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

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**UPDATE: 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 the customer 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 reports that they may have experienced the condition described or is concerned about their vehicle, please remind the customer that this is an ongoing investigation.
- If additional assistance is needed, please explain to the customer that improper battery installation was identified as a potential factor in some cases, and that you can confirm that the vehicle battery is secured, is of the proper size, and has the B+ cover installed according to the appropriate repair manual.
- If an unsecured battery, incorrect size battery, or any damage is noted, please open a TAS case and provide pictures of the condition found.
- For other questions, 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.