

TECHNICAL INSTRUCTIONS

FOR

CONSUMER ADVISORY 21TG01

12-VOLT BATTERY SIZE AND INSTALLATION INSPECTION

CERTAIN 2013 - 2018 RAV4

Update

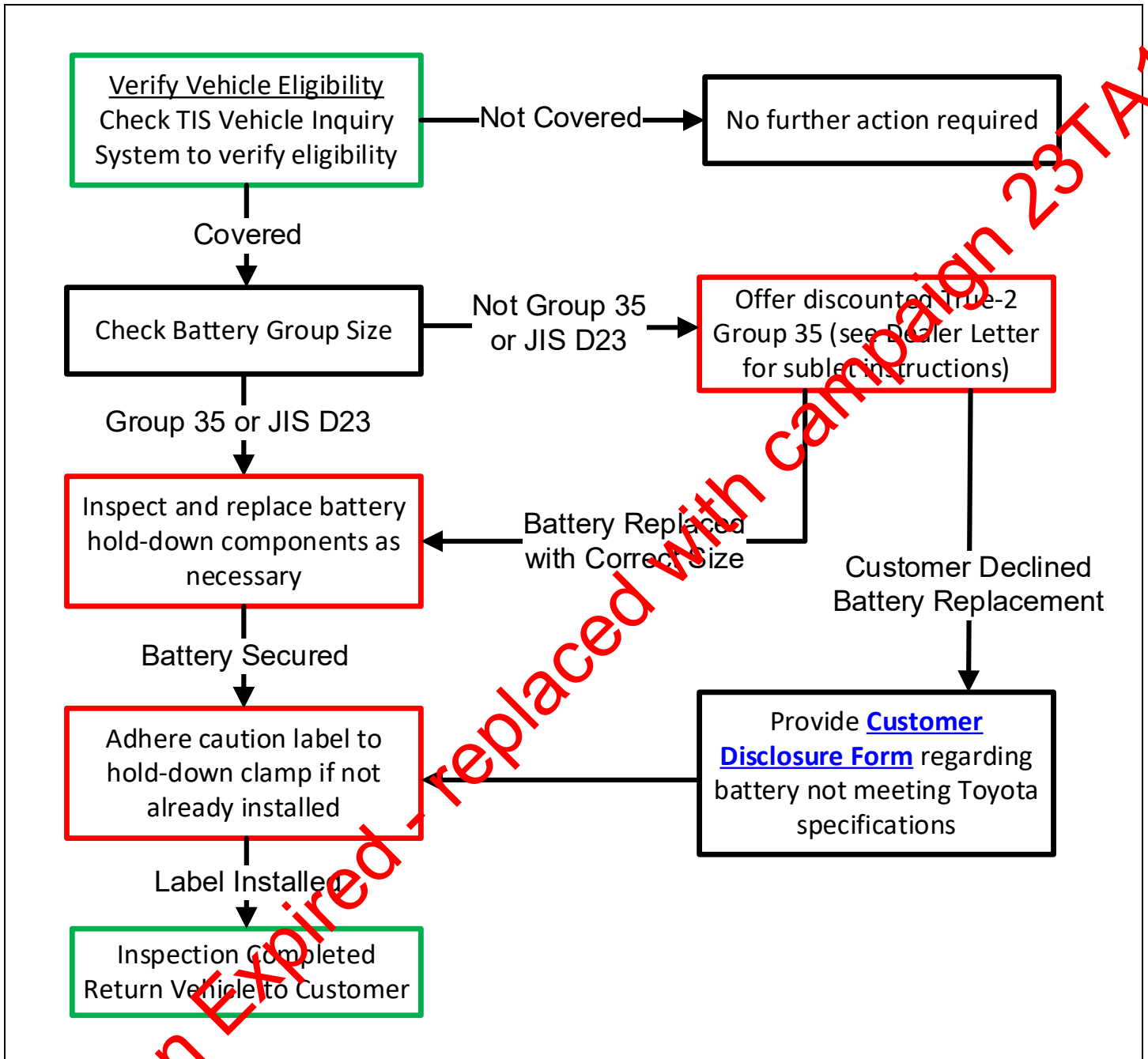
- 6-18-25 – 21TG01 is expired – replaced with campaign 23TA13
- 12-8-21 – TI updated to include battery hold-down part numbers and additional information about battery discount sublet requirements.
- 11-24-21 – TI updated to include battery JIS Number and Technician Certification has been updated.

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:

- T623 – Toyota Electrical Circuit Diagnosis

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



Campaign Expired, replaced with campaign 23TA13

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")	1 (as needed)
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

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.

V. WORK PROCEDURE

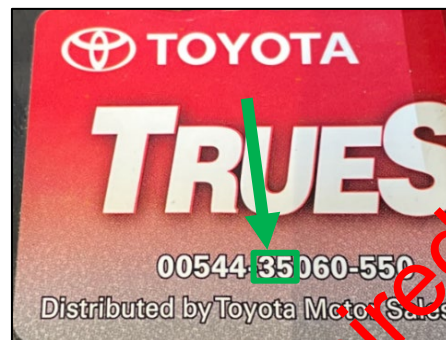
North American produced OE battery (VINs starting with "2")



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



TrueStart replacement battery



TCI (Canada) replacement battery



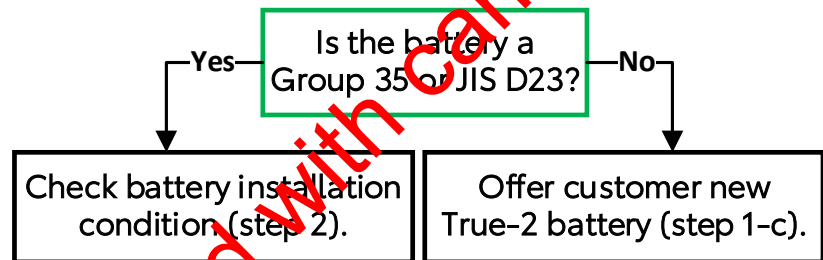
1. CHECK BATTERY GROUP NUMBER

a. Open the hood.

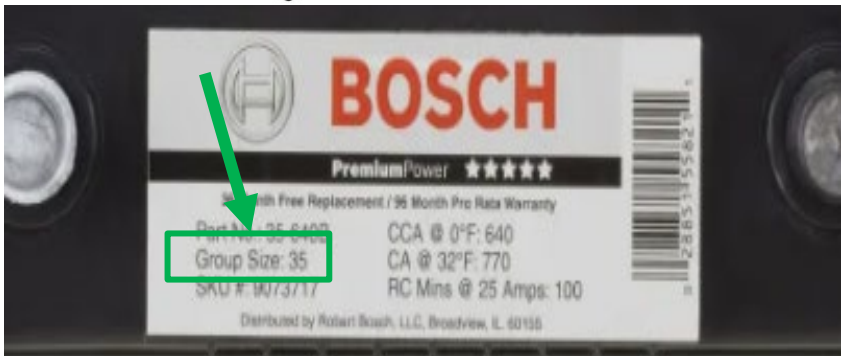
b. Confirm that the battery installed is a group 35 or JIS D23.

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 at a discounted cost. Be sure to take a picture of the incorrect size battery and the RO together in the engine compartment before removing the battery (refer to Dealer Letter for additional sublet instructions).

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](#)

(Doc ID: RM10000000050E9)

- 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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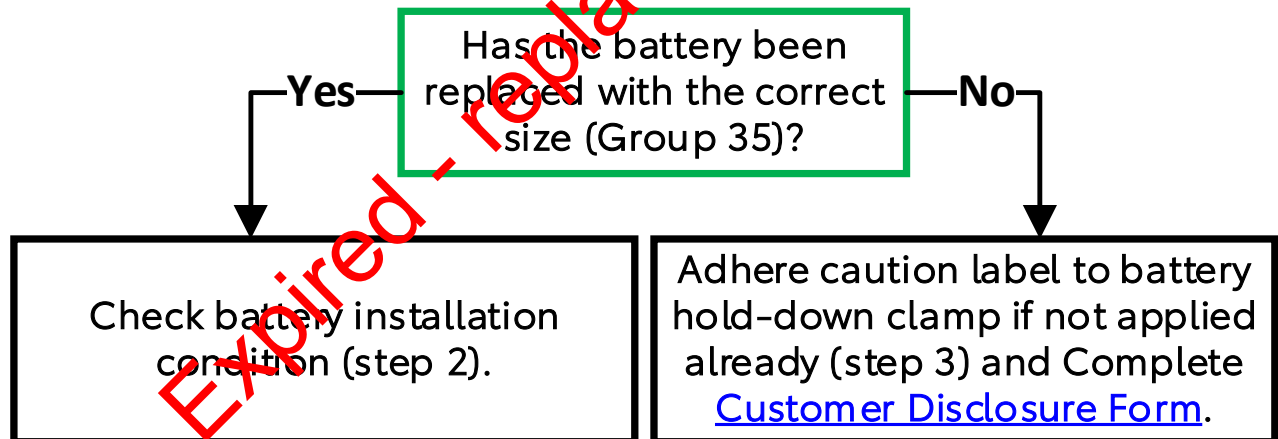
[2016 RAV4](#)

(Doc ID: RM100000000QP1F)

[2017-2018 RAV4](#)

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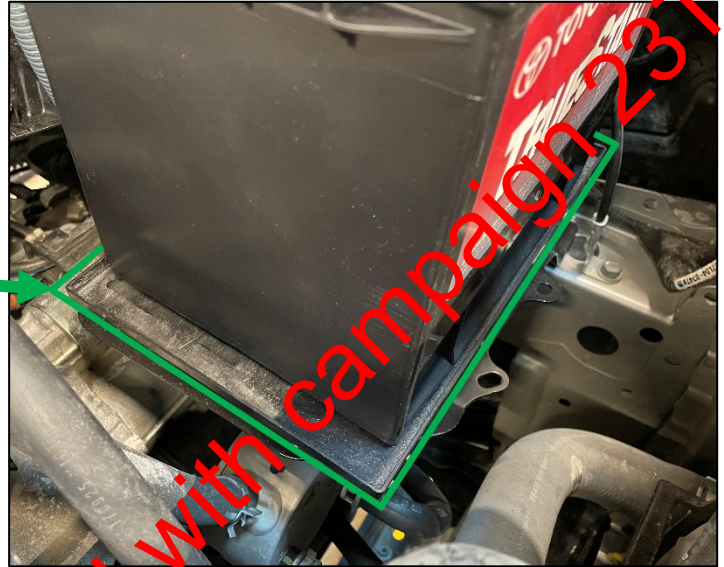
*If equipped



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.



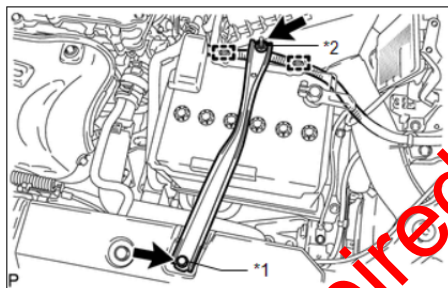
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OK – Dirt/corrosion does not impact ability to securely retain battery



NG – Not a genuine Toyota hold-down clamp



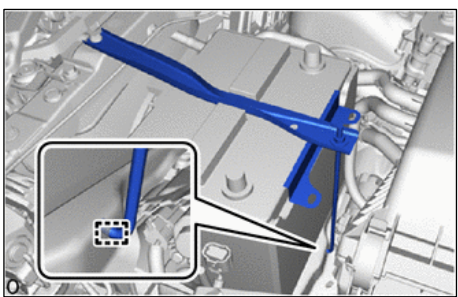
*1	Bolt
*2	Nut

- 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

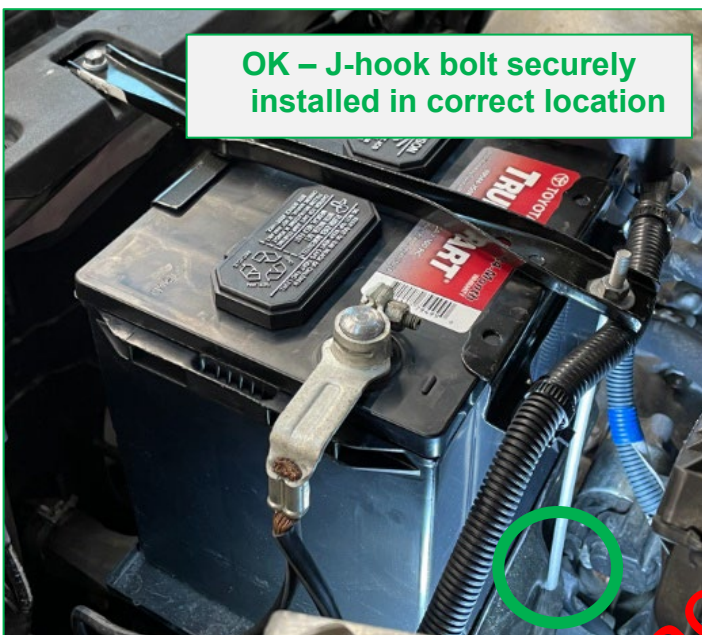
- c. Check the bolt.
 - i. Confirm that the bolt is installed and torqued to the specification below.
 - ii. Replace the bolt if it is damaged or corroded to the point that it cannot be properly torqued.

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

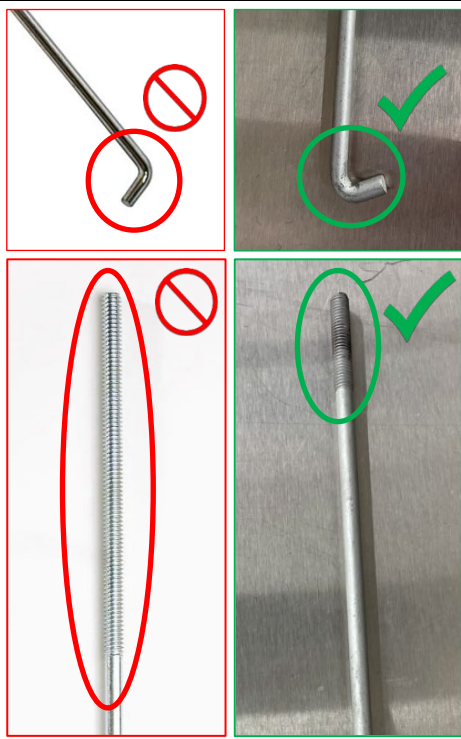
Campaign Expired - replaced with campaign 23TA13



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



Campaign Expired, replaced with campaign 23TA13



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.

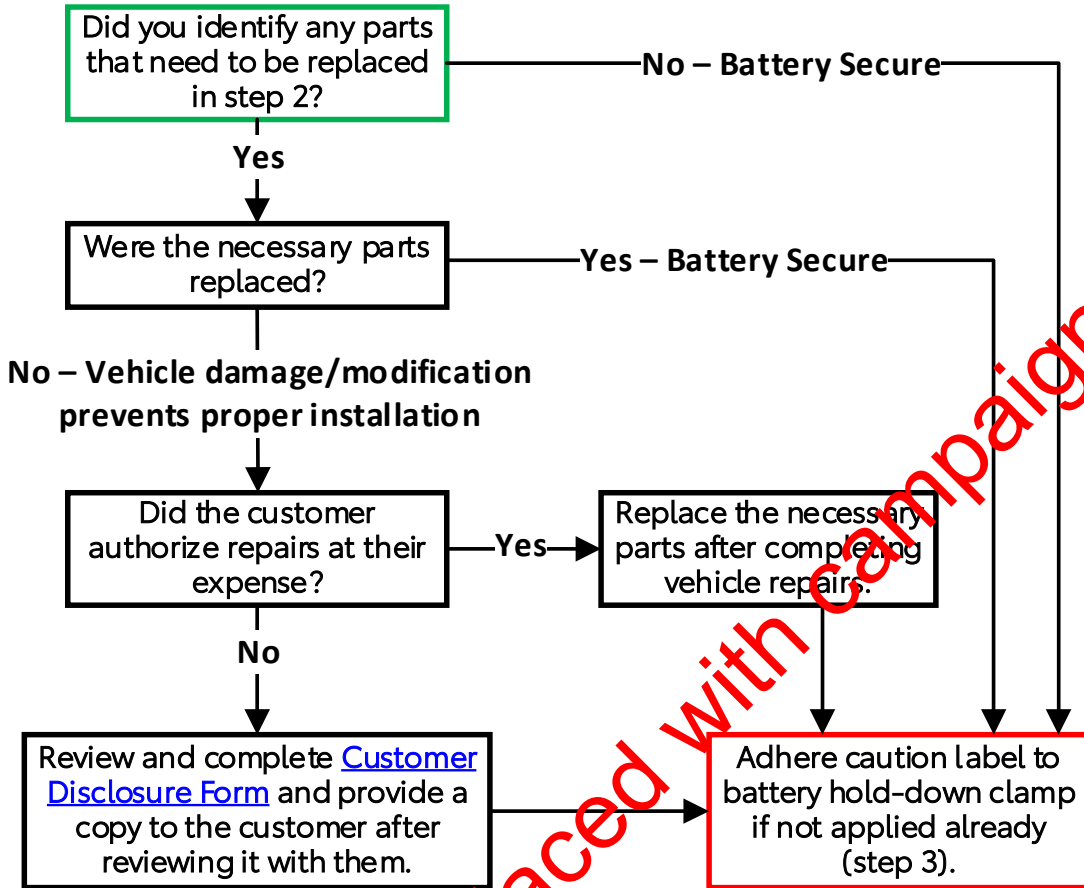
Torque for nut :
4.9 N·m {50 kgf·cm, 43 in·lbf}

NOTE:

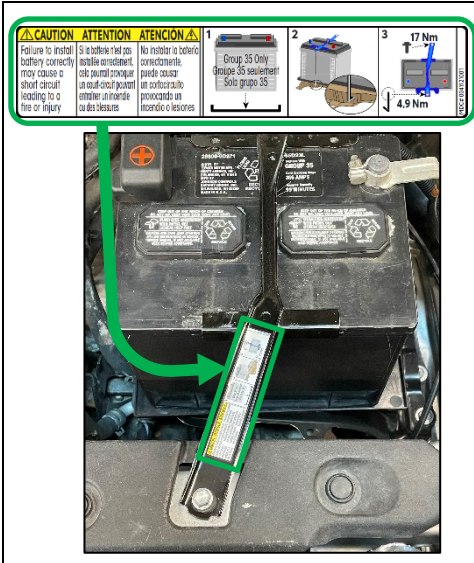
- You may be able to identify some aftermarket J-hook bolts by the threaded portion of the J-hook being longer than two (2) inches and/or the angle of the hook NOT being less than 90 degrees.
- The genuine Toyota nut has an integral washer.



Campaign Expired - replaced with campaign 23TA13



Campaign Expired - replaced with campaign 23TA13



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.
- Customer will be provided with a label in the Consumer Advisory Mailing.
- Additional labels may be ordered from the MDC.

◀ VERIFY INSPECTION/REPAIR QUALITY ▶

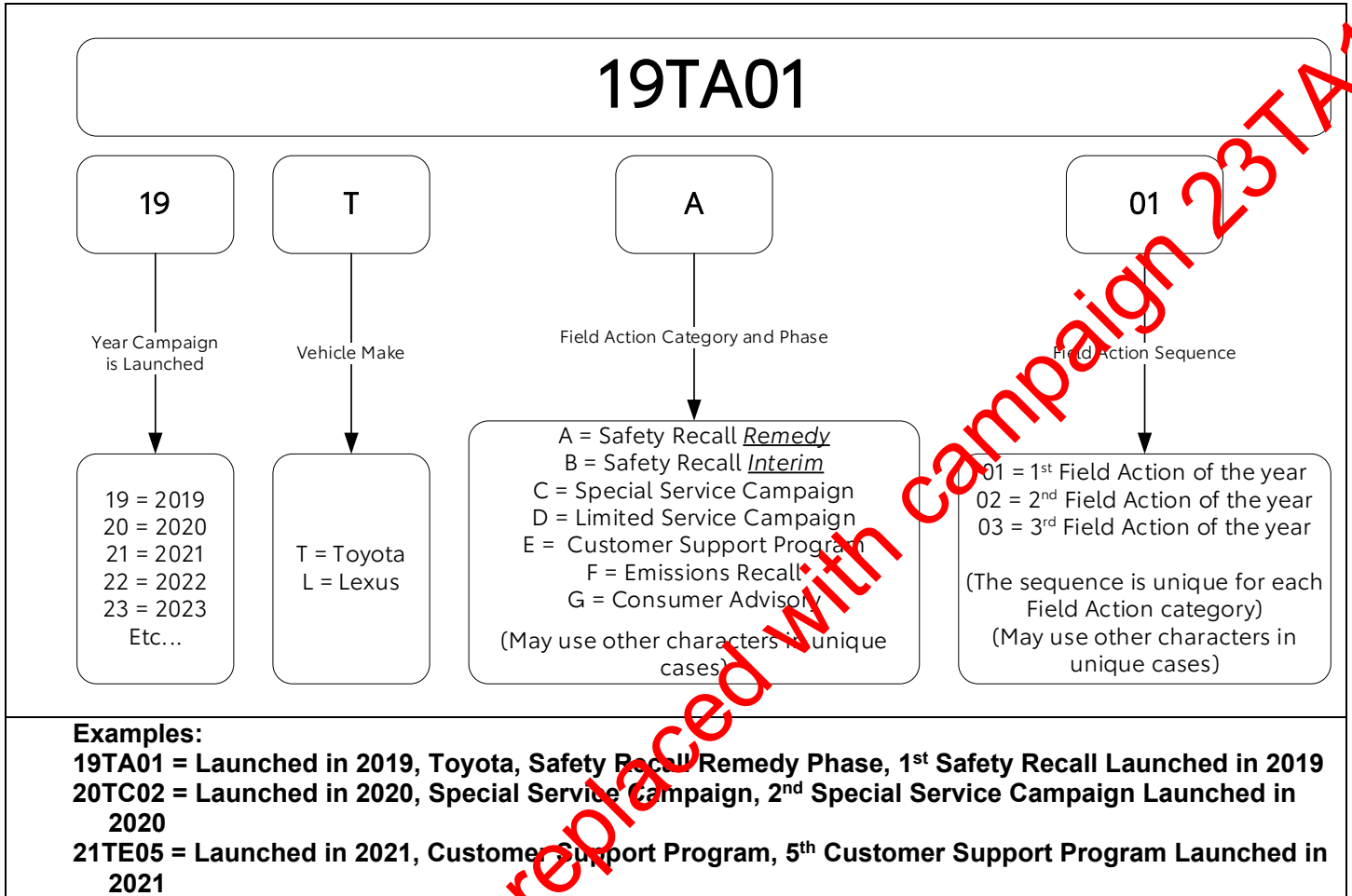
- Confirm that the battery is firmly secured by attempting to push it toward the engine (away from the fender).
- Confirm the correct battery size is installed.
- If incorrect battery size is installed and customer declines new battery, or the battery cannot be secured, ensure that the disclosure form is provided to the customer.

If you have any questions regarding this update, please contact your regional representative.

Campaign Expired - replaced with Campaign 25TA13

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECORDER



Campaign Expired - replaced with Campaign 23TA13