



RAV4 EV 2 0 1 4



WARRANTY & MAINTENANCE GUIDE



www.toyota.com

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If your name or address has changed
or you purchased your Toyota as a
used vehicle, please complete and
mail the attached card, even if your
warranty coverage has expired. This
will enable Toyota to contact you with
important product or safety updates
concerning your vehicle. If the card
is no longer attached, please call the
Toyota Customer Experience Center
at (800) 331-4331.

OWNER INFORMATION CHANGE FORM

Check one: Same owner, name and/or address has changed New owner, purchased vehicle used EVV

Same owner, additional driver who should receive product/safety updates

Vehicle Identification Number (required to process change) Effective date of this information Mo. / Day / Year

Mr. Mrs. Ms. Miss Dr.

First name M.I. Last name Check here if address below is for company

Company name

Street address or P.O. Box Apt. or suite number

City State Zip code

Primary phone number Alternate phone number

E-mail address

This information is obtained solely for the use of Toyota Motor Sales, U.S.A., Inc. Toyota occasionally sends special promotional offers to registered owners. Check here if you prefer not to receive these offers.



Thank you for purchasing a Toyota vehicle. We know you have many options when considering which vehicle to buy, and we appreciate your decision to select Toyota.

We want you to enjoy owning your Toyota as much as you enjoy driving it. This booklet is designed to help. Here you'll find information on Toyota's warranty coverage and maintenance recommendations for your vehicle. There are two easy-to-follow sections: one for warranty and one for maintenance. The tab on the side of each page identifies the section you are in.

For more information about our vehicles, our company or the products and services available for your vehicle, please visit Toyota's official Web site, **www.toyota.com**.

We wish you many miles of safe and pleasurable driving, and we look forward to serving you in the years ahead. Welcome to the Toyota family!



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Find It Online

You can also find scheduled maintenance information for your vehicle at **toyota.com/owners**. Toyota Owners has all the information you need for your new vehicle in one place!

- View Owner's Manuals online
- Track your service history
- Watch and learn with how-to-videos
- Take advantage of service offer specials



Satisfaction Down the Road

At Toyota, our top priority is always our customers. We know your Toyota is an important part of your life and something you depend on every day. That's why we're dedicated to building products of the highest quality and reliability.

Our excellent warranty coverage is evidence that we stand behind the quality of our vehicles.

To further demonstrate our commitment to our customers' satisfaction, occasionally we may establish a special policy adjustment to pay for specific repairs that are no longer covered by warranty. When we establish such a policy adjustment, we mail details to all applicable owners we have on record. That's why it's important to send in the card at the back of this booklet if you change your address or if you've purchased this vehicle from a previous owner.

Our goal is for every Toyota customer to enjoy outstanding quality, dependability and peace of mind throughout their ownership experience. We want you to be a satisfied member of the Toyota family for many miles to come.

This booklet describes the terms of Toyota warranty coverage as well as general owner responsibilities. The scheduled maintenance section describes your vehicle's maintenance requirements. Be sure to review this information carefully, since proper maintenance is required to ensure that warranty coverage remains intact.

All information in this booklet is the latest available at the time of publication and is subject to change without notice.

Both Toyota and your Toyota dealer are dedicated to serving your automotive needs. Your complete satisfaction is our first priority. Should you have a problem or concern — either during or after the warranty period — please take the following steps to ensure the quickest possible response:

Step 1

Discuss the situation with a dealership manager, such as the service manager or customer relations manager. In most cases, a satisfactory solution can be reached at this step.

Step 2

If the dealership does not address your concern to your satisfaction, call the Toyota Customer Experience Center at **(800) 331-4331**.

Please have the following information ready when you call:

- Your Toyota's vehicle identification number (located on the driver's side corner of the dashboard, under the window)
- Current mileage on your vehicle
- Name of your Toyota dealership

A Toyota customer relations representative will assist you in working with the dealership to find a satisfactory solution.

Step 3

If your concern has still not been resolved to your satisfaction, Toyota offers additional assistance through the Dispute Settlement Program, a dispute resolution program administered by the National Center for Dispute Settlement. The purpose of the Dispute Settlement Program is to resolve disputes through arbitration — a process by which two parties authorize an independent third party to hear and resolve a dispute. The program is informal and free of charge. To request that your case be reviewed through the program, complete the customer claim form in the *Owner's Warranty Rights Notification* booklet (found in your glove box) and mail it to:

National Center for Dispute Settlement
P.O. Box 688
Mt. Clemens, MI 48046

If you would like to request a customer claim form, call the Toyota Customer Experience Center at (800) 331-4331. When you call, please have your vehicle identification number, the current mileage on your Toyota and the names of your selling and servicing dealerships.

If You Need Assistance

California residents: Toyota offers your assistance through an informal dispute settlement program called the California Dispute Settlement Program (CDSP). A brochure about the program is found in your glove box. For additional information, call the Toyota Customer Experience Center at (800) 331-4331. You may also contact the CDSP directly at (888) 300-6237. Failure to use the CDSP may affect your rights and remedies under California's "Lemon Laws."

This information about the Dispute Settlement Programs is correct as of the date of printing. However, the programs may be changed without notice. For the most current information about the programs, call the Toyota Customer Experience Center at (800) 331-4331.

THE NEW WORLD OF ANTI-THEFT TECHNOLOGY

This Toyota vehicle may be equipped with an electronic “immobilizer” anti-theft system. When the key is inserted into the ignition switch it transmits an electronic code to an immobilizer computer. The engine will only start if the code in the key matches the code in the immobilizer. If the code does not match, the immobilizer disables the ignition and fuel systems. While an exact physical copy of the key will open the door and allow retrieval of items locked in the vehicle, it won't start the vehicle unless the key has the same code as the immobilizer.

SECURITY

For security purposes, access to key codes and service procedures for electronically registering replacement keys is restricted. Only a Toyota dealer or certain bonded/registered independent locksmiths can generate replacement keys.

REPLACING THE KEY

Upon purchase, each vehicle should have two master keys and an aluminum tag with a key-code imprinted on it.

To generate a fully functional replacement key (one that will both open the doors and start the engine), one of the master keys is required. To make a key that will open the door for retrieval of items locked inside the vehicle, the aluminum key-code tag can be used. If a master key or the aluminum key-code tag is not available, a Toyota dealer or certain registered locksmiths can obtain the key code from a restricted-access database. These businesses can also access a service utility to reprogram the immobilizer if all registered master keys have been lost. If a Toyota dealer is not available, please refer to www.aloa.org to find a bonded/registered locksmith who performs high security key service.

KEEPING THE KEY SAFE

Replacing an immobilizer key may be costly. It is advisable to keep a spare master key and the aluminum key-code tag in a safe place. If you record the key-code in more than one place, do not record it in a way that can be easily identified and associated with the vehicle. It is wise to keep a copy of the key-code outside of the vehicle.

If the vehicle was delivered with less than two keys and the aluminum key-code tag, consider having the Toyota dealer or a qualified independent automotive locksmith make a duplicate key before you need it.

We realize that your confidence in the quality and reliability of our products was a key factor in your decision to buy a Toyota. We also know how disruptive the loss of transportation can be to your daily routine. That's why we're pleased to offer you the benefits of our Transportation Assistance Policy.

Under this policy, you are eligible for transportation assistance if your Toyota must be kept overnight for warranty-covered repairs. The policy applies when your vehicle must be kept overnight for any of the following reasons:

- The warranty repairs will take longer than one day to complete.
- The warrantable condition requires extensive diagnosis.
- The parts needed for the warranty repairs are not readily available and your vehicle is inoperative or unsafe to drive.

The policy does not apply when warranty repairs can be completed in one day but the vehicle must be kept overnight due to dealer or owner scheduling conflicts.

The Transportation Assistance Policy applies for the duration of the New Vehicle Limited Warranty. The policy applies to all 2014 model-year Toyotas sold and serviced by authorized Toyota dealerships in the mainland United States and Alaska.

For further details, please consult your Toyota dealer.

General Warranty Provisions

Who Is the Warrantor

The warrantor for these limited warranties is Toyota Motor Sales, U.S.A., Inc. (“Toyota”), 19001 South Western Avenue, Torrance, California 90509-2991, a California corporation.

Which Vehicles Are Covered

These warranties apply to all 2014 model year RAV4 EV vehicles distributed by Toyota that are originally sold by an authorized dealer in the United States and normally operated or touring in the United States, U.S. territories or Canada. Warranty coverage is automatically transferred at no cost to subsequent vehicle owners.

Multiple Warranty Conditions

This booklet contains warranty terms and conditions that may vary depending on the part covered. A warranty for specific parts or systems, such as the Powertrain Warranty or Traction Battery Warranty, is governed by the coverage set forth in that warranty as well as the General Warranty Provisions.

When Warranty Begins

The warranty period begins on the vehicle’s in-service date, which is the first date the vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator.

Repairs Made at No Charge

Repairs and adjustments covered by these warranties are made at no charge for parts and labor.

Parts Replacement

Any needed parts replacement will be made using new or remanufactured parts. The decision whether a part should be repaired or replaced will be made by the servicing Toyota dealership and/or Toyota. Parts scheduled to be replaced as required maintenance are warranted until their first replacement only.

Important: You must use the Dispute Settlement Program (or, in California, the CDSP) before seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act (the “Act”). However, if you choose to pursue rights and remedies not created by the Act, you are not required to use the Dispute Settlement Program (CDSP). You may also be required to use the Dispute Settlement Program or CDSP before seeking remedies under the “Lemon Laws” of your state. Please check this booklet and the appropriate page of the *Owner’s Warranty Rights Notification* booklet for additional information and the requirements applicable to your state.

Informal Dispute Settlement Program

Toyota offers assistance through an informal dispute settlement program called the **Dispute Settlement Program**. This program is administered by an independent third party:

National Center for Dispute Settlement
P.O. Box 688
Mt. Clemens, MI 48046

Further information about this program can be found in this booklet and the *Owner's Warranty Rights Notification* booklet.

California residents: Toyota offers you assistance through an informal dispute settlement program called the California Dispute Settlement Program (CDSP). A brochure about the program is found in your glove box. For additional information, call the Toyota Customer Experience Center at (800) 331-4331. You may also contact the CDSP directly at (888) 300-6237. Failure to use the CDSP may affect your rights and remedies under California's "Lemon Laws."

Limitations

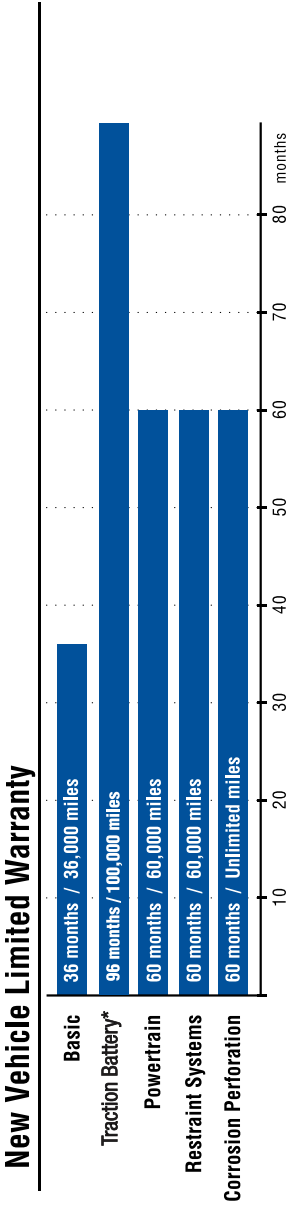
The performance of necessary repairs and adjustments is the exclusive remedy under these warranties or any implied warranties. Toyota does not authorize any person to create for it any other obligation or liability in connection with this vehicle.

Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of these written warranties. Some states do not allow restrictions on how long an implied warranty lasts, so this limitation may not apply to you.

Your Rights Under State Law

These warranties give you specific legal rights. You may also have other rights that vary from state to state.

WARRANTY COVERAGE AT A GLANCE



* Regardless of charge mode

WHAT IS COVERED AND HOW LONG

Basic Warranty

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any part supplied by Toyota, subject to the exceptions indicated under “What Is Not Covered” on pages 14-15.

Coverage is for 36 months or 36,000 miles, whichever occurs first, with the exception of wheel alignment and wheel balancing, which are covered for 12 months or 12,000 miles, whichever occurs first.

Traction Battery Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of the components listed here and supplied by Toyota, subject to the exceptions indicated under “What Is Not Covered” on pages 14-15.

- Traction battery (lithium-ion battery)

Coverage is for 96 months or 100,000 miles, whichever occurs first regardless of charge mode.

Powertrain Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of any component listed in the next column and supplied by Toyota, subject to the exceptions indicated under “What Is Not Covered” on pages 14-15.

Coverage is for 60 months or 60,000 miles, whichever occurs first.

EV Unit

- EV charger
- EV gateway control ECU
- EV traction motor assembly
- Power management control ECU
- Thermal control ECU

Front-Wheel-Drive System

Final drive housing and all internal parts, axle shafts, drive shafts, constant velocity joints, front hub and bearings, seals and gaskets.

Restraint Systems Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of any seatbelt or air bag system supplied by Toyota, subject to the exceptions indicated under “What Is Not Covered” on pages 14-15.

Coverage is for 60 months or 60,000 miles, whichever occurs first.

For vehicles sold and registered in the state of Kansas, the warranty for seatbelts and related components is 10 years, regardless of mileage.

New Vehicle Limited Warranty

Corrosion Perforation Warranty

This warranty covers repair or replacement of any original body panel that develops perforation from corrosion (rust-through), subject to the exceptions indicated under “What Is Not Covered” on pages 14-15.

Coverage is for 60 months, regardless of mileage.

For information on how to protect your vehicle from corrosion, see the section entitled “Corrosion Prevention and Appearance Care” in the *Owner's Manual*.

Towing

When your vehicle is inoperable due to failure of a warranted part, towing service to the nearest authorized Toyota dealership is covered.

WHAT IS NOT COVERED

This warranty does not cover damage or failures resulting directly or indirectly from any of the following:

- Fire, accidents or theft
- Abuse or negligence
- Misuse — for example, racing or overloading
- Improper repairs
- Alteration or tampering, including installation of non-Genuine Toyota Accessories
- Lack of or improper maintenance, including use of fluids other than those specified in the *Owner's Manual*
- Installation of non-Genuine Toyota Parts
- Airborne chemicals, tree sap, road debris (including stone chips), rail dust, salt, hail, floods, wind storms, lightning and other environmental conditions
- Water contamination
- Use of incompatible charging device
- Neglecting to follow correct charging procedure

This warranty also does not cover the following:

Tires

Tires are covered by a separate warranty provided by the tire manufacturer. See page 17.

Gradual Capacity Reduction of Traction Battery

Traction battery capacity (the ability to hold a charge) gradually reduces with time and use. This is a natural characteristic of lithium-ion batteries. The extent at which capacity is reduced changes drastically depending on the environment (ambient temperature, etc.) and usage conditions such as how the vehicle is driven and how the traction battery is charged. Reduction of traction battery capacity is **NOT** covered under warranty. In order to lessen the possibility of capacity reduction, follow the directions listed in the *Owner's Manual* under "Capacity Reduction of the Traction Battery."

Normal Wear and Tear

Noise, vibration, cosmetic conditions and other deterioration caused by normal wear and tear.

Maintenance Expense

Normal maintenance services such as:

- Replacement of fluids and filters
- Lubrication
- Cleaning and polishing
- Replacement of worn wiper blades and brake pads/linings

Vehicles With Altered Odometer

Failure of a vehicle on which the odometer has been altered so that actual vehicle mileage cannot be readily determined.

Salvage or Total-Loss Vehicles

Any vehicle that has ever been issued a "salvage" title or similar title under any state's law; or has ever been declared a "total loss" or equivalent by a financial institution or insurer, such as by payment for a claim in lieu of repairs because the cost of repairs exceeded the cash value of the vehicle.

Incidental Damages

Incidental or consequential damages associated with a vehicle failure. Such damages include but are not limited to inconvenience; the cost of transportation, telephone calls and lodging; the loss of personal or commercial property; and the loss of pay or revenue.

Disclaimer of Extra Expenses and Damages

The performance of necessary repairs and adjustments is the exclusive remedy under this warranty or any implied warranty. Toyota does not authorize any person to create for it any other obligation or liability in connection with this vehicle. Toyota shall not be liable for incidental or consequential damages resulting from breach of this written warranty or any implied warranty. Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of this written warranty, except in states where this limitation is not allowed.

DISPUTE RESOLUTION

If a dispute arises regarding your warranty coverage, please follow the steps described under “If You Need Assistance” on page 5. Please note that you must use the Dispute Settlement Program (or, in California, the CDSP) before seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act. You may also be required to use the Dispute Settlement Program or CDSP before seeking remedies under the “Lemon Laws” of your state. Please check the appropriate page of the *Owner’s Warranty Rights Notification* booklet (located in your glove box) for the requirements applicable to your state.

OBTAINING WARRANTY SERVICE

The tires that come as original equipment on your vehicle are warranted by their manufacturer and not Toyota. A separate warranty statement for the tires is in your glove box.

To obtain service for a tire defect, take the tire to an authorized dealer of the tire manufacturer. (Refer to your local phone directory for dealer locations.) Your Toyota dealer may also be able to assist you in obtaining warranty service from the manufacturer.

For additional warranty information or service assistance, contact the tire manufacturer directly.

ORIGINAL EQUIPMENT TIRE MANUFACTURERS

Yokohama Tire Corporation

601 South Acacia Avenue
Fullerton, CA 92831
(800) 722-9888

GENERAL INFORMATION

You are responsible for ensuring that your Toyota is operated and maintained according to the instructions in the *Owner's Manual* and this booklet.

You should keep detailed records of vehicle maintenance, since under some circumstances they may be required for warranty coverage. These records should include date of service, mileage at time of service and a description of service performed and/or parts installed. For your convenience, a maintenance log is included in this booklet. If you sell your vehicle, you should give your maintenance records to the new owner.

Toyota will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failures caused by lack of proper maintenance are not covered under warranty.

WHERE TO GO FOR MAINTENANCE

You may have maintenance performed on your vehicle by any qualified person or facility. However, Toyota recommends having maintenance performed by an authorized RAV4 EV Toyota dealership. Powertrain and high voltage component service or repairs should be performed by an authorized RAV4 EV Toyota dealership in accordance with the safety precautions discussed at the beginning of this booklet. In addition, software updates may be available during your scheduled maintenance visit and can only be installed by an authorized RAV4 EV Toyota dealership.

RAV4 EV authorized Toyota dealerships have technicians who are specially trained to maintain and repair Toyota RAV4 EV vehicles. They stay current on the latest service information through Toyota technical bulletins, service publications and training courses. They are also certified through the Toyota Certification Program, which involves a series of rigorous written examinations. Feel free to ask the Toyota dealership to show you their technicians' credentials.

You can be confident you're getting the best possible service for your vehicle when you take it to an authorized RAV4 EV Toyota dealership.

REPLACEMENT PARTS

Warranty coverage is not dependent upon the use of any particular brand of replacement parts. However, Toyota recommends using only Genuine Toyota Parts when you need to replace a part on your vehicle. Like all Toyota products, Genuine Toyota Parts are built to the highest standards of quality, durability and performance. They are also designed to fit your vehicle's exact specifications.

Your Toyota dealership maintains an extensive inventory of Genuine Toyota Parts to meet your vehicle service needs. And because it is linked electronically to Toyota's Parts Distribution Centers, the dealership has quick access to any parts it may not have in stock.

Genuine Toyota Parts are covered by their own warranty (see your dealer for details) or the remainder of any applicable New Vehicle Limited Warranty, whichever is longer. **Non-Genuine Toyota Parts, or any damage or failures resulting from their use, are not covered by any Toyota warranty.**

Obtaining Warranty Service

BY GEOGRAPHIC REGION

In the United States, U.S. Territories, Canada and Mexico

To obtain warranty service in the United States, U.S. territories, Canada or Mexico, take your vehicle to an authorized Toyota dealership. If your vehicle cannot be driven, contact your nearest Toyota dealership for towing assistance. You do not have to pay for towing to the nearest Toyota dealership if your vehicle is inoperable due to failure of a warranted part.

The Toyota RAV4 EV is being offered in limited quantities in certain California markets. While non-powertrain warranty service can be performed by any Toyota dealership, powertrain and high voltage component warranty service must only be performed by an authorized RAV4 EV dealership. Because your electric powertrain warranty service can only be performed by an authorized RAV4 EV dealership, Toyota does not recommend home-basing the vehicle outside the state of California.

Outside the United States, U.S. Territories, Canada and Mexico

If you are using your vehicle outside the United States, U.S. territories, Canada and Mexico and need warranty service, contact a local Toyota dealership. Please note, however, that your vehicle may not be repaired free of charge because the local Toyota distributor may have no obligation to provide warranty service for your vehicle, and/or your vehicle may not comply with local regulatory or environmental requirements.

EMERGENCY REPAIRS

If your vehicle is inoperable or unsafe to drive and there is no Toyota dealership reasonably available to make repairs, you may perform the repairs yourself or have them performed by another automotive service provider. Toyota will reimburse you for any of the repairs that are covered by warranty. To receive reimbursement, present to an authorized Toyota dealership your paid repair invoices and any parts that were removed from the vehicle. You will be reimbursed for warranted parts at the manufacturer's suggested retail price and warranted labor at a geographically appropriate hourly rate multiplied by Toyota's recommended time allowance for the repair.

If your vehicle requires emergency repair, Toyota assumes no liability for subsequent failures caused by improper repairs or the use of non-Genuine Toyota Parts unless you have the vehicle properly repaired in a timely manner. To ensure that warranty coverage remains intact, have your vehicle inspected by an authorized Toyota dealership as soon as possible after an emergency repair.

The Toyota RAV4 EV is being offered in limited quantities in certain California markets. While non-powertrain warranty service can be performed by any Toyota dealership, powertrain and high voltage component warranty service must only be performed by an authorized RAV4 EV dealership. Because your electric powertrain warranty service can only be performed by an authorized RAV4 EV dealership, Toyota does not recommend home-basing the vehicle outside the state of California.

The Importance of Scheduled Maintenance

Regular maintenance is essential to obtaining the highest level of performance, safety and reliability from your Toyota. It can also increase your vehicle's resale value. The following pages are designed to help you make sure your vehicle receives proper and timely maintenance. Along with other important information related to vehicle service, you'll find factory-recommended maintenance guidelines and a log in which to document your vehicle's maintenance history.

In addition to scheduled maintenance, your vehicle requires ongoing general maintenance such as fluid checks and visual inspections. These procedures are explained in the "Vehicle Maintenance and Care" section of the Owner's Manual. Be sure to perform these procedures regularly to ensure the most trouble-free operation of your vehicle.

With proper maintenance and care, your vehicle will last longer and deliver more dependable, economical performance. Follow this booklet's recommendations and you'll enjoy maximum reliability and peace of mind from your Toyota for many years to come.



IMPORTANT MAINTENANCE INFORMATION

Maintenance Records

Maintaining your vehicle according to the recommendations in this booklet is required to ensure that your warranty coverage remains intact. You should keep detailed records of vehicle maintenance, including date of service, mileage at time of service and a description of service and/or parts installation performed. The scheduled maintenance log in this booklet can help you document this information. If you sell your vehicle, be sure to give your maintenance records to the new owner.

Toyota will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failure caused by lack of proper maintenance are not covered under warranty.

Maintenance Providers

Maintenance and repair services may be performed by you or by any automotive service provider you choose. Toyota will not deny a warranty claim solely because you used a service provider other than a Toyota dealership for maintenance and repairs. However, damage or failure caused by improper maintenance or repairs are not covered under warranty.

Dealer-Recommended Maintenance

Your dealer may recommend more frequent maintenance intervals or more maintenance services than those listed in the scheduled maintenance log. These additional services are not required to maintain your warranty coverage. Ask your dealer to explain any recommended maintenance not included in the scheduled maintenance log.

For a complete description of Toyota warranty coverages, see the Warranty Information portion of this booklet.

Regular maintenance is essential to obtaining the highest level of performance from your Toyota. It can also increase your vehicle's resale value. This booklet presents Toyota's maintenance recommendations in convenient checklists, so you can easily see what type of maintenance your vehicle needs and document that the work was performed.

To ensure that your vehicle receives first-quality service and parts, Toyota recommends having maintenance performed by an authorized Toyota dealership. Toyota dealership technicians are experts on Toyota vehicles, and they use Genuine Toyota Parts designed to your vehicle's exact specifications. When you go to a Toyota dealership, you can be confident that they will use Genuine Toyota parts and have Toyota-trained technicians.

Miles or Months?

Toyota recommends obtaining scheduled maintenance for your vehicle every 5,000 miles or six months, whichever comes first.

For example:

- If you drive 5,000 miles in less than six months, you should obtain maintenance at **5,000 miles** - don't wait until six months.

- If at six months you have driven less than 5,000 miles, you should obtain maintenance at **six months** - don't wait until 5,000 miles.

Be sure to keep an eye on your mileage so that you obtain maintenance when recommended. If you are a low-mileage driver, mark your calendar to remind yourself to obtain maintenance every six months.

Documenting Your Investment

To help you verify that you've invested in proper maintenance, each maintenance checklist includes space for your Toyota dealership to certify that you obtained Genuine Toyota Service for your vehicle. The dealership may mark the dealer service verification area with the following stamp (which may be customized with the dealership's name):



Special Operating Conditions

In addition to standard maintenance items, the maintenance log indicates services that should be performed on vehicles that are driven under especially demanding conditions. These “special operating conditions” and their required maintenance items are clearly indicated in each chart.

NOTE: You should perform these additional maintenance services if you drive *primarily* under any of the special operating conditions indicated. If you drive only occasionally under these conditions, it is not necessary to perform the additional services.

Additional Maintenance

In addition to scheduled maintenance, your Toyota requires ongoing general maintenance such as fluid checks and visual inspections. These procedures are explained in the “Vehicle Maintenance and Care” section of the *Owner's Manual*. Be sure to perform these procedures regularly to ensure the most trouble-free operation of your vehicle.

SuperChrome and Alloy Wheel Care

If you purchased genuine Toyota accessory Aluminum Alloy Wheels, follow these cleaning guidelines to maintain the appearance of your alloy wheels:

- If wheels are hot, wait for them to cool before washing.
- Use a soft sponge or cotton cloth to apply the same mild car-wash soap as used for the vehicle body. Quickly rinse off with water. Use a soft cloth to apply the same car wax as used for the vehicle body.
- **DO NOT USE:** Any kind of chemical based cleaners, alcohol, solvents, gasoline, steam cleaners, scouring pads, wire brushes, or coarse abrasives to clean your wheels.

5,000 miles or 6 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading:²

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

10,000 miles or 12 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading:²

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

15,000 miles or 18 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |
| <input type="checkbox"/> Heater coolant | |

Note: Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced air flow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform these service items only if you drive primarily under the conditions indicated.

² Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

20,000 miles or 24 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading³:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

25,000 miles or 30 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading³:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

30,000 miles or 36 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace cabin air filter
- Rotate tires

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Heater coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake linings/drums and brake pads/discs ² | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |

Additional Maintenance Items for Special Operating Conditions¹

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading³:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform these service items only if you drive primarily under the conditions indicated.

² Inspect thickness measurement and disc runout.

³ Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

35,000 miles or 42 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading² :

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

40,000 miles or 48 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace battery coolant ³
- Replace motor/inverter coolant ⁴
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

45,000 miles or 54 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |
| <input type="checkbox"/> Heater coolant | |

Note: Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced air flow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform these service items only if you drive primarily under the conditions indicated.

² Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

³ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Battery Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

⁴ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Motor/Inverter Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

50,000 miles or 60 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace battery coolant ¹
- Replace motor/inverter coolant ²
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ³

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading⁵:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

55,000 miles or 66 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ³

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading⁵:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

60,000 miles or 72 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace cabin air filter
- Rotate tires

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Heater coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake linings/drums and brake pads/discs ⁴ | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |

Additional Maintenance Items for Special Operating Conditions³

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading⁵:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Battery Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

² Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Motor/Inverter Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

³ Perform these service items only if you drive primarily under the conditions indicated.

⁴ Inspect thickness measurement and disc runout.

⁵ Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

65,000 miles or 78 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

70,000 miles or 84 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

75,000 miles or 90 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |
| <input type="checkbox"/> Heater coolant | |

Note: Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced air flow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform these service items only if you drive primarily under the conditions indicated.

² Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

80,000 miles or 96 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace battery coolant ¹
- Replace motor/inverter coolant ²
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ³

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading⁴ :

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

85,000 miles or 102 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ²

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading³:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

90,000 miles or 108 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace cabin air filter
- Rotate tires

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Heater coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake linings/drums and brake pads/discs ⁵ | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |

Additional Maintenance Items for Special Operating Conditions²

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading³:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Battery Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

² Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Motor/Inverter Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

³ Perform these service items only if you drive primarily under the conditions indicated.

⁴ Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

⁵ Inspect thickness measurement and disc runout.

95,000 miles or 114 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading² :

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

100,000 miles or 120 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace battery coolant ³
- Replace heater coolant ⁴
- Replace motor/inverter coolant ⁵
- Replace transaxle lubricant fluid
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

105,000 miles or 126 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |
| <input type="checkbox"/> Heater coolant | |

Note: Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced air flow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform these service items only if you drive primarily under the conditions indicated.

² Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

³ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Battery Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

⁴ Initial replacement at 100,000 miles/120 months. Replace every 50,000 miles/60 months thereafter. Refer to "Heater Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

⁵ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Motor/Inverter Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

110,000 miles or 132 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading² :

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

115,000 miles or 138 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Rotate tires
- Visually inspect brake linings/drums and brake pads/discs

Inspect the following:

- Battery coolant
- Health check
- Motor/Inverter coolant

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Inspect ball joints and dust covers
- Inspect drive shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading²:

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

120,000 miles or 144 months

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Replace cabin air filter
- Replace battery coolant ³
- Replace motor/inverter coolant ⁴
- Rotate tires

Inspect the following:

- | | |
|--|--|
| <input type="checkbox"/> Ball joints and dust covers | <input type="checkbox"/> Heater coolant |
| <input type="checkbox"/> Battery coolant | <input type="checkbox"/> Motor/Inverter coolant |
| <input type="checkbox"/> Brake lines and hoses | <input type="checkbox"/> Radiator, condenser, hoses and/or intercooler |
| <input type="checkbox"/> Brake linings/drums and brake pads/discs ⁵ | <input type="checkbox"/> Steering gear box |
| <input type="checkbox"/> Drive shaft boots | <input type="checkbox"/> Steering linkage and boots |
| <input type="checkbox"/> Health check | |

Additional Maintenance Items for Special Operating Conditions ¹

Driving on dirt roads or dusty roads:

- Tighten nuts and bolts on chassis and body

Driving while towing, using a car-top carrier, or heavy vehicle loading² :

- Tighten nuts and bolts on chassis and body

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

¹ Perform these service items only if you drive primarily under the conditions indicated.

² Not all vehicles are designed for towing. Refer to your Vehicle Owner's Manual for details.

³ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Battery Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

⁴ Perform this service item at every 48 months or 50,000 miles whichever comes first. Refer to "Motor/Inverter Coolant" in the "Explanation of Maintenance Items" section in the back of this guide for more information.

⁵ Inspect thickness measurement and disc runout.

Explanation of Maintenance Items

The following descriptions are provided to give you a better understanding of the maintenance items that should be performed on your vehicle. The scheduled maintenance log indicates at which mileage/time intervals each item should be performed. Please note that many maintenance items should be performed only by a qualified technician.

For further information on maintenance items you can perform yourself, see the “Vehicle Maintenance and Care” and “Do-It-Yourself Maintenance” sections of the *Owner’s Manual*.

- Only use “Zerex G 48” or “Glysantin G 48”. The dilution ratio for both “Zerex G 48” and “Glysantin G 48” is 50% coolant and 50% deionized water. Therefore, dilution is needed when coolant in the vehicle is added.
- Do not use TOYOTA Super Long Life Coolant (SLLC) or similar high quality ethylene glycol based non-silicate, non-amine, non-nitrite, and non-borate coolant with long-life hybrid organic acid technology.
- To prevent foreign matter such as dust or dirt from entering the cooling system, make sure to confirm that the container used to add coolant is clean and free of foreign matter such as dust or dirt.

Ball Joints and Dust Covers

Check the suspension and steering linkage ball joints for looseness and damage. Check all dust covers for deterioration and damage. Replace any deteriorated or damaged parts. A qualified technician should perform these operations.

Battery Coolant

Replace at specified intervals. When performing inspections, check that the battery coolant level is between the “FULL” and “LOW” lines on the see-through reservoir tank.

Notice: A qualified technician should perform this operation.

Brake Lines and Hoses

Visually inspect for proper installation. Check for chafing, cracks, deterioration and signs of leakage. Replace any deteriorated or damaged parts. A qualified technician should perform these operations.

Brake Linings/Drums and Brake Pads/Discs

Check the brake linings (shoes) and drums for scoring, burning, fluid leakage, broken parts and excessive wear. Check the pads for excessive wear and the discs for runout, excessive wear and fluid leakage. Replace any deteriorated or damaged parts. A qualified technician should perform these operations.

Cabin Air Filter

Replace at specified intervals. Driving in heavy traffic, on dirt roads or in urban, desert or dusty areas may shorten filter's life. More frequent replacement may be necessary.

Drive Shaft Boots

Check the drive shaft boots and clamps for cracks, deterioration and damage. Replace any deteriorated or damaged parts and, if necessary, repack the grease. A qualified technician should perform these operations.

Driver's Floor Mat

- Only use the driver's floor mat designed specifically for the model and model year of your vehicle.
- Always properly secure the driver's floor mat using the retaining hooks.
- Never install another floor mat on top of the existing driver's floor mat.
- Never install the driver's floor mat upside down.

Health Check

Notice: This operation is to be performed by a qualified technician.

- Technician will use the Toyota Techstream Diagnostic Tool to generate a Vehicle Health Check Summary.
- Diagnostic codes will be recovered and displayed if present in the vehicle's various systems.

- Service Campaign status (if any outstanding) will be displayed.
- Firmware versions for vehicle electronic control units are confirmed, where applicable.

Heater Coolant

Replace at specified intervals. When performing inspections, check that the heater coolant level is between the "FULL" and "LOW" lines on the see-through reservoir tank.

Notice: A qualified technician should perform this operation.

- Only use TOYOTA Super Long Life Coolant (SLLC) or similar high quality ethylene glycol based non-silicate, nonamine, nonnitrite, and non-borate coolant.
- Use coolant that is diluted by 50%.
- Do not use Zerex G48.
- To prevent foreign matter such as dust or dirt from entering the cooling system, make sure to confirm that the container used to add coolant is clean and free of foreign matter such as dust or dirt.

Motor/Inverter Coolant

Replace at specified intervals. When performing inspections, check that the motor and inverter (electric vehicle motor assembly) coolant level is between the "FULL" and "LOW" lines on the see-through reservoir tank.

Notice: A qualified technician should perform this operation.

- Only use "Zerex G 48" or "Glysantin G 48". The dilution ratio for both "Zerex G 48" and "Glysantin G 48" is 50% coolant and 50% deionized water. Therefore, dilution is needed when coolant in the vehicle is added.
- Do not use TOYOTA Super Long Life Coolant (SLLC) or similar high quality ethylene glycol based non-silicate, non-amine, non-nitrite, and non-borate coolant with long-life hybrid organic acid technology.
- To prevent foreign matter such as dust or dirt from entering the cooling system, make sure to confirm that the container used to add coolant is clean and free of foreign matter such as dust or dirt.

Nuts and Bolts on Chassis and Body

Re-tighten the seat-mounting bolts and front/rear suspension member retaining bolts to specified torque.

Radiator, Condenser, Hoses and/or Intercooler

Inspect for damage, debris, corrosion, kinks, cracks, rot, clogging and leaks. Have any problem repaired immediately by a qualified technician.

Steering Gear Box

Inspect for signs of leakage. If you discover any leakage, have it repaired immediately by a qualified technician.

Steering Linkage and Boots

With the vehicle stopped, check for excessive freeplay in the steering wheel. Inspect the linkage for bending and damage and the dust boots for deterioration, cracks and damage. Replace any damaged parts. A qualified technician should perform these operations.

Tire Rotation

Tires should be rotated according to the instructions in the *Owner's Manual*. When rotating tires, check for damage and uneven wear. Replace if necessary.

Transaxle Lubricant Fluid

Replace at specified intervals. When performing inspections, check each component for signs of leakage. If you discover any leakage, have it repaired by a qualified technician immediately.

Wiper Blades

The wiper blades should not show any signs of cracking, splitting, wear, contamination or deformation. The wiper blades should clear the windshield without streaking or skipping.

Vehicle Identification

Model _____

In-service date _____

Selling dealership _____

Key number _____

Body style _____

Mileage at delivery _____

Selling dealership phone number _____

Vehicle Identification Number _____

SAFETY PRECAUTIONS

Your RAV4 EV has both high-voltage DC and AC systems as well as a 12-volt system. Both DC and AC high voltage are very dangerous and can cause personal injury, severe burns, electric shock and even fatal injury.

To avoid personal injury, please follow all caution labels attached to high-voltage parts. Do not touch or attempt to remove or replace any high-voltage (orange-colored) wiring and connectors. Do not touch the service plug located on top of the traction battery assembly.

If an accident occurs, do not touch any high-voltage wiring, connectors or parts such as the under hood DC/DC converter or vehicle battery assembly.

The high voltage traction battery assembly is concealed in a rigid metal case and is not likely to be breached except in a severe crash. Do not touch any electrolyte or liquid that might spill or leak from the vehicle battery as the result of an accident.

Water is recommended as the extinguishing agent for vehicle fires except for high voltage battery fires which should be allowed to burn out.

The Toyota RAV4 EV is being offered in limited quantities in certain California markets. While non-powertrain maintenance or repairs can be performed by any Toyota dealership, powertrain and high voltage component maintenance or repairs must only be performed by an authorized RAV4 EV Toyota dealership. Because your electric powertrain can only be serviced by an authorized RAV4 EV Toyota dealership, Toyota does not recommend home-basing the vehicle outside the state of California. To locate your nearest authorized RAV4 EV Toyota dealership, log on to www.toyota.com or contact the Toyota Customer Experience Center at (800) 331-4331.



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