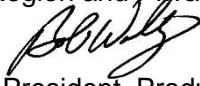

INTEROFFICE MEMORANDUM

Original Publication Date: September 14, 2017

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

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

Subject: Warranty Enhancement Program ZH1
Certain 2013 – 2015 RAV4
Extension of Warranty Coverage for U760E Torque Converter Shudder

Specific information for Region support is provided below.

Condition

In these vehicles, Toyota has received some reports where vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

Although the Torque Converter is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to Torque Converter Shudder.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on September 14, 2017

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.