



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

November 20, 2013

[REDACTED]
Laurel, MD [REDACTED]

NVS-216 et
Ref. No. 10513658

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Toyota RAV4 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have the authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2003 Toyota RAV4 experiences intermittent hard shifting during acceleration or when shifting into drive. You contacted Toyota and were instructed to take your vehicle to a dealership for diagnostic testing and were advised that there is a service bulletin addressing this problem. In addition, you were told that your vehicle is no longer under warranty and Toyota would not be responsible for the repair costs. The dealer determined that the electronic control module (ECM) was defective and replaced it. You believe that based on Toyota's bulletin, this is a widespread problem and request reimbursement.

We have reviewed our database to identify whether a safety defect trend exists with regard to harsh transmission shifts due to ECM failures in MY 2003 Toyota RAV4 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and has been added to the Vehicle Owner's Questionnaire you submitted on our public web site on May 23. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm for your information.

NHTSA is aware of Toyota Technical Service Bulletin (TSB) (Article No. T-SB-0156-10, copy enclosed) concerning hard shifts and/or the check engine light illuminating in certain MY 2001 through MY 2003 RAV4 vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require Toyota to perform the corrective action described in the TSB on your vehicle at no cost to you or reimburse you for the repair.

Your request to be reimbursed for the repair of your vehicle does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Maryland Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

T-SB-0156-10 Rev1 June 22, 2010

Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Service Category Drivetrain

Section Automatic Transmission/Transaxle **Market** USA



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2001 – 2003	RAV4	Drive Type(s): 2WD, 4WD Transmission(s): 4AT VDS(s): GH20V, HH20V

TSB REVISION NOTICE

June 25, 2010 Rev1:

- **Step 4 of the Repair Procedure has been updated.**

Any previous printed versions of this service bulletin should be discarded.

TSB SUPERSESSION NOTICE

The information contained in this TSB supersedes TSB No. TC002-06.

- **The TSB content has been modified to include the possible replacement of the transaxle assembly.**

TSB No. TC002-06 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

Introduction

Some 2001 – 2003 model year RAV4 vehicles equipped with an automatic transaxle may exhibit a harsh shift condition and/or MIL "ON" with DTC P0750, P0753, P0755, P0758, and/or P1760 stored. Improvements have been made to the Engine Control Module (ECM) (SAE term: Powertrain Control Module/PCM) manufacturing process to reduce the possibility of this condition occurring. Use the following procedure to repair the vehicle.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EG1009	R & R Engine Control Module (ECM)	All	0.5		
Combo A	R & R Transaxle Assembly	2WD	4.5	89661-42###	8A 99
		4WD	7.5		

Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Warranty Information (Continued)

APPLICABLE WARRANTY

- This repair is covered under the Toyota Federal Emission Warranty. This warranty is in effect for 96 months or 80,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
89661-42650 89661-42651 89661-42652 89661-42653 89661-42654	04009-41242	Engine Control Module (ECM)	1
89661-42660 89661-42661 89661-42662 89661-42663 89661-42664	04009-41342		1
89661-42810 89661-42811 89661-42812	04009-39642		1
89661-42820 89661-42821 89661-42822	04009-39542		1
89661-42880	04009-39242		1
89661-42890	04009-39142		1
30510-42110-84	Same		Reman ATM (2WD)
30510-42100-84	Same	Reman ATM (4WD)	1

Repair Procedure

1. Confirm the vehicle is currently exhibiting a harsh shift condition and/or MIL "ON" with DTCs P0750, P0753, P0755, P0758, and/or P1760 stored.
 - If the vehicle exhibits the above condition, proceed to step 2 – Replace the ECM (PCM).
 - If the vehicle does NOT exhibit the above condition, this TSB does NOT apply.

Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Repair Procedure (Continued)

2. Replace the ECM (PCM).

Refer to the Technical Information System (TIS), applicable model year RAV4 Repair Manual:

- 2001 / 2002 / 2003 RAV4:
Engine/Hybrid System – Engine Control – “Engine Control Module (ECM): Components”

3. After replacement of the ECM (PCM), confirm that the vehicle has been repaired. It is necessary to complete ECM learning and a function test of the automatic transaxle assembly.

Drive the vehicle under normal city driving conditions for at LEAST 20 minutes to complete the ECM learning function, then complete a function test.

NOTE

The ECM learning must be completed BEFORE performing a function test of the automatic transaxle assembly.

Refer to TIS, applicable model year RAV4 Repair Manual:

- 2001 / 2002 / 2003 RAV4 (4WD):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle (U140F): Pre-check” (Road Test section)
- 2001 / 2002 / 2003 RAV4 (2WD):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle (U241E): Pre-check” (Road Test section)

4. If the automatic transaxle still has harsh shifting and/or MIL “ON” with DTCs P0750, P0755, and/or P1760 stored, replace the automatic transaxle assembly.

Refer to TIS, applicable model year RAV4 Repair Manual:

4WD:

- 2001 / 2002 / 2003 RAV4 (U140F):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle Unit: Removal”
- 2001 / 2002 / 2003 RAV4 (U140F):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle Unit: Installation”

2WD:

- 2001 / 2002 / 2003 RAV4 (U241E):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle Unit: Removal”
- 2001 / 2002 / 2003 RAV4 (U241E):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle Unit: Installation”

Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Repair Procedure (Continued)

5. Perform a road test to verify the repair.

Refer to TIS, applicable model year RAV4 Repair Manual:

- 2001 / 2002 / 2003 RAV4 (4WD):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle (U140F): Pre-check” (Road Test section)
- 2001 / 2002 / 2003 RAV4 (2WD):
Drivetrain – Automatic Transmission/Transaxle – “Automatic Transaxle (U241E): Pre-check” (Road Test section)