

Water Entry From One or More Roof Rail Garnish Clips

Service

Section

Category Vehicle Exterior

Exterior Panels/Trim

Market USA and

Mexico



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	RAV4 Prime	
2019 - 2021	RAV4, RAV4 HV	

Introduction

Some 2019 – 2021 model year RAV4 and RAV4 Hybrid and 2021 model year RAV4 Prime vehicles may exhibit water entry from one or more roof rail garnish clips. Follow the procedures in this bulletin to address this condition.

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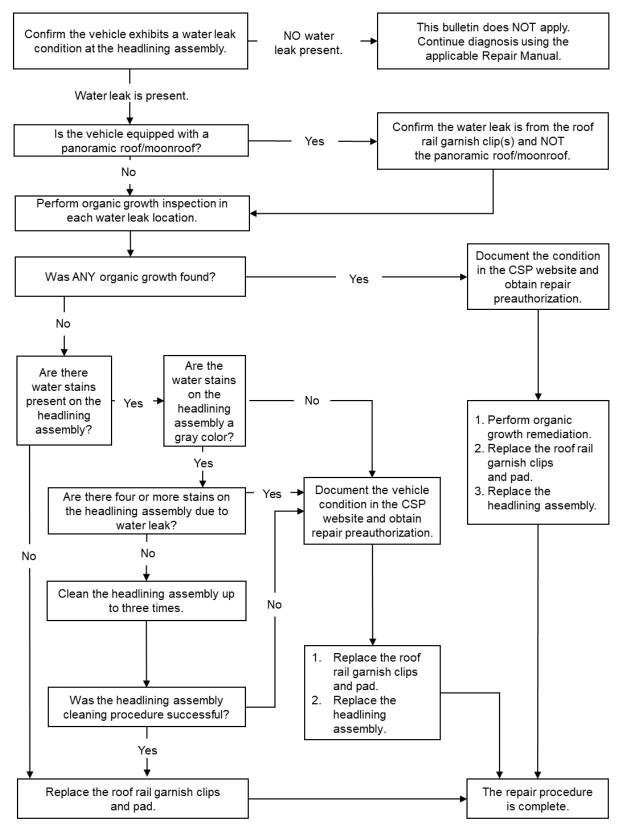
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Flowchart



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Production Change Information

This bulletin applies to vehicles produced **UNTIL** the Effective VINs shown below.

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
		JTMJ13FV#LD068911
		JTMJ1RFV#MD073084
		JTMN1RFV#MD073921
		JTMY1RFV#MD067404
		JTMA1RFV#MD073534
		JTMB1RFV#KD002021
		JTMC1RFV#MD066847
		JTMD1RFV#KD002009
		JTMF1RFV#MD073522
		JTMG1RFV#MD073480
	TICO No. 1	JTMH1RFV#MD066846
		JTMJ1RFV#MD072430
		JTMK1RFV#MD066833
		JTMN1RFV#MD073533
		JTMP1RFV#MD073537
		JTMR13FV#LD068907
D 4) / 4		JTMR1RFV#KD002022
RAV4		JTMW1RFV#MD066844
		JTMY1RFV#MD066799
		JTMZ13FV#LD058634
		JTMZ1RFV#KD002003
		JTMD1RFV#KD500007
	TICO No. 2	JTMN1RFV#MD532039
		JTMY1RFV#MD523070
		JTMA1RFV#MD531991
		JTMC1RFV#MD523040
		JTMF1RFV#MD531993
		JTMG1RFV#MD531994
		JTMH1RFV#MD523042
		JTMK1RFV#MD523043
		JTMN1RFV#MD531992
		JTMP1RFV#MD531997
		JTMW1RFV#MD523048
		JTMY1RFV#MD523044

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Production Change Information (continued)

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
		JTMD13FV#LJ038412
		JTMJ13FV#LJ038894
		JTMJ1RFV#MJ040121
		JTMN1RFV#MJ040091
		JTMY1RFV#MJ022753
		JTMA1RFV#MJ040118
		JTMC1RFV#MJ022803
		JTMF1RFV#KJ025558
	Takaaka	JTMG1RFV#KJ025563
	Takaoka	JTMH1RFV#KJ016967
		JTMJ1RFV#MJ040122
		JTMK1RFV#KJ016966
		JTMN1RFV#MJ040006
		JTMP1RFV#MJ040120
		JTMR13FV#LJ038904
		JTMW1RFV#MJ022809
		JTMY1RFV#MJ022793
RAV4		JTMZ13FV#KJ016880
		2T3A1RFV#MW225052
		2T3B1RFV#MW225015
		2T3C1RFV#MW167749
		2T3D1RFV#MW224874
		2T3F1RFV#MW225049
		2T3G1RFV#MW225045
		2T3H1RFV#MW167755
	TMMC West	2T3J1RFV#MW229570
	I MING West	2T3K1RFV#MW167756
		2T3N1RFV#MW225032
		2T3P1RFV#MW225055
		2T3R1RFV#MW225056
		2T3S1RFV#MW229562
		2T3W1RFV#MW167758
		2T3Y1RFV#MW167713
		2T3Z1RFV#MW167692

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Production Change Information (continued)

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
		2T3A1RFV#MC232946
		2T3B1RFV#MC232951
		2T3C1RFV#MC156938
		2T3D1RFV#MC232678
		2T3F1RFV#MC232943
		2T3G1RFV#MC232959
		2T3H1RFV#MC156934
RAV4	TMMC North	2T3J1RFV#LC140921
		2T3K1RFV#MC156950
		2T3N1RFV#MC232932
		2T3P1RFV#MC232958
		2T3R1RFV#MC232941
		2T3W1RFV#MC156949
		2T3Y1RFV#MC156908
		2T3Z1RFV#MC156930
		JTMD6RFV#MD014202
		JTMY23FV#LD061072
	TICO No. 1	JTMB6RFV#MD013634
		JTMBWRFV#KD002007
		JTMD6RFV#MD013623
		JTMDWRFV#LD073244
		JTML6RFV#MD013592
		JTMLWRFV#LD073356
RAV4 HV		JTMM6RFV#MD013605
		JTMMWRFV#LD073405
		JTMR6RFV#MD013619
		JTMRWRFV#LD073417
		JTMY23FV#KD002008
		JTMD6RFV#MD508174
	TICO No. 2	JTMDWRFV#LD551352
		JTME6RFV#MD508200
		JTMEWRFV#LD551353
		JTMB6RFV#MD507966
		JTMD6RFV#MD507947
		JTMDWRFV#LD551199

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Production Change Information (continued)

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
		JTME6RFV#MD507827
		JTMEWRFV#LD545590
		JTML6RFV#MD507828
	TICO No. 2	JTMLWRFV#LD551314
	TICO No. 2	JTMM6RFV#MD507968
		JTMMWRFV#LD551354
		JTMR6RFV#MD507964
		JTMRWRFV#LD551358
		JTMD6RFV#MJ003207
		JTMDWRFV#LJ048050
		JTME6RFV#MJ003449
		JTMEWRFV#LJ050079
		JTMRWRFV#KJ001016
		JTMY23FV#LJ035993
	Takaoka	JTMB6RFV#MJ003289
		JTMD6RFV#MJ003164
RAV4 HV		JTMDWRFV#LJ050071
KAV4 IIV		JTME6RFV#MJ003411
		JTMEWRFV#LJ050080
		JTMLWRFV#KJ026930
		JTMMWRFV#KJ024654
		JTMR6RFV#MJ003325
		JTMRWRFV#LJ050248
		4T3B6RFV#MU047239
		4T3D6RFV#MU047228
	ТММК	4T3DWRFV#MU028366
		4T3E6RFV#MU047210
		4T3EWRFV#LU010841
		4T3L6RFV#MU031844
		4T3LWRFV#MU028368
		4T3M6RFV#MU031808
		4T3MWRFV#MU028342
		4T3R6RFV#MU031870
		4T3RWRFV#MU028376

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Production Change Information (continued)

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
RAV4 HV	TMMC West	2T3B6RFV#MW026800 2T3BWRFV#MW124035 2T3D6RFV#MW026793 2T3DWRFV#MW124030 2T3E6RFV#MW026799 2T3EWRFV#LW099807 2T3L6RFV#MW019754 2T3LWRFV#MW122478 2T3M6RFV#MW019642 2T3MWRFV#MW123854 2T3R6RFV#MW019752 2T3RWRFV#MW019752
RAV4 Prime	TICO No. 2	JTMFB3FV#MD009582 JTMGB3FV#MD009588 JTMAB3FV#MD009258 JTMCB3FV#MD009239 JTMEB3FV#MD009238 JTMGB3FV#MD009241

Warranty Information

For USA and Mexico Markets

APPLICABLE WARRANTY

Refer to campaign publication <u>22TE05</u> for warranty applicability and claim filling instructions.

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Parts Information

For USA and Mexico Markets

Table 1. For Vehicles Equipped With Normal Roof Rails

PART NUMBER	PART NAME	QTY
04002-1810R	Pad, Roof Side Rail Garnish Kit	1
04002-1610R	Retainer, Roof Rack, FR Kit	1
04002-1410R	Clip	1

Table 2. For Vehicles Equipped With Panoramic Roof Rails

PART NUMBER	PART NAME	QTY
04002-1810R	Pad, Roof Side Rail Garnish Kit	1
04002-1420R	Retainer, Roof Rack, FR Kit	1

Table 3. For Vehicles Equipped With Off-road Roof Rails

PART NUMBER	PART NAME	QTY
PT278-422FP-RH	RAV Pad Roof Side Rail Garnish RT	1
PT278-422FP-LH	RAV Pad Roof Side Rail Garnish LT	1
04002-1610R	Retainer, Roof Rack, FR Kit	1
04002-1410R	Clip	1
63437-0E070	Seal, Roof Carrier, No. 2	8

Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	QTY
Microfiber Towel*	1
Zep® Foaming Glass Cleaner*	1
Portable Lighting*	1
Compressed Air With Nozzle*	1

^{*}Required for headlining assembly cleaning ONLY.

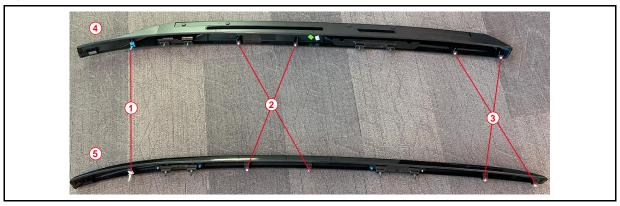
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Inspection Procedure

1. Check the A, B, and C pillar areas to confirm there are indications of water entry present on the headlining assembly by checking for water and/or water stains.

Figure 1. Clip Position Reference



1	Front Clip
2	Middle Clip
3	Rear Clip
4	Off-road Roof Rail
5	Normal/Panoramic Roof Rail

Figure 2.



1	Water Stain at A Pillar
2	Water at B Pillar
3	Water at C Pillar

Are there indications of water entry present on the vehicle headlining assembly?

- YES Continue to step 2.
- NO Go to step 4.

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Inspection Procedure (continued)

- 2. Is the vehicle equipped with a panoramic roof/moonroof?
 - YES Continue to step 3.
 - NO Go to the Organic Growth Inspection Procedure section.
- 3. Confirm the water leak is originating from one or multiple roof rail garnish clips and NOT from the panoramic roof/moonroof.
 - A. Refer to the video link below for an example of a roof rail garnish clip water leak.

Roof Rail Garnish Clip Water Leak

- B. Is the water leak originating from one or multiple roof rail garnish clips?
 - YES Go to the Organic Growth Inspection Procedure section.
 - NO This bulletin does NOT apply. Continue diagnosis using the applicable model year Repair Manual.

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Inspection Procedure (continued)

4. If signs of water leak are NOT shown on the headliner, but the customer is stating concerns of a roof rail water leak, check the customer complaint areas as instructed below.

NOTE

- When checking the floorboard, ensure you lift ANY floor mats, the floormat backing may block the water from wicking into the carpet.
- You may need to lift carpet to find water in these areas.

Figure 3. Front Floor Under A Pillar





Figure 4. Floor Under B Pillar





Figure 5. Rear Floor Under C Pillar





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Inspection Procedure (continued)

- 5. Check the headlining assembly for water at the customer claim location.
 - A. Partially remove the weather strip to check the front clip location area.

Figure 6.



B. Partially remove the weather strip to check the middle clip location area.

Figure 7.



C. Remove the three ceiling clips to check the rear clip location area.

Figure 8.





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Inspection Procedure (continued)

- 6. Is there indication of water at the floorboard or on the headlining assembly after further inspection?
 - YES Continue to step 7.
 - **NO** Go to step 8.
- 7. Is the vehicle equipped with a panoramic roof/moonroof?
 - YES Continue to step 8.
 - NO Go to the Organic Growth Inspection Procedure section.
- 8. Complete a shower test.
 - A. Wipe off ANY water present.
 - B. Reassemble the vehicle.
 - C. Using tape, cover the panoramic roof/moonroof.
 - D. Complete a shower test.
- 9. After the shower test, recheck the headlining assembly and clip location(s) for water leak(s) in the area of customer complaint.
 - A. Partially remove the weather strip to check the front clip location area.

Figure 9.



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Inspection Procedure (continued)

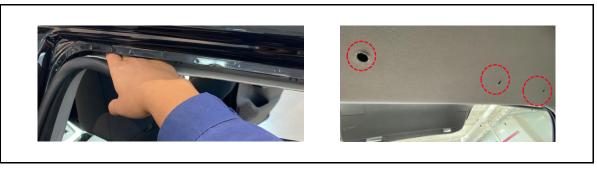
B. Partially remove the weather strip to check the middle clip location area.

Figure 10.



C. Remove the three ceiling clips to check the rear clip location area.

Figure 11.



Is there water present on the headlining assembly?

- YES Continue to the <u>Organic Growth Inspection Procedure</u> section.
- NO This bulletin does NOT apply. Continue diagnosis using the applicable model year Repair Manual.

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Organic Growth Inspection Procedure

- 1. Lift the necessary trim and carpet pieces to inspect for organic growth based on the location water entry was identified.
 - If there is water entry present at pillar A, check for organic growth on the front floor under A pillar.

Figure 12. Front Floor Under A Pillar





 If there is water entry present at pillar B, check for organic growth on floor under B pillar.

Figure 13. Floor Under B Pillar





 If there is water entry present at pillar C, check for organic growth on the rear floor under C pillar.

Figure 14. Rear Floor Under C Pillar





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Organic Growth Inspection Procedure (continued)

- 2. Is there organic growth present on the vehicle interior?
 - YES Go to the CSP Inspection Website Submission Procedure section.
 - NO Continue to step 3.
- 3. Are there additional parts that have been damaged from the water leak that cannot be dried?
 - YES Go to the CSP Inspection Website Submission Procedure section.
 - NO Continue to the <u>Headlining Assembly Inspection Procedure</u> section.

Headlining Assembly Inspection Procedure

Inspect the vehicle headlining assembly as instructed to determine if it qualifies for cleaning.

Inspect the vehicle headlining assembly for water stains.
 Are there water stains present on the vehicle headlining assembly?

Figure 15. Water Stain Example

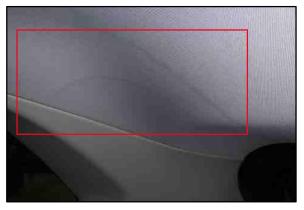


Figure 16. Water Stain Example

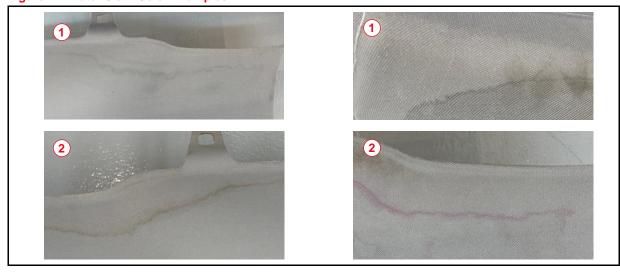


- YES Continue to step 2.
- NO Go to the Roof Rail Garnish Clips and Pad Replacement Procedures section.
- 2. Take a photograph of EACH stain location with the Repair Order (RO) and VIN in the frame.

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Headlining Assembly Inspection Procedure (continued)

3. Reference Figure 17 and determine the water stain color on the headlining assembly. Figure 17. Water Stain Color Examples

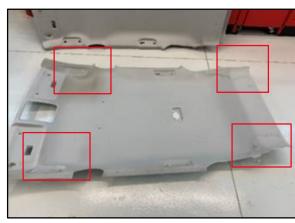


- 1 Example of a Gray Color Stain
- 2 Example of a Different Color Stain

Are the water stain(s) a gray color?

- YES Continue to step 4.
- NO The headlining assembly will require replacement. Go to the <u>CSP Inspection Website</u> <u>Submission Procedures</u> section.
- 4. Confirm the number of stains present.
 Are there four or more stains on the vehicle headlining assembly?
 - YES The headlining assembly will require replacement. Go to the <u>CSP Inspection Website</u> <u>Submission Procedures</u> section.
 - NO Continue to the <u>Headlining</u>
 <u>Assembly Cleaning</u>
 Procedure section.

Figure 18. Example of Four Stains, One on Each Corner



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Headlining Assembly Cleaning Procedure

In this Service Bulletin the headlining assembly is shown removed from the vehicle to demonstrate the headlining assembly cleaning. ALL RAV4 model vehicles can have the headlining assembly cleaned while it is installed on the vehicle. However, to repair the roof rail garnish clips on the Off-road Grade RAV4 mode vehicles, the headlining assembly MUST be removed from the vehicle. In Off-road Grade RAV4 model vehicles it is acceptable to remove the headlining assembly for cleaning.

- Refer to the video link below and clean the headlining assembly.
 Headlining Assembly Cleaning Video
- 2. Take photographs of the stain(s).

NOTE

- Ensure you take photographs.
- Photographs are required BEFORE and AFTER cleaning if cleaning is NOT successful.
- 3. Ensure the following materials are available to clean the headlining assembly:
 - Microfiber towels.
 - Zep® Foaming Glass Cleaner.
 - Portable lighting (to view the work area).
 - Compressed air with nozzle.

NOTICE

- Do NOT use a cloth shop towel. The color of the towel will transfer to the headlining assembly, leaving an unremovable stain.
- Do NOT use paper shop towels, as they will leave a lint residue on the surface.
- Do NOT use any cleaner other than the Zep® Foaming Glass Cleaner specified.
- 4. Spray a generous amount of Zep® Foaming Glass Cleaner directly onto the stained area(s) of the headlining assembly.

NOTE

If working on a larger stain area, work an area of about 12" X 12" at a time.

5. Allow the foam to sit for 30 seconds.

Figure 19.



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Headlining Assembly Cleaning Procedure (continued)

6. Scrub the foam into the headlining assembly with a microfiber towel.

NOTE

This process should take AT LEAST 30 seconds per 12" X 12" area.

Figure 20.



7. Using a compressed air nozzle, blow air across the affected area until it is dry.

NOTICE

- Blow air across the affected area at a 30-degree angle to avoid damage.
- Ensure the compressed air line is fitted with a water trap to avoid moisture spray that could stain the headlining assembly.

Figure 21.



8. Inspect the headlining assembly condition AFTER cleaning. The headlining assembly should have NO visible stains remaining.

Have ALL the stains been removed?

- YES Go to the Roof Rail Garnish Clips and Pad Replacement Procedures section.
- NO Repeat steps 1 7 up to three times at EACH stain location.
 If it is NOT possible to remove ALL stains after NO MORE than three rounds of cleaning, the headlining assembly will require replacement. Take photos of the stains on the headlining assembly after cleaning with the RO and VIN in the frame and continue to the <u>CSP Inspection Website Submission Procedure</u> section.

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CSP Inspection Website Submission Procedure

CSP inspection website submission is required for ALL vehicles with organic growth that require headlining assembly replacement (due to failed inspection or cleaning), or with water damaged parts found that require replacement beyond the parts listed in this Service Bulletin.

1. Take photographs of ALL water damaged parts, headlining assembly stains, and parts found with organic growth.

NOTE

The photographs are required to have the RO and VIN present in the frame.

- 2. Go to the CSP Inspection Website shown below and document the condition of the vehicle following the instructions and uploading the photos.
 - USA, SERVCO dealer: https://22te05.imagespm.info/
 - Puerto Rico USTT/Canadian Dealer: https://22te05.imagespm.info/
- 3. Use your dealer code as the login ID, and "XXXXX" as the default password.
- 4. AFTER completion of the website submission the FTS will review the documentation. AFTER it has been reviewed by the FTS, the system will provide approval via email to move forward with the repair or may ask for additional information to be submitted.
- 5. Once approval is received, proceed with the vehicle repair. If the vehicle has organic growth, upon approval from the FTS, the website will route the approval to Servpro™ so that scheduling of the odor remediation can occur. Refer to <u>T-SB-0094-21</u> *Odor Remediation After Water Intrusion.*

NOTE

- After remediation results are finalized, Servpro[™] will directly invoice the dealer. Dealers will be reimbursed for the expense via sublet.
- It is the dealer's responsibility to pay the invoice in a timely manner.

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Roof Rail Garnish Clips and Pad Replacement Procedures

1. Remove the left-hand side and right-hand side roof rail garnish clips and pad.

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

• 2019 – 2021 RAV4:

Vehicle Exterior – Exterior Panels/Trim – "Exterior Panels / Trim: Roof Rack: Removal"

• <u>2019 – 2021</u> RAV4 HV:

Vehicle Exterior - Exterior Panels/Trim - "Exterior Panels / Trim: Roof Rack: Removal"

• 2021 RAV4 Prime:

Vehicle Exterior – Exterior Panels/Trim – "Exterior Panels / Trim: Roof Garnish: Removal"

- 2. Ensure the countermeasure clips and pad are NOT damaged.
- 3. Carefully install the NEW left-hand side and right-hand side roof rail garnish clips and pad and reinstall the roof rail garnish to avoid damage.

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

• <u>2019 – 2021</u> RAV4:

Vehicle Exterior – Exterior Panels/Trim – "Exterior Panels / Trim: Roof Rack: Installation"

• <u>2019 – 2021</u> RAV4 HV:

Vehicle Exterior – Exterior Panels/Trim – "Exterior Panels / Trim: Roof Rack: Installation"

2021 RAV4 Prime:

Vehicle Exterior – Exterior Panels/Trim – "Exterior Panels / Trim: Roof Garnish: Installation"

- 4. Was there organic growth found on the vehicle?
 - YES Go to the <u>Headlining Assembly Replacement Procedure</u> section.
 - NO Continue to step 5.
- 5. Was the headlining assembly water stain a gray color?
 - YES Continue to step 6.
 - NO Go to the <u>Headlining Assembly Replacement Procedure</u> section.
- 6. Were there four or more stains present on the headlining assembly?
 - YES Go to the <u>Headlining Assembly Replacement Procedure</u> section.
 - NO Continue to step 7.
- 7. Were ALL stains removed from the headlining assembly?
 - **YES** The repair is complete, confirm the condition no longer exists.
 - NO Continue to the Headlining Assembly Replacement Procedure section.

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Headlining Assembly Replacement Procedure

1. Remove the vehicle headlining assembly.

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

2019 – 2020 RAV4:
 Vehicle Interior – Interior Panels/Trim – "Interior Panels / Trim: Roof Headlining: Removal"

• 2021 RAV4:

Vehicle Interior – Interior Panels/Trim – "Interior Panels / Trim: Roof Headlining: Removal"

 2019 – 2020 RAV4 HV: Vehicle Interior – Interior Panels/Trim – "Interior Panels / Trim: Roof Headlining: Removal"

• 2021 RAV4 HV:

Vehicle Interior – *Interior Panels/Trim* – "Interior Panels / Trim: Roof Headlining: Removal"

• 2021 RAV4 Prime:

Vehicle Interior – Interior Panels/Trim – "Interior Panels / Trim: Roof Headlining: Removal"

2. Install the NEW vehicle headlining assembly.

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

• 2019 – 2020 RAV4:

Vehicle Interior – *Interior Panels/Trim* – "Interior Panels / Trim: Roof Headlining: Installation"

2021 RAV4:

Vehicle Interior – *Interior Panels/Trim* – "Interior Panels / Trim: Roof Headlining: Installation"

• 2019 – 2020 RAV4 HV:

Vehicle Interior – *Interior Panels/Trim* – "Interior Panels / Trim: Roof Headlining: Installation"

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Headlining Assembly Replacement Procedure (continued)

• <u>2021</u> RAV4 HV:

Vehicle Interior – *Interior Panels/Trim* – "Interior Panels / Trim: Roof Headlining: Installation"

• 2021 RAV4 Prime:

Vehicle Interior – *Interior Panels/Trim* – "Interior Panels / Trim: Roof Headlining: Installation"

3. The repair is complete, confirm the condition is no longer present.

NOTE

If applicable, replace the approved water damaged components per the applicable model and model year Repair Manual.