY HOLD-DOWN CLAMP

- a. Check to see if label is installed already.
- b. If not installed, adhere new caution label to the battery hold-down clamp.

NOTE:

- Ensure battery hold-down clamp is clean and free of moisture or dirt so the label can properly adhere.
- Customer will be provided with a label in the Consumer Advisory Mailing.
- Additional labels may be ordered from the MDC.

◀ VERIFY INSPECTION/REPAIR QUALITY ▶

- Confirm that the battery is firmly secured by attempting to push it toward the engine (away from the fender).
- Confirm the correct battery size is installed.
- If incorrect battery size is installed and customer declines new battery, or the battery cannot be secured, ensure that the disclosure form is provided to the customer.

If you have any questions regarding this update, please contact your regional representative.

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECORDER

