

## INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross   
Vice-President, Product Quality and Service Support

## CONSUMER ADVISORY 21TG01

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

Specific information for Region support is provided below.

**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.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on November 18, 2021.

*Please reference the attached Dealer Letter for additional details.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.