

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter and FAQ have been updated. Refer to the details below.

DATE	TOPIC
6/26/2024	<ul style="list-style-type: none">• Changed the instructions for the battery discount• Added Battery Settlement Website in the FAQ
2/14/2022	<ul style="list-style-type: none">• Change to MDC ordering process for labels.
12/8/2021	<ul style="list-style-type: none">• Battery hold-down part numbers added.
11/22/2021	<ul style="list-style-type: none">• Updated Technician Training Requirements.• Added JIS number to flow chart.• Added note about ordering labels from the MDC.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: November 18, 2021

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

CONSUMER ADVISORY 21TG01

Certain 2013 – 2018 Model Year RAV4 12-Volt Battery Size and Installation Inspection

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

Overview

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.

Consumer Advisory Support

Any authorized Toyota dealer will perform one inspection of the battery to confirm if it is the correct size ***FREE OF CHARGE***. If certain components used to secure the battery in place are damaged or missing during this inspection, they will be replaced ***FREE OF CHARGE*** as long as the correct size battery is installed. We are also enclosing a label and placement instructions along with the owner communication. The label will include battery replacement information that will assist service providers who may replace the battery in the future. If the owner prefers, the dealer can apply the label during this inspection for them ***FREE OF CHARGE***.

NOTE: If previous damage to the mounting location of the battery has occurred (such as crash damage), this may prevent the dealer from properly inspecting and securing a battery. In this case, it will be the owner's responsibility to have the damage repaired.

If the wrong battery size is installed, Toyota recommends that the correct size battery be installed promptly. If the owner or lessee would prefer to purchase a correct size battery other than through a Toyota dealer, they should have the installer carefully follow the instructions contained on the label provided with the Consumer Advisory to ensure that the correct size battery is installed securely. If an owner or lessee chooses to purchase a correct size battery from a Toyota dealer, they may be eligible to receive partial reimbursement by visiting www.Rav4BatteryAssemblySettlement.com or calling 1-877-522-3626. . No reimbursement will be provided

for batteries purchased from third-parties (not at Toyota dealers) after June 27, 2024. For additional information about the partial reimbursement the owner may call 1-877-522-3626.

Covered Vehicles

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

Consumer Advisory Mailing Date

Toyota began to notify owners in mid-December 2021. A sample of the owner advisory letter has been included for your reference.

Toyota makes significant effort to obtain current owner name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Consumer Advisory announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing inspections**. Dealers should perform the inspection as outlined in the Technical Instructions found on TIS.

Class Action Settlement

On April 9, 2024, a settlement of a class action 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 includes Customer Support Program 24TE03 for vehicles that had been inspected/repared under Consumer Advisory 21TG01 prior to June 25, 2024. For more information on the class action settlement and its relation to Consumer Advisory 21TG01, please refer to Customer Support Program 24TE03 documentation on TIS. Additional information about the settlement is available at www.Rav4BatteryAssemblySettlement.com or by calling 1-877-522-3626.

Dealer Inventory Procedures

Used Vehicles in Dealership Inventory (In-Stock Vehicles)

Toyota believes it is a best practice to inspect the battery condition on all used vehicles. Therefore, we recommend that you perform this inspection and apply the label before selling any used vehicles currently in dealer inventory that are covered by this Consumer Advisory prior to customer delivery.

NOTE: Dealers can identify if any of their used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy already prohibits the certification of any vehicle with the incorrect battery size or inadequate

hold-down hardware. Thus, no affected units are to be designated, sold, or delivered as a TCUV until the inspection and application of the label under this Consumer Advisory has been completed on that vehicle.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Owners who receive the owner letter may contact your dealership with questions regarding the letter and/or the Consumer Advisory. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Owners 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. Owners with question about battery purchase credit should visit www.Rav4BatteryAssemblySettlement.com or call 1-877-522-3626.

Salvage Title Vehicles

Every attempt should be made to complete this Consumer Advisory when circumstances permit, unless noted otherwise in this dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

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 Toyota Newsroom <https://pressroom.toyota.com/>.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this Consumer Advisory 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 also 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.

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)

Additional labels are available through MDC.

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

***As needed only. Owners will also receive a label in the Consumer Advisory mailing and may have already applied the label before visiting your dealership for inspection.**

Technician Training Requirements

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 have completed all of the following courses:

- TIC206A – Electrical Repair 1

Always check which technicians can perform the inspection by logging on. It is the dealership's responsibility to select technicians with the above certification level or greater 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.

Inspection Procedures

Refer to TIS for Technical Instructions on inspection.

Parts Recovery Procedures

All parts replaced as part of this Consumer Advisory 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.

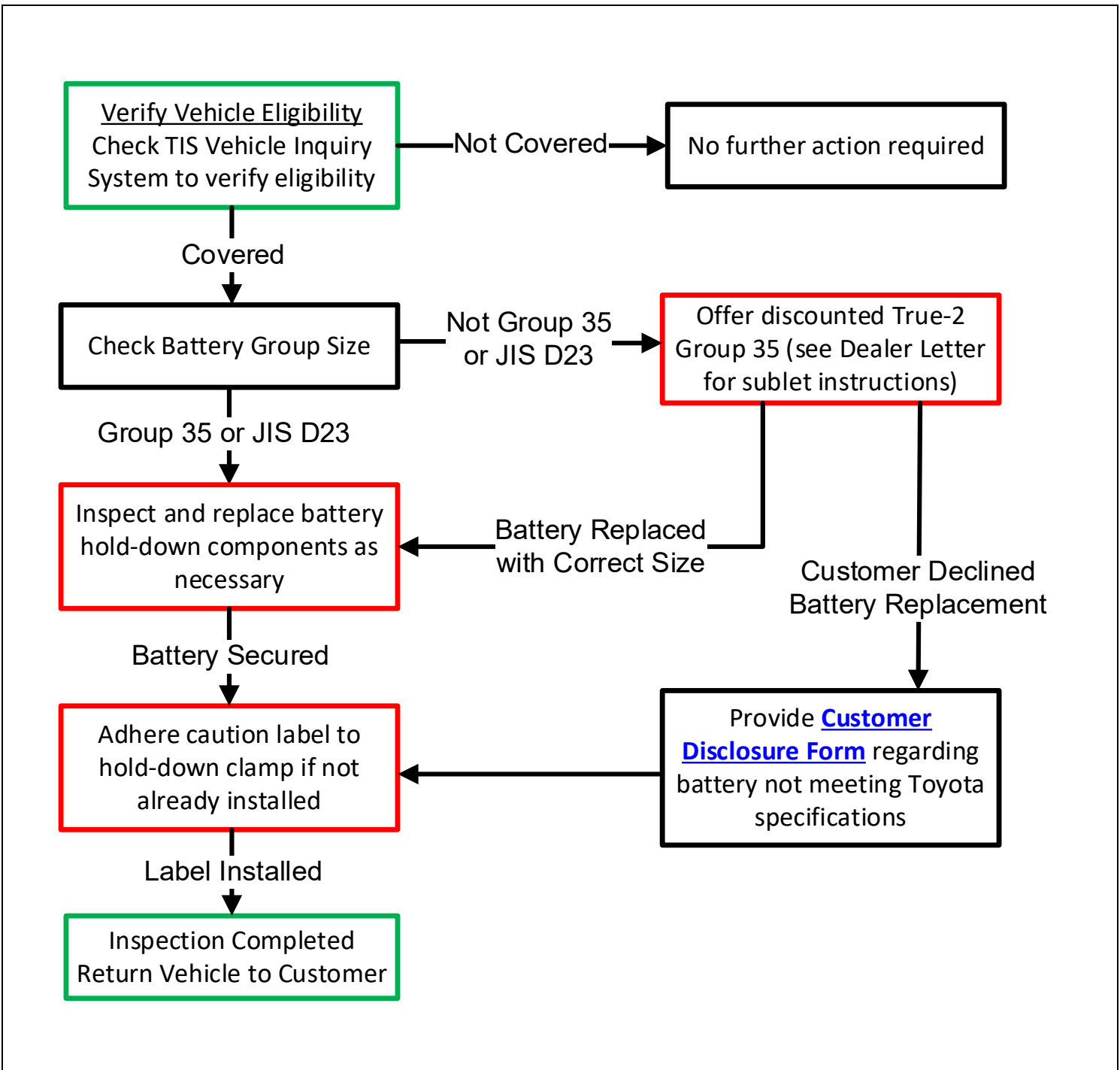
To help minimize dealer storage challenges, Toyota recommends that dealers:

- 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

Warranty Reimbursement Procedure



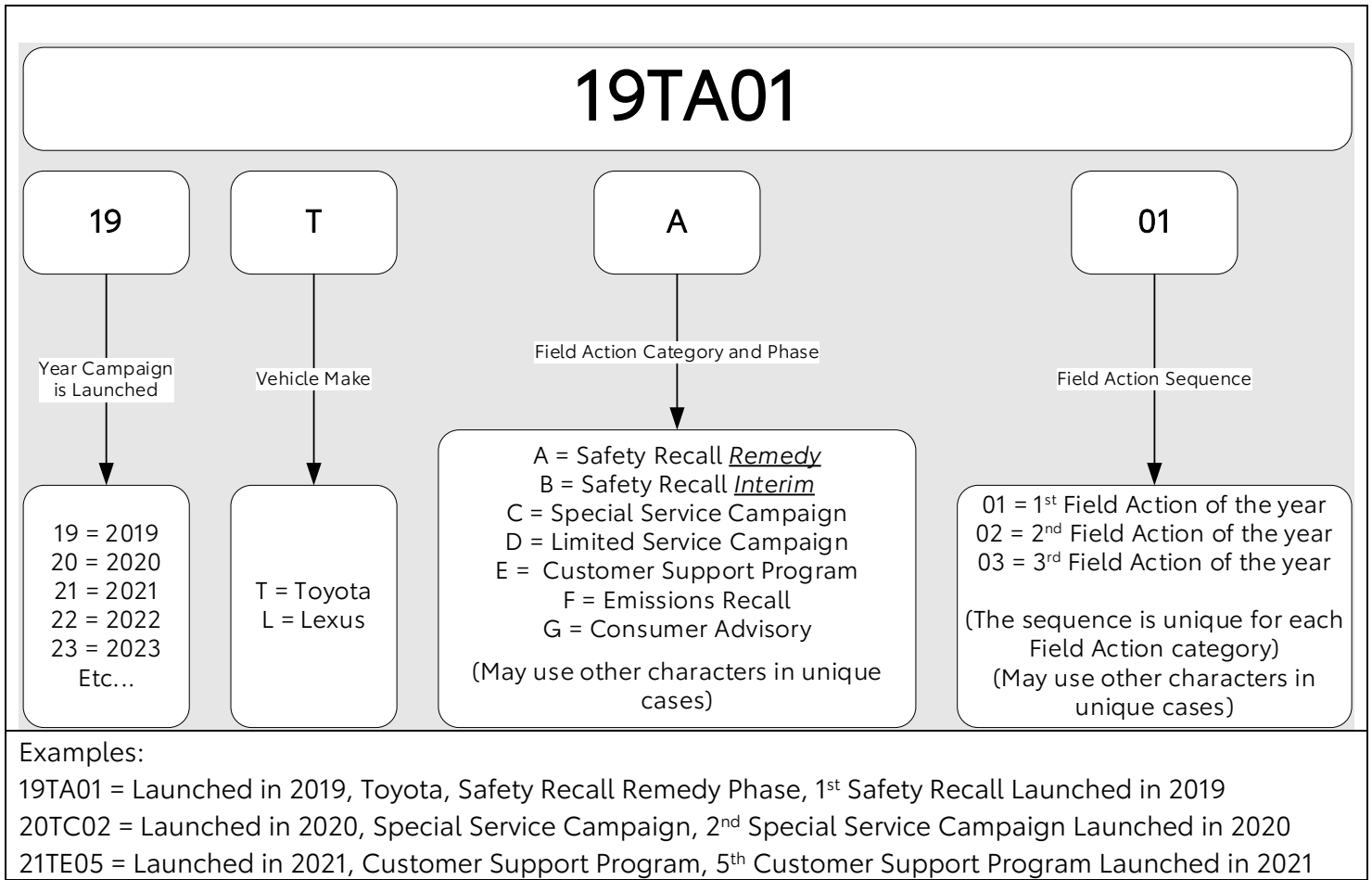
Op Code	Description	Flat Rate Hours
TEC001	Inspect Battery Size - Size Correct, and Confirm Secured (Ok)	0.2
TEC002	Inspect Battery Size - Size Correct, Not Secured Properly, Condition Corrected	0.4
TEC003	Inspect Battery Size - Wrong Battery, Customer declines New battery, Disclosure provided	0.2
TEC004	Inspect Battery Size - Size Correct - Crash damage, Disclosure provided	0.2
TEC005	Inspect Battery Size - Wrong Battery - Crash damage, Disclosure provided	0.2
TEC006	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.
- **For repair orders opened on or before June 27, 2024 - A battery discount of \$32 can be claimed under Op Code TEC006 as sublet type "BA" in the event the customer had the wrong group size battery installed and elects to purchase the correct size True-2 battery from Toyota. Toyota requests that these claims be submitted within 45 days (August 11, 2024).**
 - **Toyota requires a picture of the RO and the incorrect size battery in the engine bay to be attached to all battery sublet campaign claims.**
- **For any repair orders opened after June 25th, battery reimbursement consideration should be directed to the settlement website www.RAV4BatteryAssemblySettlement.com or call 1-877-522-3626.**
- Towing can be claimed under Op Codes TEC001-TEC006 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 Consumer Advisory. 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.

Campaign Designation / Phase Decoder



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 Consumer Advisory.

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



CONSUMER ADVISORY 21TG01

Certain 2013–2018 Model Year RAV4 12-Volt Battery Size and Installation Inspection

Frequently Asked Questions

Original Publication Date: November 18, 2021

Q1: *What is the advisory for?*

A1: 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.

Q2: *What is Toyota going to do?*

A2: Some RAV4 owners may already have replaced the original battery that was equipped with their vehicle. If you are one of these owners, or if you are unsure if your battery has been replaced in the past, it is important to confirm that you have:

- The correct size battery installed, and;
- That the correct size battery is installed securely.

Toyota wants to help you identify if the correct battery is installed securely in your vehicle. Your Toyota dealer is available to perform one inspection of the battery to confirm if it is the correct size ***FREE OF CHARGE***. If you had your vehicle inspected prior to June 25, 2024, you may still have one additional inspection of the battery to confirm if it is the correct size ***FREE OF CHARGE***. If certain components used to secure the battery in place are damaged or missing during this inspection, they will be replaced ***FREE OF CHARGE*** as long as the correct size battery is installed. In addition, your Toyota dealer can also apply the label provided with the Consumer Advisory letter for you during this inspection ***FREE OF CHARGE*** if you prefer.

NOTE: If previous damage to the mounting location of the battery has occurred (such as crash damage), this may prevent a dealer from properly inspecting and securing a battery. In this case, it will be your responsibility to have the damage repaired.

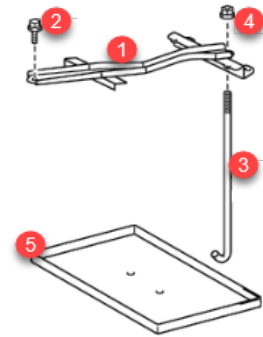
Q2a: *Why can't the dealer replace the components that secure the battery in place if the battery is the wrong size?*

A2a: These components are designed for a specific size battery and may not properly secure the wrong size battery. An improperly secured battery can move around and cause damage to the battery and the vehicle, and it could cause a vehicle fire.

Q2b: *Which parts will Toyota provide FREE of charge during the dealer inspection?*

A2b:

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



Q3: *What if my vehicle has the wrong size battery installed?*

A3: If the wrong battery size is installed in your vehicle, Toyota recommends that the correct size battery be installed promptly. Owners and lessees may be eligible for partial reimbursement by visiting www.Rav4BatteryAssemblySettlement.com or calling 1-877-522-3626. If you 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 was provided with the Consumer Advisory letter to ensure that the correct size battery is installed securely. Please note that there will be no partial reimbursement for batteries not purchased at a Toyota dealer after June 25, 2024. Please note that only battery replacements performed at an authorized Toyota dealer are eligible for reimbursement under the class action settlement.

Q3a: *Why isn't Toyota covering the full cost of a correct size battery?*

A3a: The coverage for the battery reimbursement is determined by the class action settlement agreement. Owners can learn more information by visiting www.Rav4BatteryAssemblySettlement.com or calling 1-877-522-3626.

Q4: *Can I inspect my battery's condition myself?*

A4: If you prefer to perform this inspection yourself and are comfortable doing so, we have prepared a video that shows you how to inspect the battery size and installation condition. Please be sure to fully read and carefully follow all warnings and instructions provided in the video. To access the video, scan the QR code below with your smartphone camera and follow the link, or navigate to the URL below in your web browser.



<https://youtu.be/w1msmKx2kww>

Q5: *Which and how many vehicles are covered by this Consumer Advisory?*

A5: There are approximately 1,854,000 vehicles covered by this Consumer Advisory.

Model Name	Model Year	Production Period
RAV4	2013-2018	Late November 2012 – Mid-November 2018

Q6: *How long will the dealer inspection take?*

A6: The inspection should be brief but plan to spend approximately 45 minutes at the dealership. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: *How does Toyota obtain my mailing information?*

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns about the battery assembly unit, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Owners or lessees with question about the partial reimbursement or the Settlement in general should visit www.Rav4BatteryAssemblySettlement.com or call 1-877-522-3626.