

INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 24TE03

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

Specific information for Region support is provided below.

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.

Condition

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on June 27, 2024.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.