

TECHNICAL INSTRUCTIONS

FOR

CONSUMER ADVISORY 24TE03

Rav4 Battery Class Action Settlement

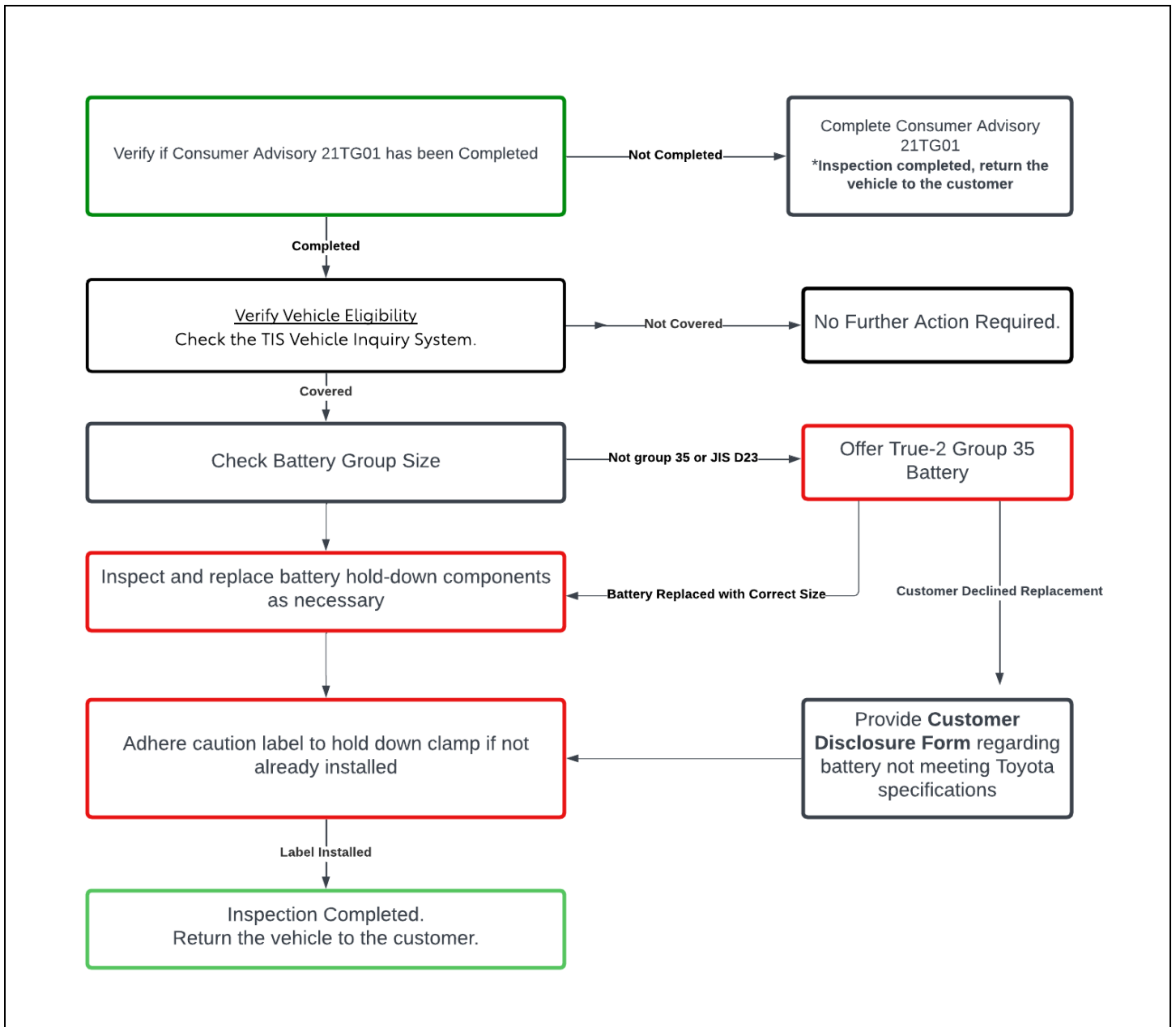
CERTAIN 2013 – 2018 Model Year RAV4

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 have completed all of the following courses:

- TIC206A – Electrical Repair 1

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

- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- 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

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

| Part Number | Part 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 the MDC.

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

*1 sheet includes 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.

B. TOOLS & EQUIPMENT

- Standard Hand Tools
- Torque Wrench

IV. 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. The purpose of this Customer Support Program letter is to help clarify how to administer this coverage in accordance with the settlement.

V. WORK PROCEDURE

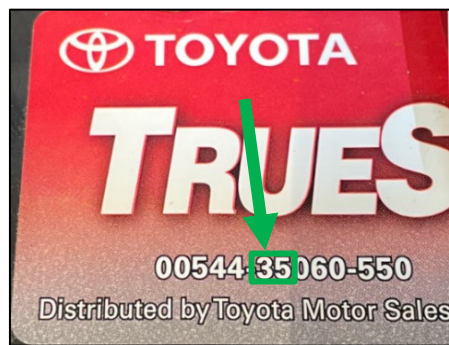
North American produced OE battery (VINs starting with "2")



Japan produced OE battery (VINs starting with "J")



TrueStart replacement battery



TCI (Canada) replacement battery



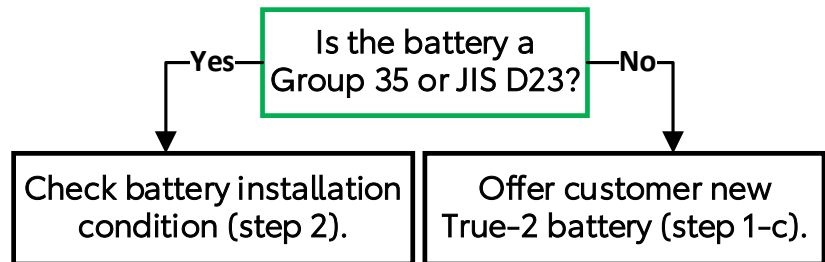
1. CHECK BATTERY GROUP NUMBER

a. Open the hood.

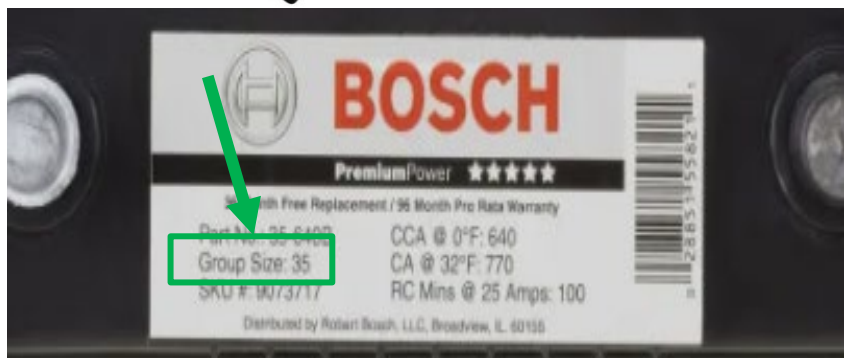
b. Confirm that the battery installed is a group 35 or JIS D23.

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.
- If the vehicle is built in Japan (VIN begins with "J"), the OE battery will not show the group number. Instead, look for JIS number D23.



Aftermarket group 35 battery examples



c. If the battery is not a group 35 or JIS D23, offer to replace it with a Toyota True-2 battery. Be sure to take a picture of the incorrect size battery and the RO together in the engine compartment before removing the battery .

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](#)

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- **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](#)

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RM10000000050EB)

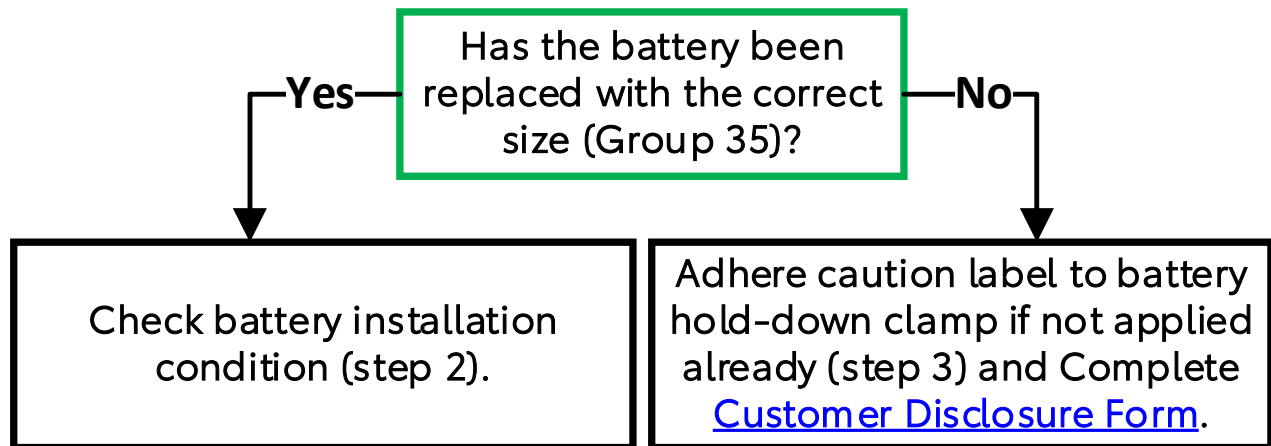
[2016 RAV4](#)

(Doc ID:
RM100000000QP1F)

[2017-2018 RAV4](#)

(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.

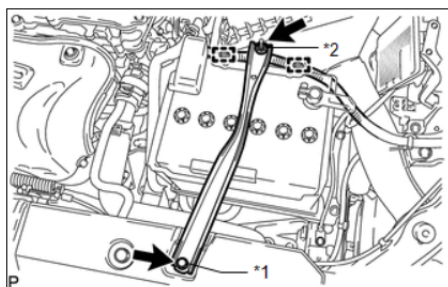




OK – Dirt/corrosion does not impact ability to securely retain battery



NG – Not a genuine Toyota hold-down clamp



| | |
|----|------|
| *1 | Bolt |
| *2 | Nut |

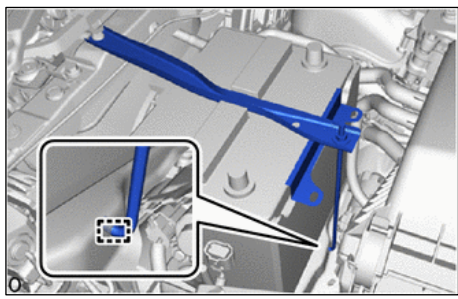
b. Check the battery hold-down clamp.

- 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

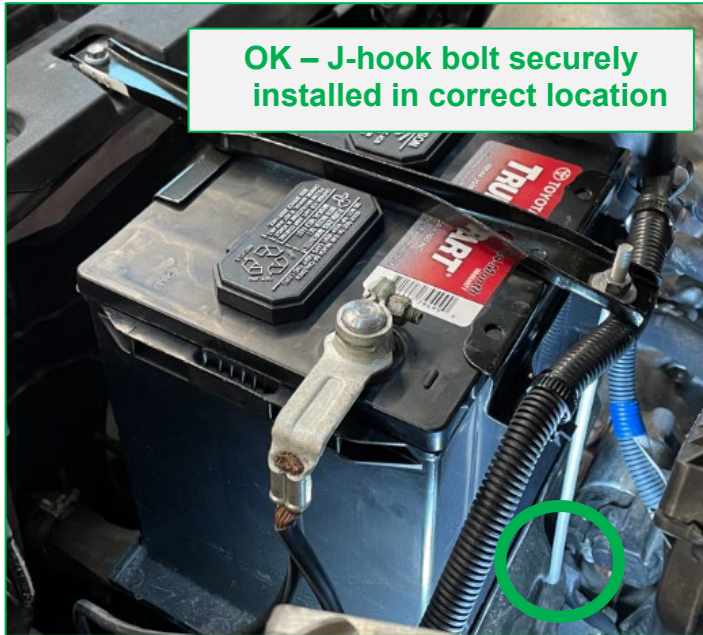
c. Check the bolt.

- 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.

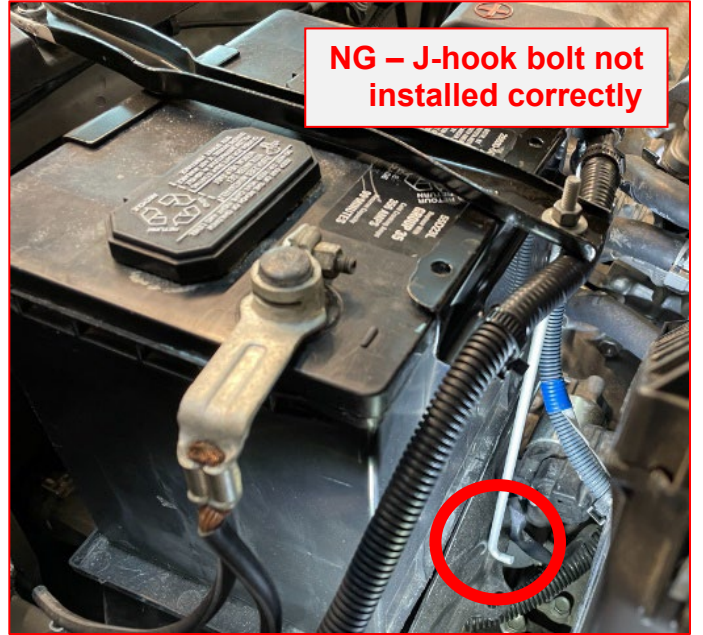
Torque for bolt :
17 N·m {173 kgf·cm, 13 ft·lbf}



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



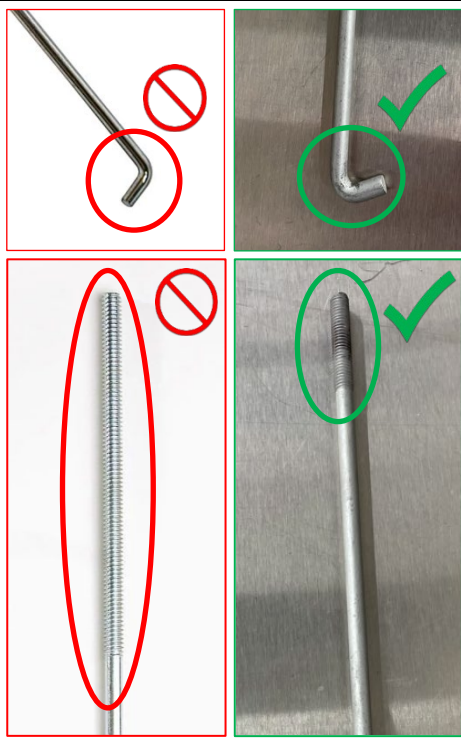
OK – J-hook bolt securely installed in correct location



NG – J-hook bolt not installed correctly



NG – J-hook bolt tight but installed in wrong hole (there should be more threads showing).

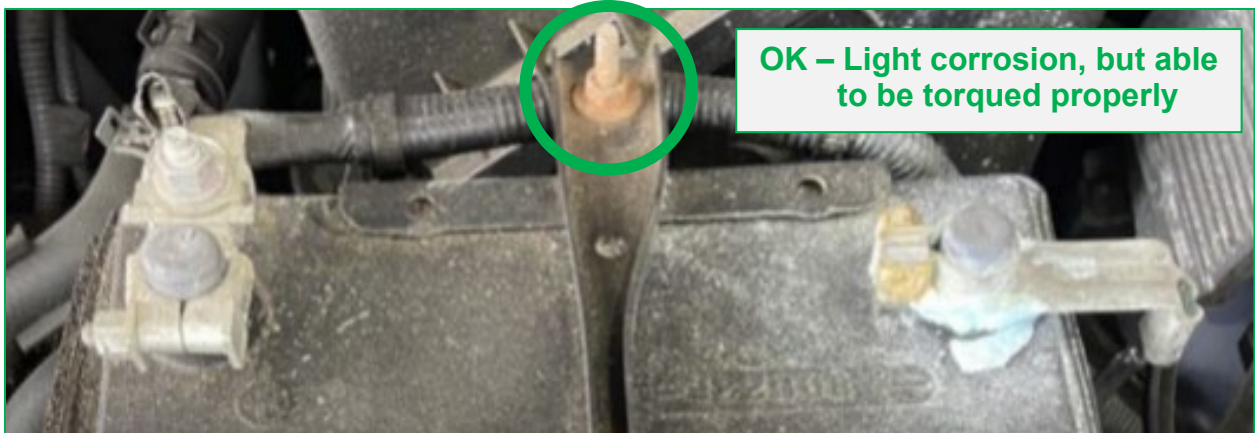


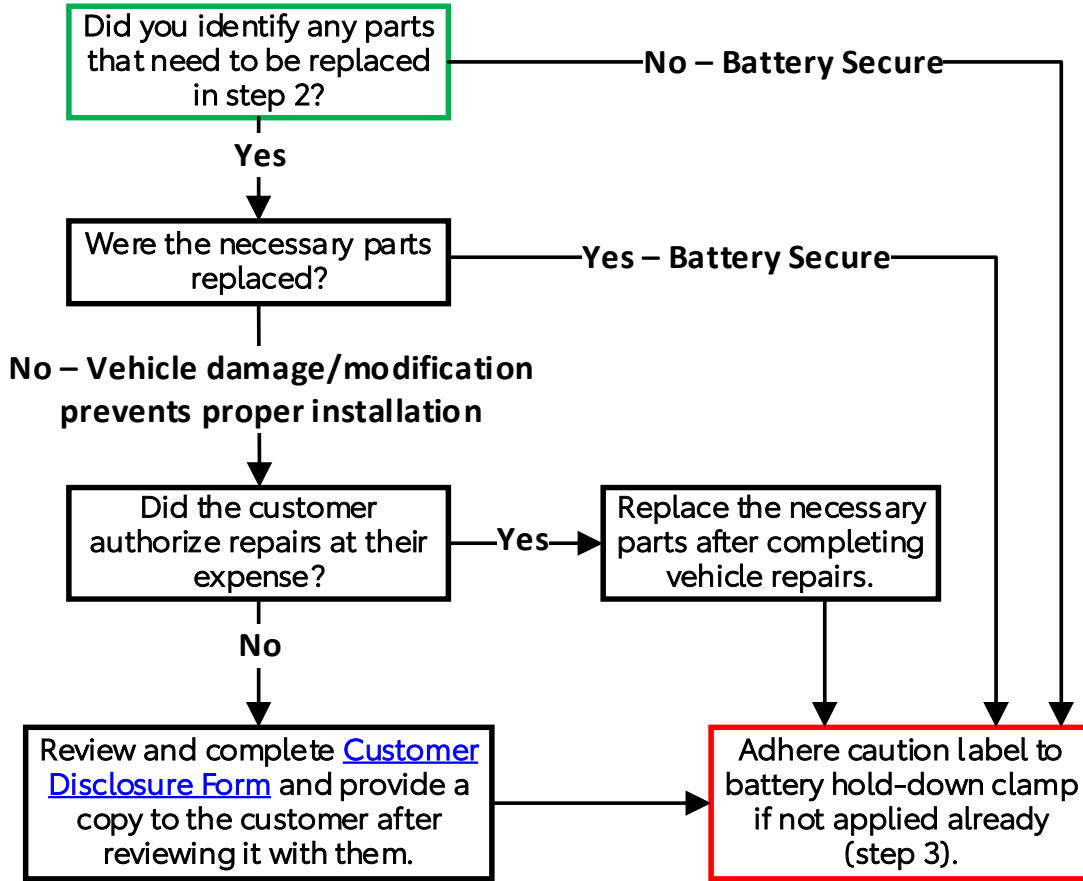
ii. If J-hook bolt or nut is missing, not a genuine Toyota part, or deformed/corroded to the point where they cannot be properly torqued to the specification below, replace the J-hook bolt and/or nut.

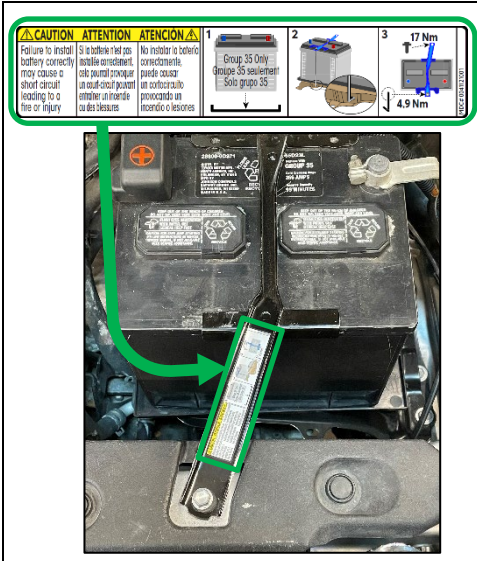
Torque for nut :
4.9 N·m {50 kgf·cm, 43 in·lbf}

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.
- 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

