

Original Publication Date: November 18, 2021

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

CONSUMER ADVISORY 21TG01

Certain 2013 – 2018 Model Year RAV4 12-Volt Battery Size and Installation Inspection

Model / Years	Production Period	Approximate Total Vehicles
2013 – 2018 RAV4	Late November 2012 – Mid-November 2018	1,854,000

Overview

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.

Consumer Advisory Support

Any authorized Toyota dealer will perform one inspection the battery to confirm if it is the correct size **FREE OF CHARGE**. If certain components used to secure the battery in place are damaged or missing during this inspection, they will be replaced **FREE OF CHARGE** as long as the correct size battery is installed. We are also enclosing a label and placement instructions along with the owner communication. The label will include battery replacement information that will assist service providers who may replace the battery in the future. If the owner prefers, the dealer can apply the label during this inspection for them **FREE OF CHARGE**.

NOTE: If previous damage to the mounting location of the battery has occurred (such as crash damage), this may prevent the dealer from properly inspecting and securing a battery. In this case, it will be the owner's responsibility to have the damage repaired.

If the wrong battery size is installed, Toyota recommends that the correct size battery be installed promptly. To support owners, Toyota will offer a discount of \$32 off your dealer's retail price on a Toyota True-2 battery of the correct size. If the owner would prefer to purchase a correct size battery other than through a Toyota dealer, they should have the installer carefully follow the instructions contained on the label provided with the Consumer Advisory to ensure that the correct size battery is installed securely.

Covered Vehicles

There are approximately 1,854,000 vehicles covered by this Consumer Advisory. Approximately 19,900 vehicles involved in this Consumer Advisory were distributed to Puerto Rico.

Consumer Advisory Mailing Date

Toyota will begin to notify owners in mid-December 2021. A sample of the owner advisory letter has been included for your reference.

Toyota makes significant effort to obtain current owner name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Consumer Advisory announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing inspections**. Dealers should perform the inspection as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

Used Vehicles in Dealership Inventory (In-Stock Vehicles)

Toyota believes it is a best practice to inspect the battery condition on all used vehicles. Therefore, we recommend that you perform this inspection and apply the label before selling any used vehicles currently in dealer inventory that are covered by this Consumer Advisory prior to customer delivery.

NOTE: Dealers can identify if any of their used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy already prohibits the certification of any vehicle with the incorrect battery size or inadequate hold-down hardware. Thus, no affected units are to be designated, sold, or delivered as a TCUV until the inspection and application of the label under this Consumer Advisory has been completed on that vehicle.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Owners who receive the owner letter may contact your dealership with questions regarding the letter and/or the Consumer Advisory. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Owners with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Salvage Title Vehicles

Every attempt should be made to complete this Consumer Advisory when circumstances permit, unless noted otherwise in the this dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this Consumer Advisory are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can also identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
0041121001	Label, Battery Clamp (Group 35)	1 sheet (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.**

Technician Training Requirements

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 hold at least one of the following certification levels:

- Maintenance Technician
- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the inspection by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater 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.

Inspection Procedures

Refer to TIS for Technical Instructions on inspection.

Parts Recovery Procedures

All parts replaced as part of this Consumer Advisory must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

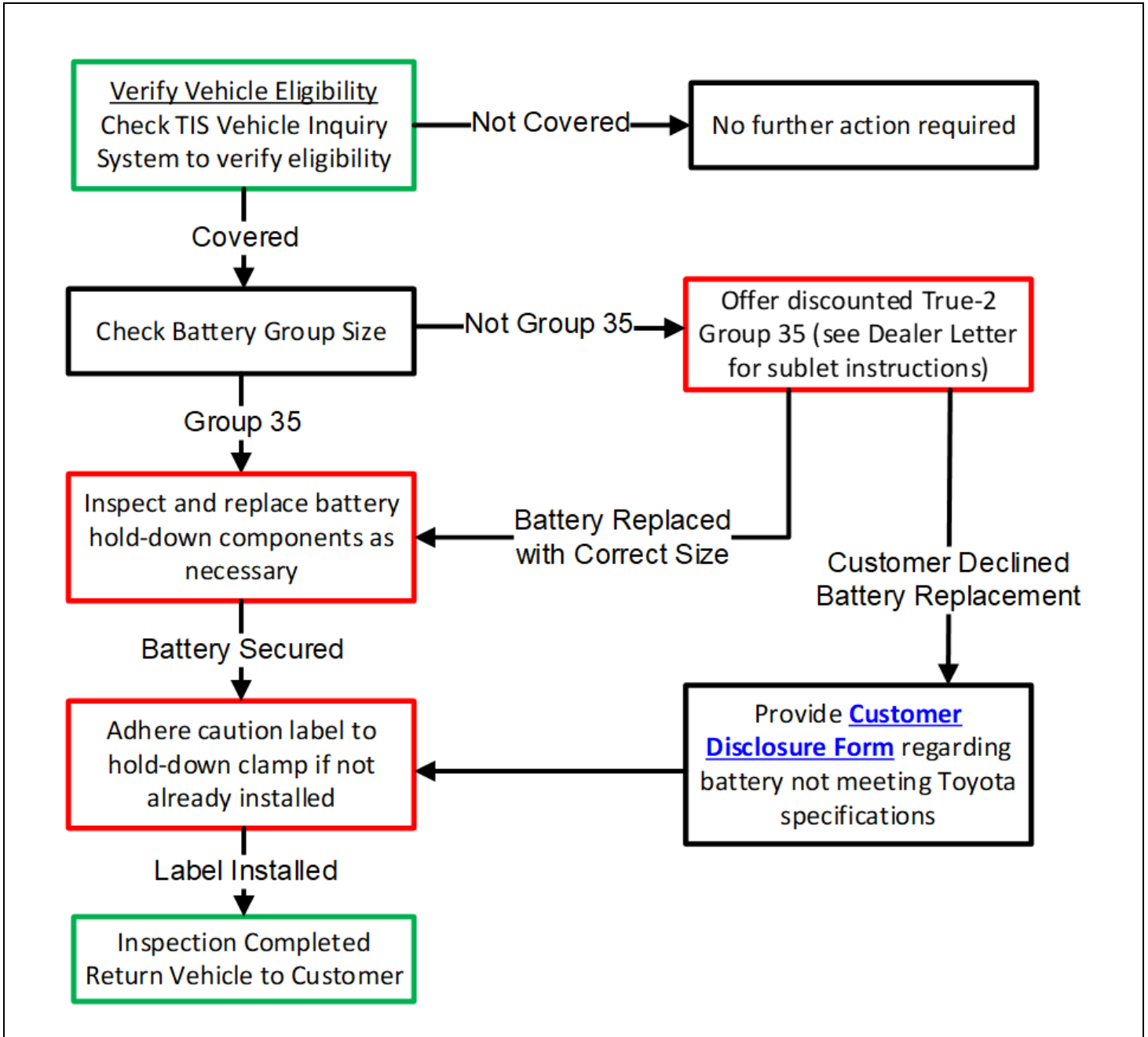
To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



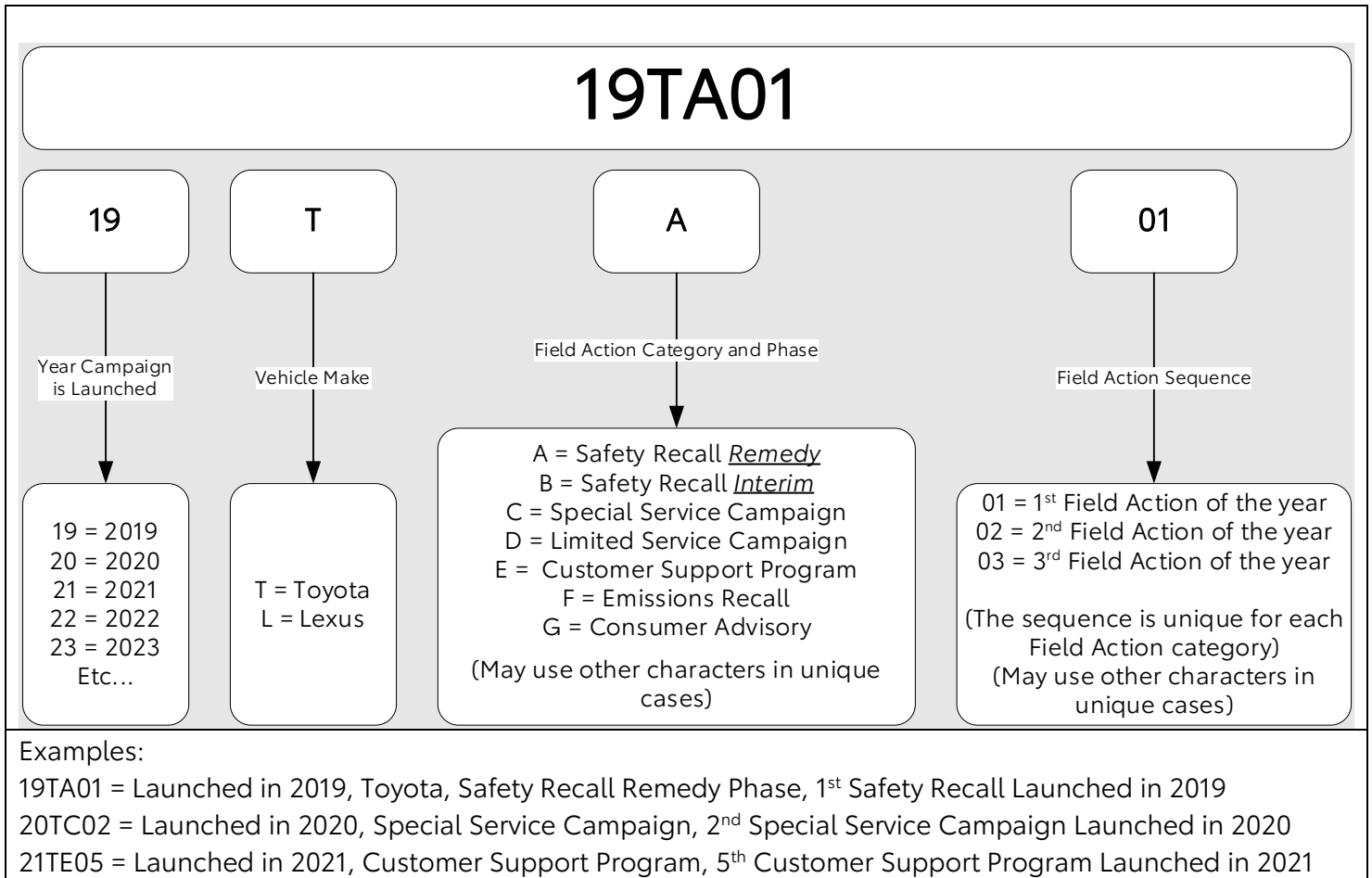
Op Code	Description	Flat Rate Hours
TEC001	Inspect Battery Size - Size Correct, and Confirm Secured (Ok)	0.2
TEC002	Inspect Battery Size - Size Correct, Not Secured Properly, Condition Corrected	0.4
TEC003	Inspect Battery Size - Wrong Battery, Customer declines New battery, Disclosure provided	0.2
TEC004	Inspect Battery Size - Size Correct - Crash damage, Disclosure provided	0.2
TEC005	Inspect Battery Size - Wrong Battery - Crash damage, Disclosure provided	0.2
TEC006	Inspect Battery Size - Wrong Battery, Battery Replaced and Secured	0.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A battery discount of \$32 can be claimed under Op Code TEC006 as sublet type "BA" in the event the customer had the wrong group size battery installed and elects to purchase the correct size True-2 battery from Toyota.
 - **Toyota requires a picture of the RO and the incorrect size battery in the engine bay to be attached to all battery sublet campaign claims.**
- Towing can be claimed under Op Codes TEC001-TEC006 for a maximum of \$250 as sublet type "TW" in the event the customer requests vehicle pickup.
 - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Consumer Advisory. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Consumer Advisory.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



CONSUMER ADVISORY 21TG01

Certain 2013–2018 Model Year RAV4 12-Volt Battery Size and Installation Inspection

Frequently Asked Questions

Original Publication Date: November 18, 2021

Q1: What is the advisory for?

A1: 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.

Q2: What is Toyota going to do?

A2: Some RAV4 owners may already have replaced the original battery that was equipped with their vehicle. If you are one of these owners, or if you are unsure if your battery has been replaced in the past, it is important to confirm that you have:

- The correct size battery installed, and;
- That the correct size battery is installed securely.

Toyota wants to help you identify if the correct battery is installed securely in your vehicle. Your Toyota dealer is available to perform one inspection of the battery to confirm if it is the correct size **FREE OF CHARGE**. If certain components used to secure the battery in place are damaged or missing during this inspection, they will be replaced **FREE OF CHARGE** as long as the correct size battery is installed. In addition, your Toyota dealer can also apply the label provided with the Consumer Advisory letter for you during this inspection **FREE OF CHARGE** if you prefer.

NOTE: If previous damage to the mounting location of the battery has occurred (such as crash damage), this may prevent a dealer from properly inspecting and securing a battery. In this case, it will be your responsibility to have the damage repaired.

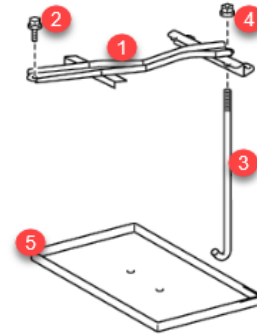
Q2a: *Why can't the dealer replace the components that secure the battery in place if the battery is the wrong size?*

A2a: These components are designed for a specific size battery and may not properly secure the wrong size battery. An improperly secured battery can move around and cause damage to the battery and the vehicle, and it could cause a vehicle fire.

Q2b: *Which parts will Toyota provide FREE of charge during the dealer inspection?*

A2b:

1. The battery clamp (hold-down bracket)
2. The bolt that secures the battery clamp to the vehicle
3. The J-hook bolt
4. The nut that threads onto the J-hook bolt
5. The tray under the battery



Q3: *What if my vehicle has the wrong size battery installed?*

A3: If the wrong battery size is installed in your vehicle, Toyota recommends that the correct size battery be installed promptly. To support owners, Toyota will offer a discount of \$32 off your dealer's retail price on a Toyota True-2 battery of the correct size at the time of inspection. If you would prefer to purchase a correct size battery other than through a Toyota dealer, please have the installer carefully follow the instructions contained on the label that was provided with the Consumer Advisory letter to ensure that the correct size battery is installed securely.

Q3a: *Why isn't Toyota covering the full cost of a correct size battery?*

A3a: Toyota specifies a particular size battery for the RAV4. However, Toyota wants to support owners who may have received the wrong battery size recommendation from other sources. Therefore, Toyota is reducing the price of the Toyota True-2 battery.

Q4: *Can I inspect my battery's condition myself?*

A4: If you prefer to perform this inspection yourself and are comfortable doing so, we have prepared a video that shows you how to inspect the battery size and installation condition. Please be sure to fully read and carefully follow all warnings and instructions provided in the video. To access the video, scan the QR code below with your smartphone camera and follow the link, or navigate to the URL below in your web browser.



<https://youtu.be/w1msmKx2kwg>

Q5: *Which and how many vehicles are covered by this Consumer Advisory?*

A5: There are approximately 1,854,000 vehicles covered by this Consumer Advisory.

Model Name	Model Year	Production Period
RAV4	2013-2018	Late November 2012 – Mid-November 2018

Q6: *How long will the dealer inspection take?*

A6: The inspection should be brief but plan to spend approximately 45 minutes at the dealership. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: *How does Toyota obtain my mailing information?*

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



2013 – 2018 Model Year RAV4
12-Volt Battery Size and Installation Inspection
Consumer Advisory

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is providing this Consumer Advisory, which applies to your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Consumer Advisory Overview

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.

Toyota has contacted major retailers and publishers of replacement battery information to request that they no longer recommend the smaller battery. This advisory provides steps you should take to confirm that your battery is the correct size. It also provides other installation information in the event you need to replace your battery in the future.

What should you do?

Some RAV4 owners may already have replaced the original battery that was equipped with their vehicle. If you are one of these owners, or if you are unsure if your battery has been replaced in the past, it is important to confirm that you have:

1. The correct size battery installed, and;
2. That the correct size battery is installed securely.

Please contact any authorized Toyota dealer to make an appointment to have an inspection performed to confirm your vehicle's condition, **FREE OF CHARGE**. This inspection should be brief but plan to spend approximately 45 minutes at the dealership. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If you prefer to perform this inspection yourself and are comfortable doing so, we have prepared a video

that shows you how to do this. To access the video, scan the QR code below with your smartphone camera and follow the link, or navigate to the URL below in your web browser.



<https://youtu.be/w1msmKx2kwg>

We are also enclosing a label with battery replacement information that will assist service providers who may replace your battery in the future. Please review the instructions and warnings in the attached Label Installation Instruction Sheet.

What will Toyota Do?

Toyota wants to help you identify if the correct battery is installed securely in your vehicle. Your Toyota dealer is available to perform one inspection of the battery to confirm if it is the correct size **FREE OF CHARGE**. If certain components used to secure the battery in place are damaged or missing during this inspection, they will be replaced **FREE OF CHARGE** as long as the correct size battery is installed. In addition, your Toyota dealer can also apply the label provided with the Consumer Advisory letter for you during this inspection **FREE OF CHARGE** if you prefer.

NOTE: If previous damage to the mounting location of the battery has occurred (such as crash damage), this may prevent a dealer from properly inspecting and securing a battery. In this case, it will be your responsibility to have the damage repaired. The proper size battery should be used, and it should be installed securely following the instructions on the enclosed label.

What if my vehicle has the wrong size battery installed?

If the wrong battery size is installed in your vehicle, Toyota recommends that the correct size battery be installed promptly. To support owners, Toyota will offer a discount of \$32 off your dealer's retail price on a Toyota True-2 battery of the correct size at the time of inspection. If you would prefer to purchase a correct size battery other than through a Toyota dealer, please have the installer carefully follow the instructions contained on the enclosed label to ensure that the correct size battery is installed securely.

What if you have other questions?

- *Your local Toyota dealer will be more than happy to answer any of your questions.*
- If you require further assistance, you may contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE

Label Installation Instructions

Append Label Here

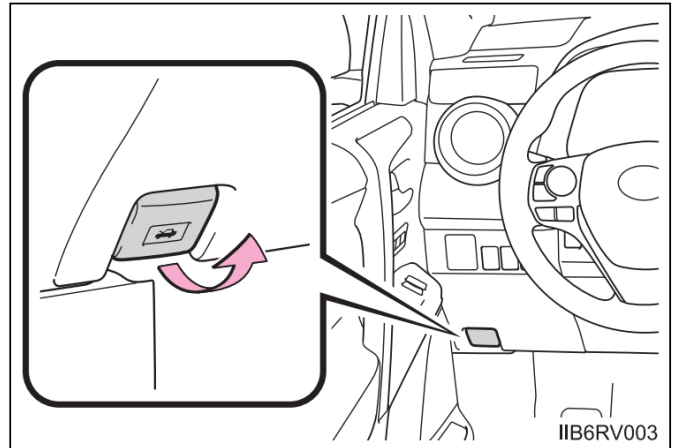
If you do not feel comfortable installing this label yourself, any authorized Toyota dealer can install this label for you FREE OF CHARGE.

WARNING

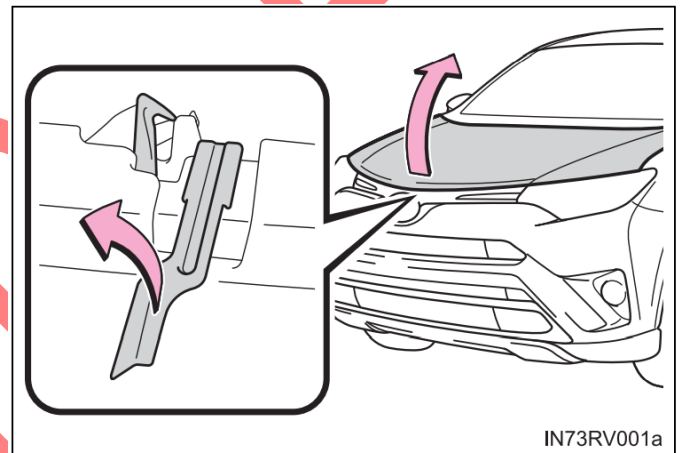
- Install the label while the vehicle is parked in a safe, flat area and the parking brake is engaged.
- DO NOT install the label with the engine running.
- Wear protective gloves and exercise caution as there are sharp, hot, and corrosive components in the engine compartment. If you are unable to wear gloves while installing the label, be extra cautious around the battery clamp (hold-down bracket) as the edges can be sharp.
- DO NOT wear any watches, rings, or other jewelry while working around the engine compartment.
- Be careful around the engine as it and other components in the engine compartment may be hot and could burn you.
- The battery contains poisonous and corrosive acidic electrolyte.
- When working with the battery, always wear safety glasses and take care not to allow any battery fluids (acid) to come into contact with skin, clothing or the vehicle body.
- In the event that battery fluid comes into contact with the skin or eyes, immediately wash the affected area with water and seek medical attention. Place a wet sponge or cloth over the affected area until medical attention can be received.
- Wash your hands immediately after installing the label.
- DO NOT lean over the battery.
- DO NOT allow children near the battery.
- DO NOT touch the positive (+) battery terminal.
- DO NOT smoke or allow any sparks/flames near the battery.

Label installation instructions:

1. Open the hood of the vehicle by releasing the hood latch.



2. Push the auxiliary catch lever to the left and lift the hood.

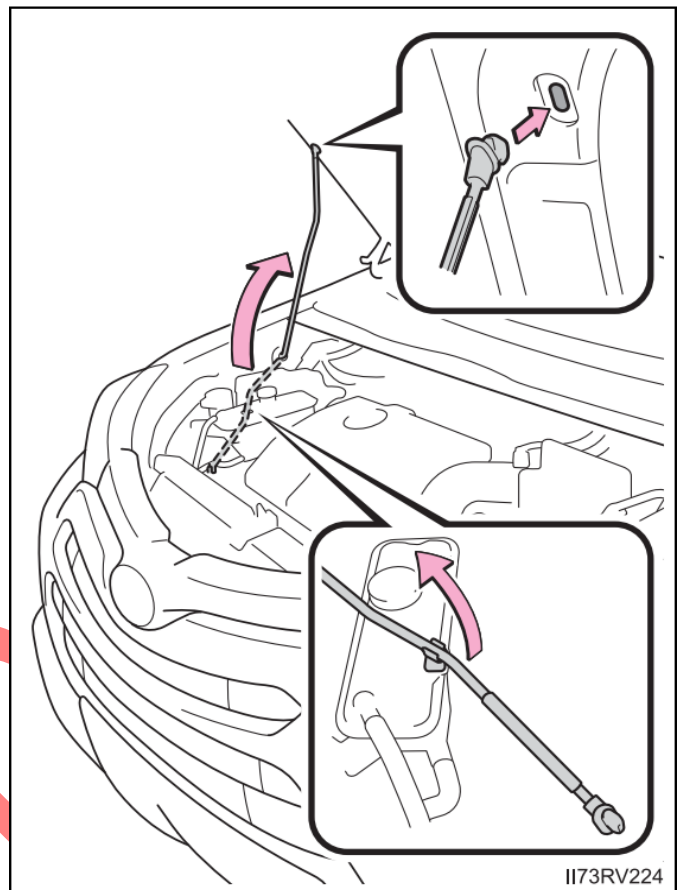


SAM

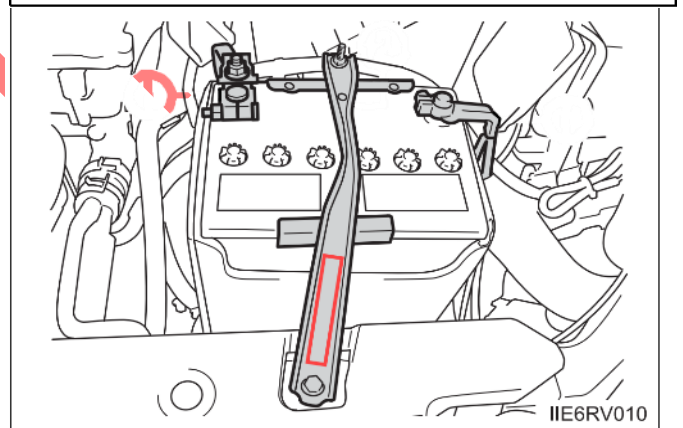
3. Raise the hood and insert the hood support (prop) rod into the slot in the hood.

WARNING

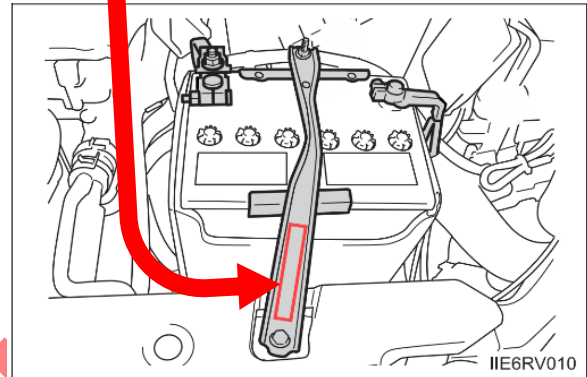
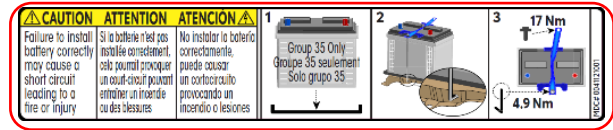
Make sure the rod supports the hood securely from falling down on to your head or body.



4. Ensure battery hold-down clamp is clean and free of moisture or dirt in the area shown in the image to the right so that the label can properly adhere. If you are unable to sufficiently clean the bracket, contact your Toyota dealer for assistance.



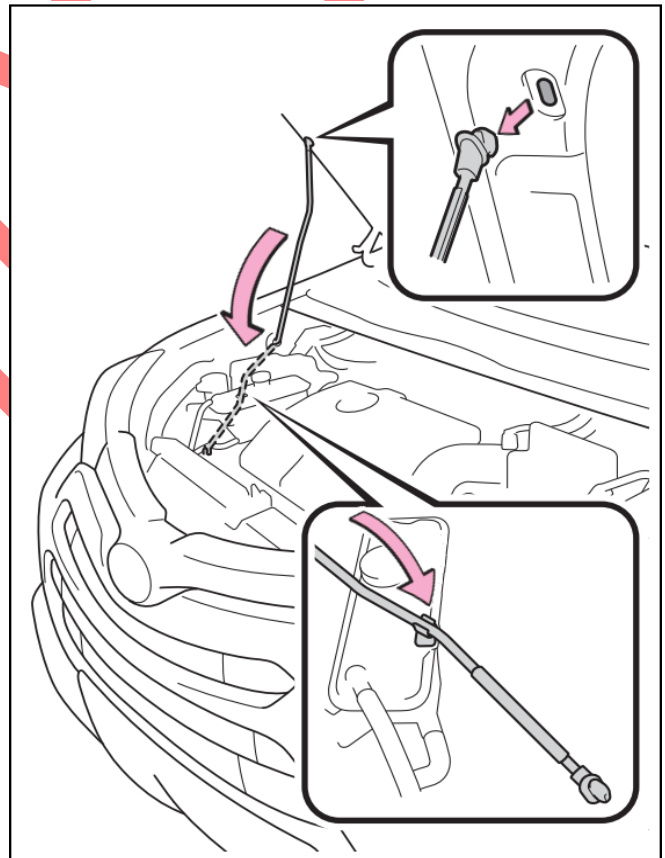
5. Peel the label from the top of these instructions and adhere it to the battery clamp (hold-down bracket) in the area shown in the illustration to the right.



6. Remove the hood support (prop) rod from the hood and secure it to its retaining clip.

NOTICE

Attempting to close the hood with the support (prop) rod up could cause the hood to bend.



7. Close the hood by dropping it from approximately 6 inches.

WARNING

Be sure to move your fingers out of the way before closing the hood.

8. Ensure that the hood is properly latched by attempting to lift the hood. You should not be able to fit your fingers under the hood.

WARNING

If the hood is not latched properly, it may open while the vehicle is in motion and cause an accident, which may result in death or serious injury.

SAMPLE