

PASSPORT

t o p e r f o r m a n c e

2002 RAV 4 E l e c t r i c V e h i c l e

S c h e d u l e d M a i n t e n a n c e G u i d e

Your Passport to Performance

Regular maintenance is essential to obtaining the highest level of performance from your Toyota. It can also enhance your vehicle's resale value.

This booklet is designed to help you make sure your vehicle receives proper and timely maintenance. It includes factory-recommended maintenance guidelines along with information on the extensive maintenance and repair support available through Toyota and your dealership.

With proper maintenance and care, your vehicle will run better, last longer and deliver more economical performance. Follow the recommendations in this Scheduled Maintenance Guide and you'll enjoy reliability and peace of mind from your Toyota for many years to come.

Documenting Your Investment

To help you verify that you've invested in proper maintenance, each maintenance

log in this booklet includes space for your Toyota dealership to certify that you obtained Genuine Toyota Service for your vehicle. The dealership will mark the dealer service verification area with the following stamp (which may be customized with the dealership's name):

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.

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Maintenance and Toyota Warranty Coverage

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 failures 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 failures 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 for an explanation of any recommended maintenance not included in the scheduled maintenance log.

For a complete description of Toyota warranty coverages, see the booklet entitled 2002 Owner's Warranty Information located in your vehicle's glove box.

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Toyota Maintenance and Repair Support

Vehicle Identification

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To ensure that your vehicle receives first-quality service and factory-authorized parts, Toyota recommends having maintenance performed by an authorized Toyota dealership.

Toyota Dealership Service

Toyota dealership technicians are experts

in the maintenance and repair of Toyota

vehicles. They stay current on the latest

service information through Toyota technical

bulletins, service publications and

training courses. Many are also certified through the Toyota Certification Program,

which requires completion of Toyota's specialized, state-of-the-art training as well as rigorous exams through both Toyota and the National Institute for Automotive Service Excellence (ASE). Feel free to ask any Toyota dealership to show you its technicians' credentials.

You can be confident you're getting the best possible service for your vehicle when you take it to a Toyota dealership. Why trust your investment to anything but a team of highly qualified Toyota specialists?

Toyota Maintenance and Repair Support 2

Genuine Toyota Parts

To safeguard the quality, reliability and value of your vehicle, Toyota recommends

using only Genuine Toyota Parts for maintenance and repairs. Like all Toyota products, Genuine Toyota Parts are built to the highest standards of quality 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.

When installed by a Toyota dealership, Genuine Toyota Parts (with the exception of batteries) are warranted for 12 months from date of installation, regardless of mileage, or the remainder of any applicable New Vehicle Limited Warranty, whichever provides greater coverage. Selected Toyota replacement parts are covered

by a lifetime warranty (see page 5). Non-Genuine Toyota Parts and any damage

or failures resulting from their use are not covered by any Toyota warranty.

Genuine Toyota Parts

Genuine

Toyota

Remanufactured Parts

Toyota also offers the highest level of quality, fit and performance in selected remanufactured parts. These parts enable you to economically maintain and repair your vehicle with Genuine Toyota quality. They also feature the same warranty coverage as new Genuine Toyota Parts. Available parts range from alternators to water pumps; ask your Toyota dealership for a complete list of remanufactured product offerings.

For all your maintenance and repair needs, insist on the quality and peace of mind you only get with Genuine Toyota Parts.

Toyota Maintenance and Repair Support 3

Lifetime Guarantee Replacement Parts

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a factory-backed
lifetime guarantee.

Insist on Genuine Toyota Quality

Toyota Maintenance and Repair Support 4

Collision Repair Parts

Insist on Genuine Toyota Quality

If you re involved in a collision, you want your vehicle to be returned to its preaccid-
ent

condition when repaired. To maintain your Toyota s value, it s important
to make sure it is repaired with Genuine Toyota Parts. Some repair shops and
insurance companies may suggest using imitation or used salvage parts to save
money. However, these parts do not meet Toyota s high standards for quality, fit
and corrosion resistance. In addition, imitation and used salvage parts are not
covered by any Toyota warranty (see box below).

To maintain the appearance, performance and safety of your Toyota, make sure
only Genuine Toyota Parts are used for collision repairs. Protect your investment
insist on Genuine Toyota quality.

Toyota warranty coverage remains intact when vehicle repairs are completed with Genuine Toyota Parts. Toyota warranties do not cover imitation or used salvage parts or any damage or failures caused by the use of such parts.

In Case of Accident, Be an Informed Owner

Toyota believes customers have the right to choose the types of parts used in the repair of their vehicles. That's why Toyota supports full disclosure by repair shops

and insurance companies regarding parts used for collision repair. The following information is provided to help you understand the differences in the types of parts that could be used in the repair of your vehicle.

General Information

Collision repair parts or replacement crash parts are the parts typically replaced during the repair of a vehicle that has been damaged in a collision. These parts include exterior sheet metal such as fenders, hoods, doors and related components; and plastic components such as bumper covers and lamp assemblies.

Toyota Maintenance and Repair Support 5

Collision Repair Parts

Warranty Coverage

Warranties for collision repair parts are provided by the manufacturer or distributor

of the parts. Warranty coverage varies. Your insurance company or collision repair facility should provide you with written warranty statements for all parts used in the repair of your vehicle.

Types of Collision Repair Parts

New original–equipment manufacturer (OEM): Parts that are made by the vehicle manufacturer or one of its licensees and distributed through its normal channels. These parts maintain the manufacturer's vehicle warranty.

Aftermarket or imitation: Parts that are made by companies other than the vehicle manufacturer or its licensees.

Recycled or used salvage: Used parts and assemblies that have been removed from another vehicle. There are no systems in place to regulate the quality or safety of these parts.

Remanufactured: Parts that have been returned to like–new condition through repair, refurbishing or rebuilding.

Due to the critical nature of Supplemental Restraint Systems (also known as air bags), Toyota does not support the use of imitation or used parts for their repair. Only new Genuine Toyota Parts should be used to repair or replace Supplemental Restraint Systems.

Toyota Maintenance and Repair Support 6

Determining Your Vehicle's Maintenance Needs

Special Operating Conditions

In addition to standard maintenance items, the scheduled maintenance log indicates services that should be performed on vehicles that are driven under especially demanding conditions. Specific conditions require specific services, as indicated below. The scheduled maintenance log indicates at which time

interval each service should be performed.

You should perform these additional maintenance services if you drive primarily under any of the conditions noted. If you drive only occasionally under these conditions, it is not necessary to perform the additional services.

Driving on Rough, Muddy or Snow–Melted Roads

- ☑ Inspect ball joints and dust covers
- ☑ Inspect brake linings/drums and brake pads/discs
- ☑ Inspect drive shaft boots
- ☑ Inspect nuts and bolts on chassis and body
- ☑ Inspect steering linkage and boots
- ☑ Rotate tires

Driving on Unpaved or Dusty Roads

- ☑ Inspect brake linings/drums and brake pads/discs

Extensive Idling or Low–Speed Driving for Long Distances

- ☑ Inspect brake linings/drums and brake pads/discs

General Maintenance Information 7

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 time interval 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 your Owner☑s Manual.

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 Electrolyte Level (Auxiliary Battery)

Check the electrolyte level of all cells to verify level is between upper and lower lines on the battery case. If you discover the level is not at specification, have a qualified technician inspect the battery.

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.

Differential Oil

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.

General Maintenance Information 8

Drive Shaft Boots

Explanation of Maintenance Items

Coolant

Drain and flush the cooling system and refill with an ethylene–glycol type coolant. A qualified technician should perform this operation.

Check the drive shaft boots and clamps for cracks, deterioration and damage.

Replace any deteriorated or damaged parts and, if necessary, repack the grease.

Re–torque the flange bolts. A qualified technician should perform these operations.

Motor Mounts

Check for deterioration or damage. If you discover any problem, have it repaired by a qualified technician immediately.

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.

Transaxle

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

General Maintenance Information 9

Vehicle Identification

Model

In–service date

Selling dealership

Key number

Body style

Mileage at delivery

Selling dealership phone number

Vehicle Identification Number

General Maintenance Information 10

. Road test

Dealer Service Verification:

Date:

Mileage:

___ Battery electrolyte level (auxiliary battery)

___ Motor mountings

. Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

. Inspect the following:

- Ball joints and dust covers
- Brake linings/drums and brake pads/discs
- Drive shaft boots
- Nuts and bolts on chassis and body
- Steering linkage and boots

Maintenance Log: RAV4 Electric Vehicle

6 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 11

Maintenance Log: RAV4 Electric Vehicle

12 Months

- Motor mountings
- Steering gear box
- Steering linkage and boots
- Transaxle

. Road test

. Rotate tires

. Inspect the following:

- Ball joints and dust covers
- Battery electrolyte level (auxiliary battery)
- Brake lines and hoses
- Brake linings/drums and brake pads/discs
- Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

. Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 12

. Road test

Dealer Service Verification:

Date:

Mileage:

- Battery electrolyte level (auxiliary battery)
- Motor mountings

. Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

. Inspect the following:

- Ball joints and dust covers
- Brake linings/drums and brake pads/discs
- Drive shaft boots
- Nuts and bolts on chassis and body
- Steering linkage and boots

Maintenance Log: RAV4 Electric Vehicle

18 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 13

Maintenance Log: RAV4 Electric Vehicle

24 Months

- Motor mountings
- Steering gear box
- Steering linkage and boots
- Transaxle
- . Replace coolant
- . Road test
- . Rotate tires
- . Inspect the following:
 - Ball joints and dust covers
 - Battery electrolyte level (auxiliary battery)
 - Brake lines and hoses
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

- . Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 14

- . Road test

Dealer Service Verification:

Date:

Mileage:

- Battery electrolyte level (auxiliary battery)
- Motor mounting insulator
- . Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

- . Inspect the following:
 - Ball joints and dust covers
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots
 - Nuts and bolts on chassis and body
 - Steering linkage and boots

Maintenance Log: RAV4 Electric Vehicle

30 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 15

Maintenance Log: RAV4 Electric Vehicle

36 Months

- Motor mounting insulator
- Steering gear box

- Steering linkage and boots
- Transaxle
- . Road test
- . Rotate tires
- . Inspect the following:
 - Ball joints and dust covers
 - Battery electrolyte level (auxiliary battery)
 - Brake lines and hoses
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

- . Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 16

- . Road test

Dealer Service Verification:

Date:

Mileage:

- Battery electrolyte level (auxiliary battery)
- Motor mounting insulator
- . Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

- . Inspect the following:

- Ball joints and dust covers
- Brake linings/drums and brake pads/discs
- Drive shaft boots
- Nuts and bolts on chassis and body
- Steering linkage and boots

Maintenance Log: RAV4 Electric Vehicle

42 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 17

Maintenance Log: RAV4 Electric Vehicle

48 Months

- Motor mounting insulator
- Steering gear box
- Steering linkage and boots
- Transaxle

- . Replace coolant

- . Road test

- . Rotate tires

- . Inspect the following:

- Ball joints and dust covers

- Battery electrolyte level (auxiliary battery)
- Brake lines and hoses
- Brake linings/drums and brake pads/discs
- Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

- . Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 18

- . Road test

Dealer Service Verification:

Date:

Mileage:

- Battery electrolyte level (auxiliary battery)
- Motor mounting insulator

- . Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

- . Inspect the following:

- Ball joints and dust covers
- Brake linings/drums and brake pads/discs
- Drive shaft boots
- Nuts and bolts on chassis and body
- Steering linkage and boots

Maintenance Log: RAV4 Electric Vehicle

54 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 19

Maintenance Log: RAV4 Electric Vehicle

60 Months

- Motor mounting insulator
- Steering gear box
- Steering linkage and boots
- Transaxle

- . Road test

- . Rotate tires

- . Inspect the following:

- Ball joints and dust covers
- Battery electrolyte level (auxiliary battery)
- Brake lines and hoses
- Brake linings/drums and brake pads/discs
- Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

- . Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 20

. Road test

Date:

Mileage:

Maintenance Log: RAV4 Electric Vehicle

__ Battery electrolyte level (auxiliary battery)

__ Motor mounting insulator

. Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

. Inspect the following:

__ Ball joints and dust covers

__ Brake linings/drums and brake pads/discs

__ Drive shaft boots

__ Nuts and bolts on chassis and body

__ Steering linkage and boots

Dealer Service Verification:

66 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 21

Maintenance Log: RAV4 Electric Vehicle

72 Months

__ Motor mounting insulator

__ Steering gear box

__ Steering linkage and boots

__ Transaxle

. Replace coolant

. Road test

. Rotate tires

. Inspect the following:

__ Ball joints and dust covers

__ Battery electrolyte level (auxiliary battery)

__ Brake lines and hoses

__ Brake linings/drums and brake pads/discs

__ Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

. Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 22

. Road test

Dealer Service Verification:

Date:

Mileage:

Battery electrolyte level (auxiliary battery)

Motor mounting insulator

. Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

. Inspect the following:

Ball joints and dust covers

Brake linings/drums and brake pads/discs

Drive shaft boots

Nuts and bolts on chassis and body

Steering linkage and boots

Maintenance Log: RAV4 Electric Vehicle

78 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 23

Maintenance Log: RAV4 Electric Vehicle

84 Months

Motor mounting insulator

Steering gear box

Steering linkage and boots

Transaxle

. Road test

. Rotate tires

. Inspect the following:

Ball joints and dust covers

Battery electrolyte level (auxiliary battery)

Brake lines and hoses

Brake linings/drums and brake pads/discs

Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

. Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 24

. Road test

Dealer Service Verification:

Date:

Mileage:

Battery electrolyte level (auxiliary battery)

Motor mounting insulator

. Rotate tires

Additional Maintenance Items for Special Operating Conditions:1

. Inspect the following:

- Ball joints and dust covers
- Brake linings/drums and brake pads/discs
- Drive shaft boots
- Nuts and bolts on chassis and body
- Steering linkage and boots

Maintenance Log: RAV4 Electric Vehicle

90 Months

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 25

Maintenance Log: RAV4 Electric Vehicle

96 Months

- Motor mounting insulator
- Steering gear box
- Steering linkage and boots
- Transaxle

. Replace coolant-

. Road test

. Rotate tires

. Inspect the following:

- Ball joints and dust covers
- Battery electrolyte level (auxiliary battery)
- Brake lines and hoses
- Brake linings/drums and brake pads/discs
- Drive shaft boots

Additional Maintenance Items for Special Operating Conditions:1

. Inspect nuts and bolts on chassis and body

Dealer Service Verification:

Date:

Mileage:

1 Specific services apply to specific operating conditions. See page 7 for details.

Scheduled Maintenance Log 26

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