

Charge Schedule Function Inoperative Intermittently

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|-------------|----------|------------------------|
| 2012 – 2013 | RAV4 EV | |

REVISION NOTICE

September 6, 2013 Rev1:

- The Required Tools and Equipment, and Repair Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2012 – 2013 model year RAV4 EV vehicles may experience a condition where the charge schedule function is intermittently inoperative. The condition may result from power interruption including: momentary blackout from the utility company, long term power outage, removing and reconnecting the charging plug, or other circumstances.

Follow the procedure in this bulletin to update the multi-information display software to address this condition.

NOTE

This software update does NOT affect:

- Vehicle charge start time
- The use of an EVSE timer
- Inability to charge on the 31st of the month

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VIN shown below.

| MODEL | PLANT | PRODUCTION CHANGE EFFECTIVE VIN |
|---------|-------|---------------------------------|
| RAV4 EV | TMMC | 2T3YL4DV#DW001893 |

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Warranty Information

| OP CODE | DESCRIPTION | TIME | OPF | T1 | T2 |
|---------|-----------------|------|-------------|----|----|
| EL1309 | Firmware Update | 0.3 | 86100-0R032 | 99 | 99 |

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Required Tools & Equipment

| SPECIAL SERVICE TOOLS (SST) | PART NUMBER | QTY |
|------------------------------------|---------------------------------|-----|
| USB Drive Firmware Update - DENSO* | 01008-DENSO-13C | 1 |

* Essential SST.

NOTE

- Additional SSTs may be ordered by calling 1-800-933-8335.
- Please discard the previous stick 01008-DENSO-13B.

Repair Procedure

1. Cycle the ignition to the "IG-ON" mode.
2. Plug the USB Drive SST into the USB slot located in the center console.
3. Press the Home button on the navigation screen. **Figure 1.**



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Repair Procedure (Continued)

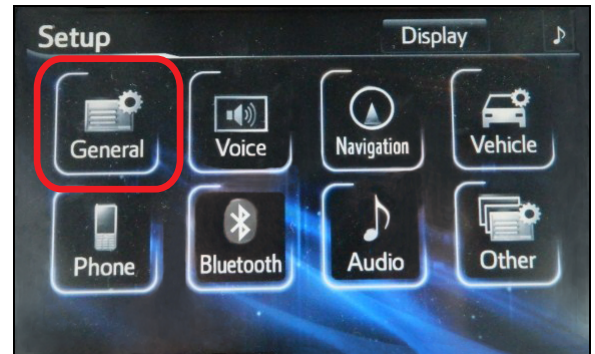
4. Press the Setup button (“wheel” mark on the bottom right of the screen).

Figure 2.



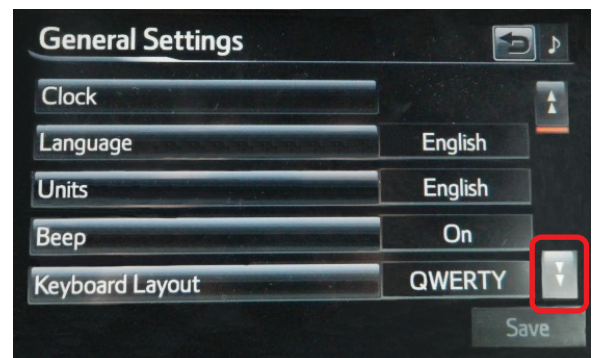
5. Press *General*.

Figure 3.



6. Scroll to the second page.

Figure 4.

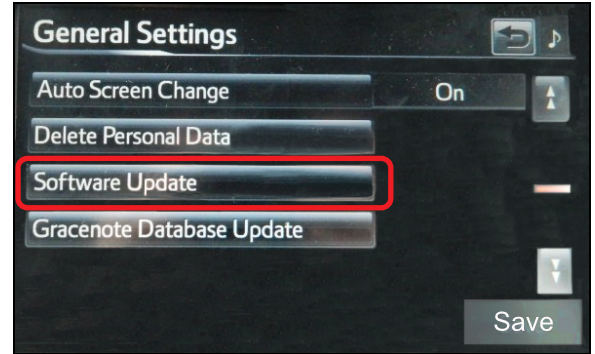


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Repair Procedure (Continued)

7. Press *Software Update*.

Figure 5.



8. Confirm the New software version is "VB503150." Then press *Update Software*.

Figure 6.



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Repair Procedure (Continued)

9. Press Yes. The software update will take about 10 minutes.

Figure 7.

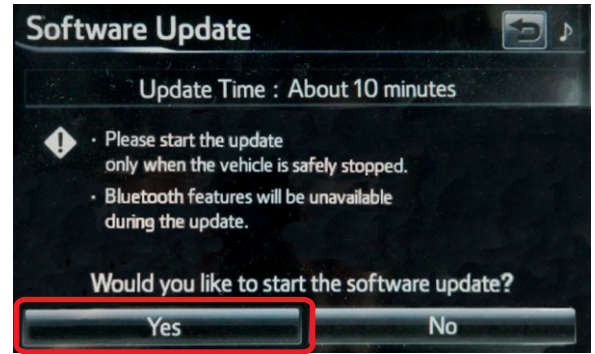
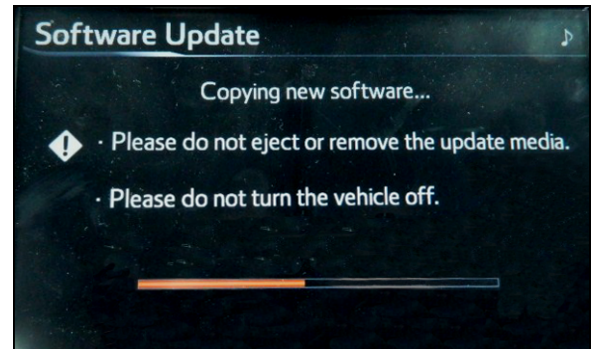
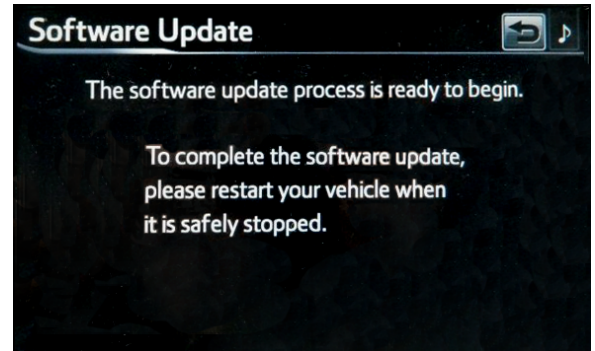


Figure 8.



10. The screen in Figure 9 will display when the download is complete.

Figure 9.



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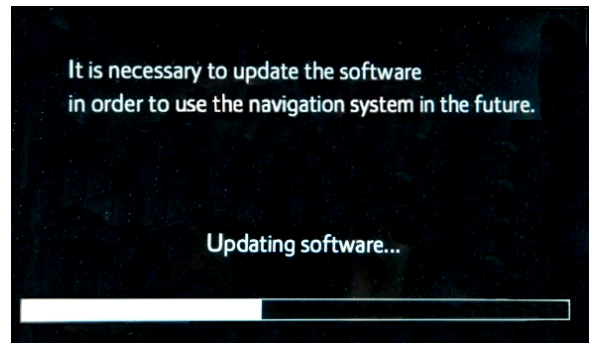
Repair Procedure (Continued)

11. Remove the USB Drive SST and place the vehicle in "IG-OFF" mode. Then place the vehicle in "IG-ON" mode to restart the system. The update will automatically commence once the system has restarted.

Figure 10.

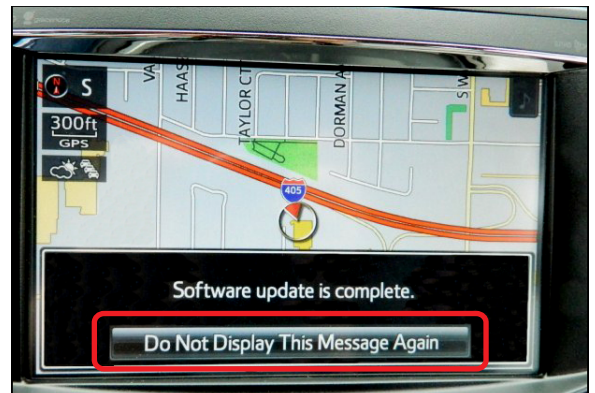


Figure 11.



12. Press *Do Not Display This Message Again*.

Figure 12.



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Repair Procedure (Continued)

13. Go back to the Software Update screen (follow steps 2 – 7).
14. Confirm the Current software version is now "VB503150."

Figure 13.

