

Original Publication Date: June 27, 2024

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

CUSTOMER SUPPORT PROGRAM 24TE03

Certain 2013 – 2018 Model Year Rav4 Rav4 Battery Class Action Settlement

Please note that direct marketing of this Customer Support Program is strictly prohibited (Warranty Policy No. 5.21). Non-compliance with this policy may result in a claim debit. All parts replaced for this repair will be subject to parts recovery and warranty parts inspection.

On April 9, 2024, a settlement of claims for certain 2013–2018 model year Rav4 vehicles was preliminarily approved by the federal court. The court will hold a Fairness Hearing on November 19, 2024 to determine if the settlement should be finally approved. The settlement includes Toyota’s agreement to provide a Customer Support Program for certain 2013–2018 model year Rav4 vehicles which were inspected/repaired under consumer advisory 21TG01. The purpose of this Customer Support Program letter is to help clarify how to administer this coverage in accordance with the settlement.

This is NOT a recall or a service campaign, but is provided to reassure owners that Toyota stands behind the reliability of our vehicles. Please ensure that involved staff members thoroughly read and understand the documents relating to this CSP (e.g., the Dealer Letter, the TSB, etc.).

Customer Support Program Details

Under the terms of the Customer Support Program, Toyota will offer an Inspection Program to confirm the vehicle’s 12-volt battery size is correct and to inspect, and if necessary, replace certain components used to secure the battery. The Inspection Program will not cover repairs for any collision damage affecting the installation condition of the battery. If an owner has previously had their vehicle inspected under Consumer Advisory 21TG01, the owner may request an additional inspection under the Inspection Program.

- *This coverage will be offered until the remedy under Safety Recall 23TA13 is available for your vehicle.*

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Covered Vehicles

Model / Years	Production Period	Approximate Total Vehicles
2013-2018 RAV4	Late November 2012 –Mid-November 2018	1,854,000

There are approximately 1,854,000 vehicles covered by this Customer Support Program. Approximately 19,900 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Owner Notifications will be mailed to owners by the court appointed Settlement Notice Administrator starting in late June 2024.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers may contact your dealership with questions regarding the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Note: If the question is in reference to the other aspects of this settlement than the Inspection Program, please direct them to the settlement website www.Rav4BatteryAssemblySettlement.com or call 877-522-3626. A copy of the settlement agreement is also available on the website; it includes a description of the settlement, and estimated dates and deadlines.

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to the settlement website www.Rav4BatteryAssemblySettlement.com or call 877-522-3626.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

As this is a Customer Support Program, the condition ***MUST*** be verified by inspecting the vehicle. Therefore, dealers ***SHOULD NOT*** increase their stock of related repair parts. ***Dealers are requested to only order parts for***

vehicles experiencing this condition only. **DO NOT ORDER FOR STOCK.** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Parts only should be ordered as needed based on specific vehicle inspection.

Part Number	Description	Quantity
74404-0R030	Clamp Sub-Assy, Battery (VINs starting with "2")	1 (as needed)
74404-42190	Clamp Sub-Assy, Battery (VINs starting with "J")	
90119-A0213	Bolt, W/Washer	1 (as needed)
74431-0R040	Tray, Battery	1 (as needed)
74451-10061	Bolt, Battery Clamp (J-Hook)	1 (as needed)
90182-A0027	Nut, W/Washer	1 (as needed)

Part Number	Description	Quantity
0041121001*	Label, Battery Clamp (Group 35)*	1 sheet (10 labels)*

*These labels can be ordered through the MDC

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair performed correctly; technicians performing this recall repair are required to currently have completed all of the following courses:

- TIC206A – Electrical Repair 1

It is the dealership's responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Inspection Procedures

Refer to TIS for Technical Instructions on inspection.

NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

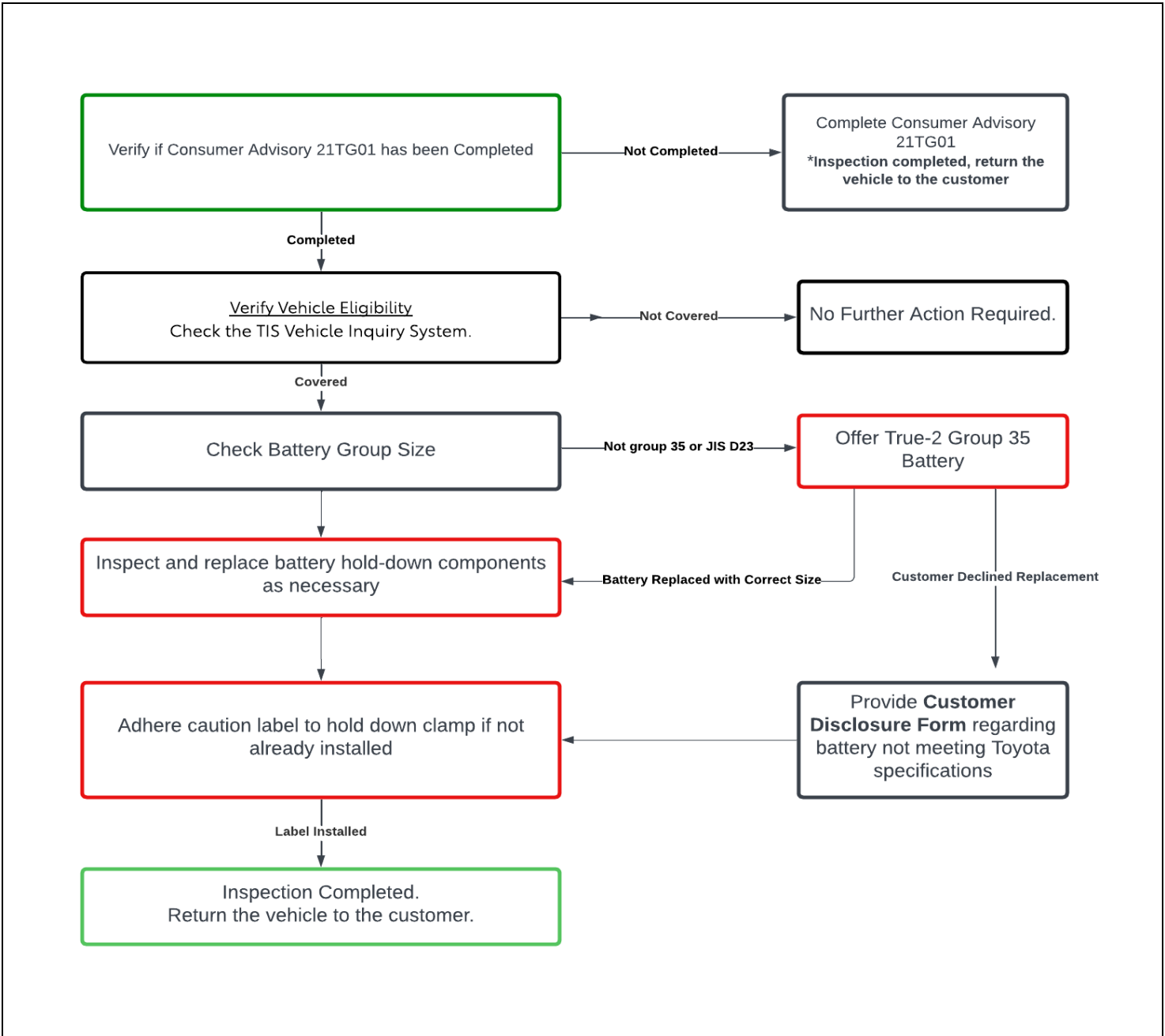
- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.

- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

Warranty Reimbursement Procedures

Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24TE03R1	Inspect Battery Size - Size Correct, and Confirm Secured (Ok)	0.2

24TE03R2	Inspect Battery Size - Size Correct, Not Secured Properly, Condition Corrected	0.4
24TE03R3	Inspect Battery Size - Wrong Battery, Customer declines New battery, Disclosure provided	0.2
24TE03R4	Inspect Battery Size - Size Correct - Crash damage, Disclosure provided	0.2
24TE03R5	Inspect Battery Size - Wrong Battery - Crash damage, Disclosure provided	0.2
24TE03R6	Inspect Battery Size - Wrong Battery, Battery Replaced and Secured	0.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op Codes 24TE03R1 – 24TE03R6 for a maximum of \$250 as sublet type “TW” in the event the customer requests vehicle pickup.
 - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

Claim Filing Accuracy and Correction Requests

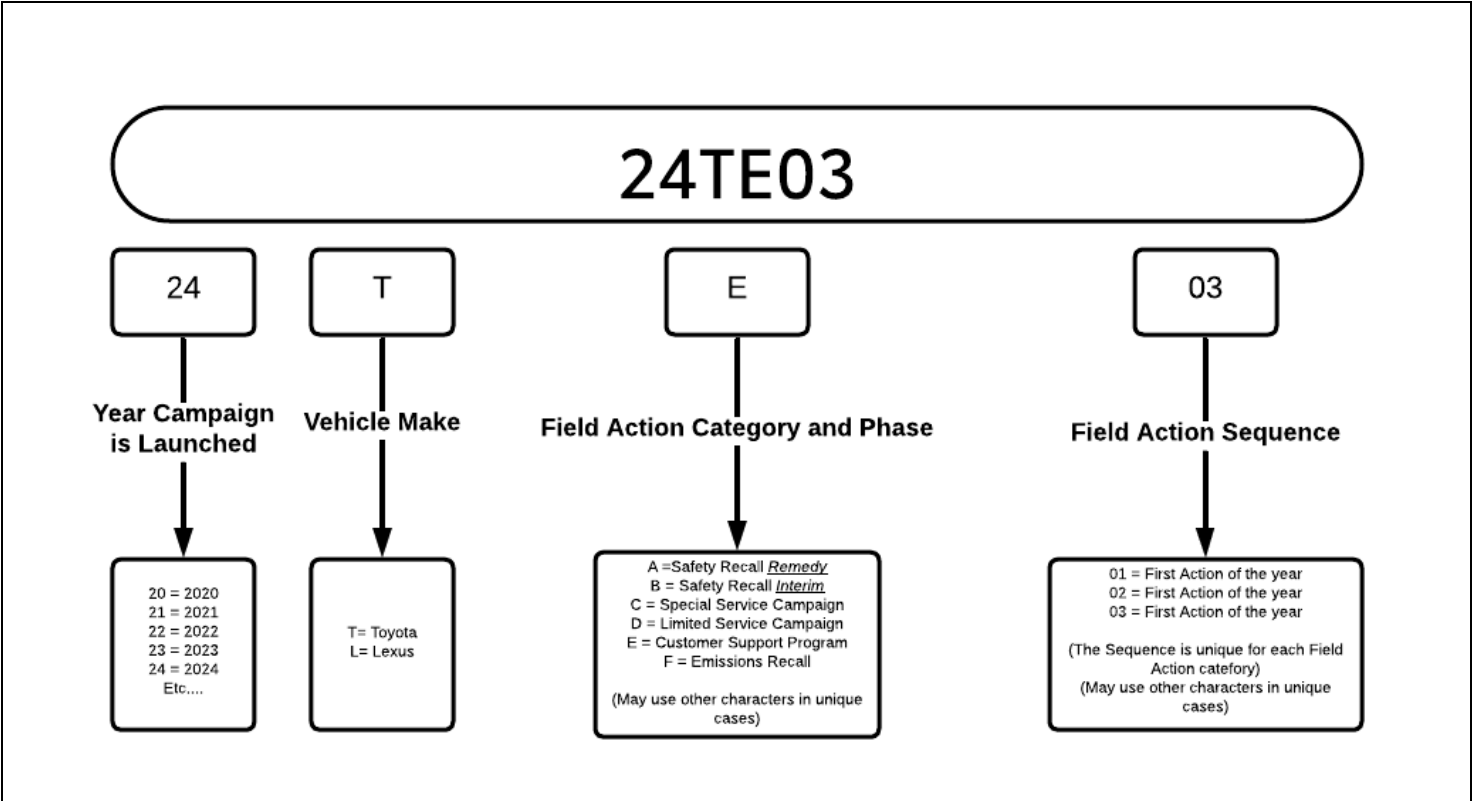
It is the dealer’s responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

For reimbursement instructions for previously paid out-of-pocket expenses incurred related to this condition, please direct the customers to the settlement website www.RAV4BatteryAssemblySettlement.com or have them call 1-877-522-3626.

In addition, owners may be eligible for partial reimbursement if their vehicle’s battery was identified as the wrong size under the Inspection Program and it was replaced with a correct battery. Owners can be directed to the settlement website www.RAV4BatteryAssemblySettlement.com or have them call 1-877-522-3626 for more information.

Campaign Designation / Phase Decoder



Examples:

- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
- 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Customer Support Program.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



CUSTOMER SUPPORT PROGRAM 24TE03

Certain 2013 – 2018 Model Year Rav4
Coverage for Rav4 Battery Class Action Settlement

Frequently Asked Questions
Original Publication Date: June 27, 2024

Background

On April 9, 2024, a settlement of claims for certain 2013–2018 model year Rav4 vehicles was preliminarily approved by the federal court. The court will hold a Fairness Hearing on November 19, 2024 to determine if the settlement should be finally approved. The settlement includes Toyota’s agreement to provide a Customer Support Program for certain 2013–2018 model year Rav4 vehicles which were inspected/repaired under consumer advisory 21TG01.

Q1: What are the Customer Support Program details?

A1:

Under the terms of the Customer Support Program, Toyota will offer an Inspection Program to confirm the vehicle’s 12-volt battery size is correct and to inspect, and if necessary, replace certain components used to secure the battery. The Inspection Program will not cover repairs for any collision damage affecting the installation condition of the battery. If an owner has previously had their vehicle inspected under Consumer Advisory 21TG01, the owner may request an additional inspection under the Inspection Program.

- ***This coverage will be offered until the remedy under Safety Recall 23TA13 is available for your vehicle.***

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Q1b When will owners be notified about this Customer Support Program?

A1b: Owner Notifications will be mailed to owners by the court appointed Settlement Notice Administrator starting in late June 2024.

Q2: *What is Consumer Advisory 21TG01?*

A2: During an 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. Toyota announced Consumer Advisory 21TG01 in 2021 to inspect the battery size in the subject vehicles and replace certain battery hold down components if they are damaged or missing.

Q3: *Which and how many vehicles are covered by this Customer Support Program?*

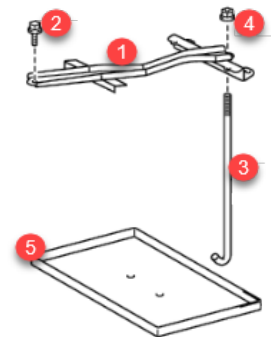
A3: There are approximately 1,854,000 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Rav4	2013 -2018	Late November 2012 –Mid-November 2018

Q4: *Which part(s) are covered by this Customer Support Program?*

A4: The specific component(s) covered by this Customer Support Program are a

1. The battery clamp (hold-down bracket)
2. The bolt that secures the battery clamp to the vehicle
3. The J-hook bolt
4. The nut that threads onto the J-hook bolt
5. The tray under the battery



Q5: *What if my vehicle has the wrong size battery installed?*

A5: If the wrong battery size is installed in your vehicle, Toyota recommends that the correct size battery be installed promptly. If the vehicle owner chooses to replace the battery, they can seek partial reimbursement for the battery cost through the court appointed administrator. Refer to the question below about reimbursement details. If the owner would prefer to purchase a correct size battery other than through a Toyota dealer, please have the installer carefully follow the instructions contained on the label that is located on the battery hold down bracket. If the dealer was unable to install the label, they can provide one to you for when you replace the battery. Please note that the partial

reimbursement mentioned above is only available if the battery replacement is performed at a Toyota dealer.

Q6: If I *have* this inspection performed and components replaced, do I still need to come in for the Safety Recall Remedy when it becomes available?

A6: Yes, even if you have the inspection performed you still need to have the remedy performed under Safety Recall 23TA13. Toyota will mail owners directly when the remedy for Safety Recall 23TA13 is available.

Q7: *How long will the repair take?*

A7: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: *What if I previously paid for repairs related to this Customer Support Program?*

A8: Reimbursement consideration instructions should be directed to the to the settlement website www.RAV4BatteryAssemblySettlement.com or call 1-877-522-3626.

Q9: *What if I have additional questions or concerns?*

A9: If you have additional questions or concerns about the settlement, please visit the settlement website www.RAV4BatteryAssemblySettlement.com or call 1-877-522-3626.