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

NHTSA Announces Preliminary Evaluation of certain 2013 to 2018 MY Toyota RAV4 vehicles

On 2/25/2021, NHTSA opened an investigation into certain RAV4 vehicles related to the 12V battery.

What is NHTSA investigating?

NHTSA states that it is investigating the following condition: "The 12V battery B+ terminal shorts to the battery hold down frame which may result in the sudden loss of electrical power, vehicle stalling, and/or a fire originating in the engine compartment." It has opened a "preliminary evaluation" to "better understand the contributing factors and frequency of vehicle fires originating from the battery region of the subject vehicles relative to peer vehicles."

What is Toyota going to do?

Toyota is aware that NHTSA has opened this investigation and we are cooperating with the agency.

What should a dealer do if a customer asks about this investigation?

Please advise any customers that inquire that Toyota is cooperating with the agency's inquiry. Also, please remind customers that this is not a recall, but an investigation by the agency.

What if a customer may have experienced the condition described in this preliminary evaluation?

- If a customer is at your dealership that may have experienced the condition described, please open a TAS case.
- Please advise the customer to contact the Brand Engagement Center at 1-800-331-4331 (for customers in the United States mainland) or 1-877-855-8377 (for customers in Puerto Rico / US Virgin Islands) for further assistance.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.