

Original Publication Date: September 14, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

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

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related to U760E Torque Converter Shudder.

### **Background**

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.

### **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to Torque Converter Shudder. If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission pan magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until December 31, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever comes first.

*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

### **Covered Vehicles**

There are approximately 433,200 vehicles covered by this Warranty Enhancement Program. Approximately 5,800 vehicles involved in this Warranty Enhancement Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
RAV4	Certain 2013-2015	Late November 2012 – Early November 2014

### **Owner Letter Mailing Date**

Toyota will begin to notify owners in September 2017, and owner notifications will be mailed over several months. A sample of the owner notification letter has been included for your reference.

## **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Expert Drivetrain Technician
- Master Technician
- Master Diagnostic Technician (MDT)

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

## **Remedy Procedures**

Technical instructions for this warranty extension program can be found in [T-SB-0023-15](#) (RAV4).

## **Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*Refer to Warranty Policy Bulletin [POL17-06](#) for additional parts ordering information.*

*All Warranty Enhancement Program (WEP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.*

## **Warranty Reimbursement Procedure**

Refer to the Warranty Policy Bulletin (Bulletin No. [POL17-06](#)) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

## **Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

## **Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

## **Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



**Warranty Enhancement Program – ZH1  
Certain 2013-2015 MY RAV4 Vehicles  
Extension of Warranty Coverage for U760E Torque Converter Shudder**

**Frequently Asked Questions  
Original Publication Date: September 14, 2017**

**Q1: What is the condition?**

A1: 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. Some customers may describe this as a vibration.

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.

**Q2: What is Toyota going to do?**

A2: Owners of vehicles covered by this Warranty Enhancement Program will receive a notification letter by first class mail starting in September, 2017.

Owners who experience torque converter shudder should contact their local authorized Toyota dealership for diagnosis and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **NO CHARGE**.

**Q3: Which and how many vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 433,200 vehicles covered by this Warranty Enhancement Program.

Model Name	Model Year	Production Period
RAV4	Certain 2013-2015	Late November 2012 – Early November 2014

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?**

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program.

**Q3b: Why are other vehicles, with the U760E transmission not covered by this Warranty Enhancement Program?**

A3b: Certain 2012-2014 Camry vehicles equipped with the U760E transmission are covered in separate field actions (E05 and ZE5). Other vehicles equipped with the U760E transmission have different software logic.

**Q4: What are the details of this coverage?**

A4: This Warranty Enhancement Program provides enhanced coverage to the vehicle’s “New Vehicle Limited Warranty” as it applies to Torque Converter Shudder. If the condition is verified, the vehicle will be repaired under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until December 31, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever occurs first.

*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner’s Warranty*

Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

**Q5: Which part(s) are covered by this Warranty Enhancement Program?**

A5: The specific component(s) covered by this warranty enhancement is/are as follows:

- Torque Converter Kit (Includes Torque Converter, Gaskets, Additional Transmission Pan Magnets)
- Updated Engine Control Software

**Q6: What should an owner do if experiencing this condition?**

A6: If an owner thinks that he/she has experienced the condition described in this Warranty Enhancement Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the warranty enhancement, the repair will be performed at **NO CHARGE**.

**Q7: Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?**

A7: No, if this condition occurs, it will not illuminate a malfunction indicator lamp or set a diagnostic trouble code.

**Q8: What if an owner HAS NOT experienced this condition but would like to have the repair completed?**

A8: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q9: How long will the repair take?**

A9: The software update and torque converter kit change will take approximately 1 day. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental car will be provided while the repair is performed.

**Q10: What if I previously paid for repairs related to this Warranty Enhancement Program?**

A10: Reimbursement consideration instructions will be provided in the owner letter.

**Q11: How does Toyota obtain my mailing information?**

A11: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q12: What if I have additional questions or concerns?**

A12: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## WARRANTY ENHANCEMENT NOTIFICATION – ZH1

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports where vehicles may exhibit a brief intermittent “shudder” (a minor shake or vibration) 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.

**While the majority of vehicles will not experience this condition,** to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

### **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle’s “New Vehicle Limited Warranty” for repairs related to Torque Converter “Shudder” (a minor shake or vibration). If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission pan magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until December 31, 2018, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 8 years from the date of first use or 150,000 miles, whichever comes first.

*This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner’s Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

\*Please see your Toyota dealer for additional details

VIN# \_\_\_\_\_

Date of First Use \_\_\_\_\_

### **What should you do?**

**Please apply the sticker above to your Owner’s Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.**

***If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.***

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/ownersupdate](http://www.Toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

**SAMPLE**

**WARRANTY ENHANCEMENT PROGRAM  
FREQUENTLY ASKED QUESTIONS**

**ZH1**

**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage.

**Q2: *What is the condition?***

A2: In these vehicles, Toyota has received some reports where vehicles may exhibit a brief intermittent “shudder” (a minor shake or vibration) during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph. Some customers may describe this as a vibration.

**Q2a: *What is a Torque Converter?***

A2a: A torque converter is a part within the transmission, which transfers power from the engine to the transmission.

**Q3: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?***

A3: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your Owner’s Warranty Information booklet for future reference.**

**Q4: *Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?***

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q5: *What should I do if my vehicle has the condition described?***

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q6: *Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?***

A6: No, if this condition occurs, it will not illuminate a malfunction indicator lamp or set a diagnostic trouble code.

**Q7: *How long will the repair take?***

A7: If the condition is present on your vehicle, the repair will take approximately 1 day. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental car will be provided while the repair is performed.

**Q8: *What if I have additional questions or concerns?***

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.