

PANT PARTS & ACCESSORY NEWS TODAY

B U L L E T I N

2012-071

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November 19, 2012

TO: Toyota Parts and Service Managers

SUBJECT: RAV4 EV Refurbished Drivetrain Parts Exchange

Toyota's RAV4 EV uses new electric vehicle technology unique to this vehicle. Because of this specialized technology, dealership technicians are required to have Toyota training and tools designed specifically for working on this vehicle's powertrain battery and its related cooling, charging, regulating, and diagnostic systems.

To ensure technician safety, the diagnosis and repair of the RAV4 EV drivetrain systems should not be performed without the proper training and tools. Only authorized RAV4 EV dealers, who have a signed RAV4 EV Dealer Participation Agreement on file and meet all the RAV4 EV wholesale program requirements, including RAV4 EV powertrain training and service tools, are authorized to perform warrantable repairs on these systems.

The following three replacement electric powertrain parts for the RAV4 EV will be offered on an exchange basis only:

- **On Board Charger**
- **Final Drive / Inverter**
- **Powertrain Battery**

If a dealer is involved in RAV4 EV repair that requires replacement of any of these components, contact TMS Technical Assistance System (TAS) for diagnostic assistance. A Customer Relations representative will be in contact with the dealer service department to coordinate the ordering, shipment, and return processes quickly and smoothly.

Special Requirements for Dealer Ordering and Handling of RAV4 EV Exchange Parts

Exchange Part Ordering

- The parts exchange process will be initiated only after evaluation and confirmation of the need for replacement by TMS TAS.
- Upon confirmation of the need for an exchange part, TMS Customer Relations will be in contact with the dealer service manager to explain order and delivery details.
- Dealers cannot order RAV4 EV exchange parts. Orders will be done internally by TMS for dealers.

- Completion of an “RMA” Form (“Return Merchandise Authorization”) specific to RAV4 EV exchange parts will be coordinated by TAS and Customer Relations. The dealer service department will be contacted to provide information for this form. The RMA Form is required to capture customer and vehicle information needed for shipment of an exchange replacement part, return of a defective part, and to coordinate reusable shipping container logistics.

Exchange Part Delivery

- Refurbishment program exchange parts will be direct-shipped to dealers. They will not be shipped from a facing PDC.
- Dealer shipments will be made using trucks with lift gates and material handling equipment needed to unload these parts safely and without damage. In some cases, dealers may be advised to have a pallet jack or other material handling equipment available.

Returning a Defective Part or Reusable Shipping Container

- RAV4 EV powertrain battery shipments require specialized preparation and documentation. TMS will be involved in these activities to get batteries to dealers quickly, safely, and in compliance with all shipping regulations. Dealers must not attempt to ship a RAV4 EV powertrain battery under any circumstances without the appropriate TMS involvement.
- RAV4 EV powertrain batteries and final drive/inverter units are shipped to dealers in reusable shipping containers designed for these parts. These containers must be returned in serviceable condition after use.
- Dealers will need to return defective parts for these drivetrain component warranty repairs. For customer pay repairs, reusable shipping containers must be returned after the refurbished drivetrain component is delivered to the dealer. For these returns, dealers will have 10 days from receipt of the exchange part to ship the defective part and/or reusable container.

If you have any questions, please contact your DSPM, FTS, or TSTM.