

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
2/22/2017	An additional inspection-only opcode for aftermarket mufflers has been added.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

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

Thank you for your cooperation.





Published January 19, 2017

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

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

Subject: Special Service Campaign G0Y – **Remedy Notice**  
Certain 2006 – 2008 Model Year RAV4  
Center No.2 Exhaust Pipe Sub-Assembly (Muffler)

### **Condition**

Toyota has received reports that certain 2006 through 2008 Model Year RAV4 vehicles (equipped with a V6 (2GR) engine) operated in specific cold climate areas where high amounts of road salt are used (“Cold Climate States”) may exhibit more-than-normal corrosion to the vehicle’s Center No.2 Exhaust Pipe sub-assembly (muffler). Toyota investigated these reports and determined that this condition may lead to rust perforation in the muffler. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of use and/or exposure to the environment.

The following states and the District of Columbia are covered by this campaign and will be known as the “Cold Climate States” under this campaign. CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

### **Remedy**

Any authorized Toyota dealer will inspect the condition of the covered vehicle’s muffler\*. Depending upon the results of the inspection, Toyota will perform one of the following remedies at **NO CHARGE** to the owner.

- If it is determined that there is **no rust perforation** in the vehicle’s muffler, the dealer will install an Insulator Cover over the muffler.
- If it is determined that there is **rust perforation** in the vehicle’s muffler, the dealer will replace the muffler with a newly designed one.

\*If it is determined that an aftermarket muffler has been installed, the dealer will file an inspection-only claim.

### **Covered Vehicles**

There are approximately 37,300 specific 2006 through 2008 Model Year RAV4 vehicles registered in the Cold Climate States that are covered under this Special Service Campaign.

Model Name	Model Year	Production Period
RAV4	2006 – 2008	Mid-December 2005 – Late January 2008

### **Owner Letter Mailing Date**

Toyota will begin to notify owners in February 2017. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership’s responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.



**New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction Toyota requests that dealers conduct this Special Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

**Technician Training Requirements**

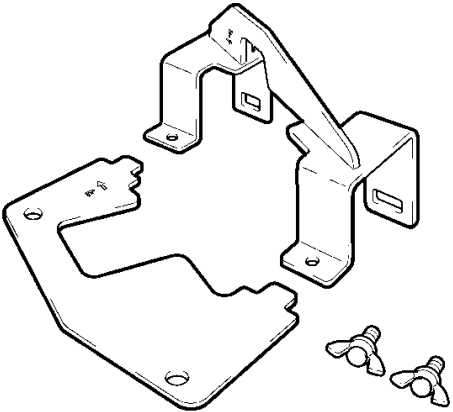
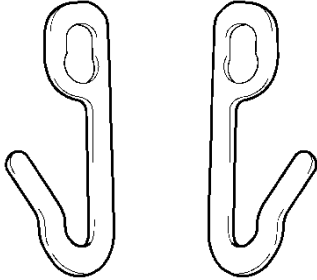
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair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

- Certified Technician (Chassis)
- Expert Technician (Chassis)
- Master Technician
- Master Diagnostic Technician

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.

**Campaign Special Service Tools**

These tools are provided to the dealership at the launch of the campaign.

Exhaust Flange Holding Tool (Color: Silver)	Hook (Color: Silver)
	

**Remedy Procedures**

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.



**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.

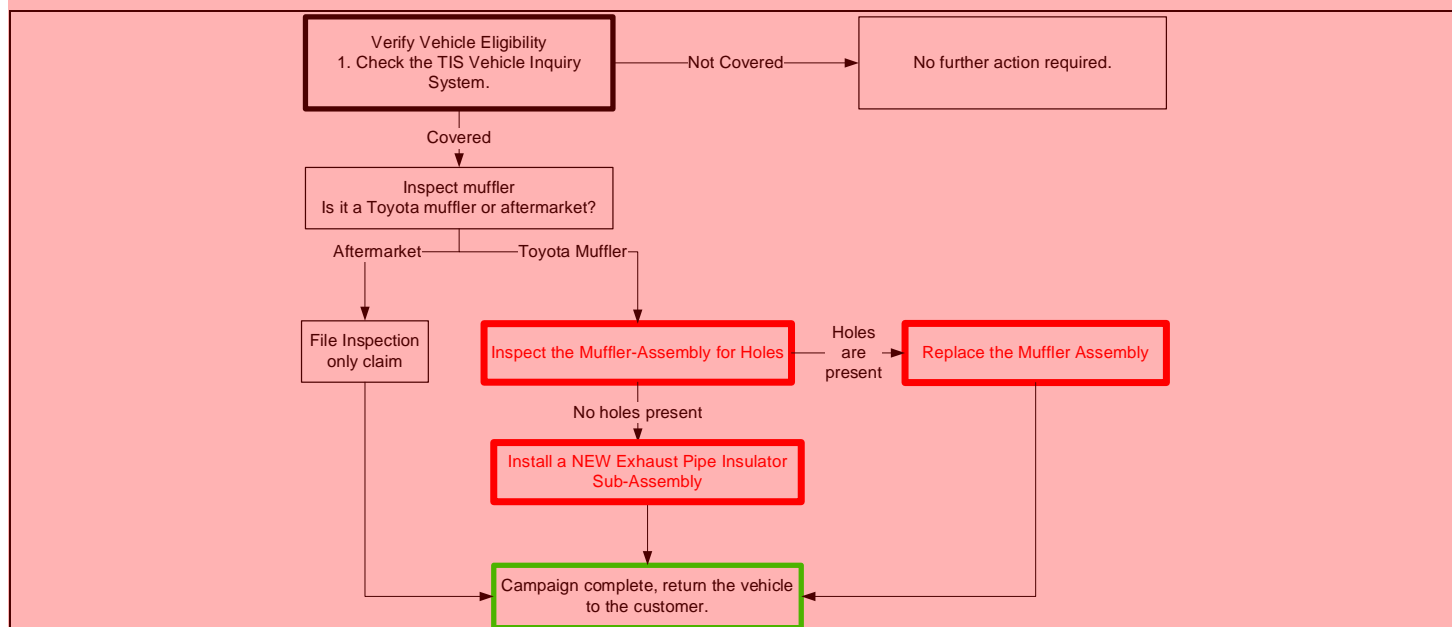
*All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program.* Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

**If it is determined that there is NO rust perforation in the vehicle's muffler, the following parts will be needed:**

Part Number	Description	Quantity
04002-37131	Insulator Kit, Exhaust Pipe*	1
*The kit above includes the following parts:		
Part Number	Part Description	Quantity
17055-31010	Insulator Sub-Assy, Exhaust Pipe, No. 1 (Upper)	1
17056-31010	Insulator Sub-Assy, Exhaust Pipe, No.2 (Lower)	1
94151-80800	Nut, Flange	4

**If it is determined that there is rust perforation in the vehicle's muffler, the following parts will be needed:**

Part Number	Part Description	Quantity
04002-32131	Pipe Sub-Assy, Exhaust, CTR No. 2 (Muffler)	1
04002-37128	Repair Kit, Exhaust Pipe Exchange*	1
*The kit above includes the following parts:		
Part Number	Part Description	Quantity
17451-28040	Gasket, Exhaust Pipe (for Front Side)	1
17451-31012	Gasket, Exhaust Pipe (for Rear Side)	1
90901-05020	Bolt (for Front Side)	2
90901-05026	Bolt (for Rear Side)	2
90501-35037	Spring, Compression (for Front Side)	2
90501-35035	Spring, Compression (for Rear Side)	2

**Warranty Reimbursement Procedure**

Opcode	Description	Flat Rate Hours
2612JA	Inspect and replace exhaust pipe sub-assembly.	1.0
2612JB	Inspect and install exhaust pipe insulator.	0.9
2612JF	Aftermarket muffler identified. Inspection-only, not further action required.	0.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.



**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

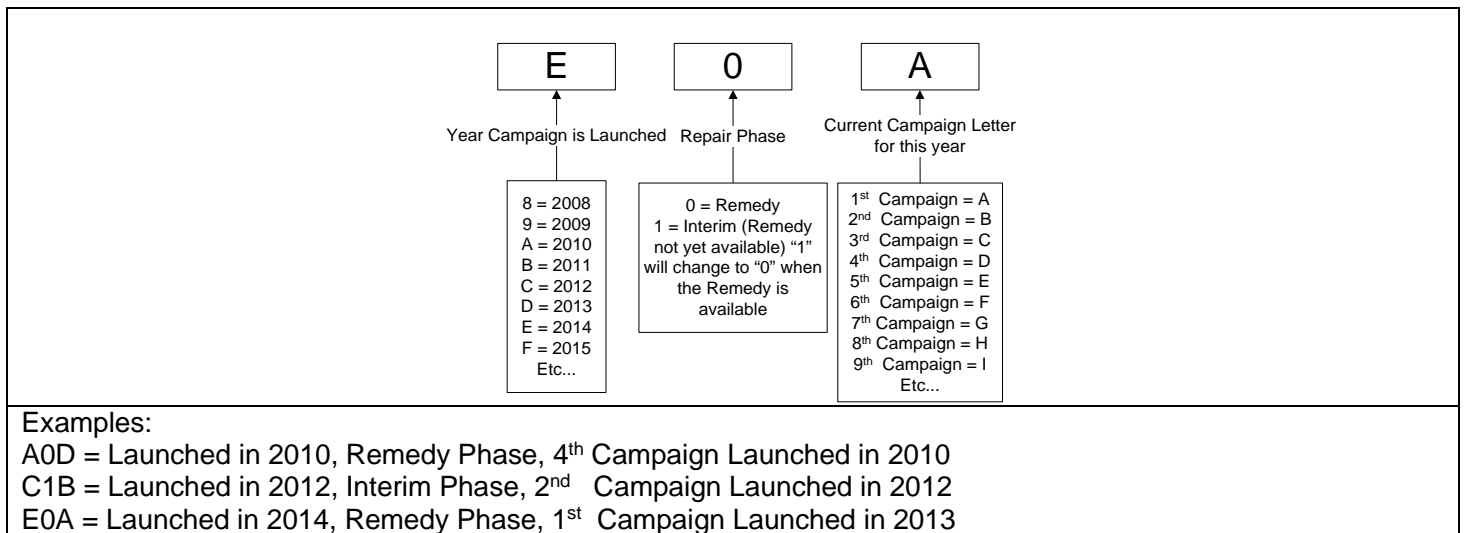
**Media Contacts**

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 Special Service Campaign. 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.

**Campaign Designation Decoder**

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.***

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





**Special Service Campaign G0Y – *Remedy Notice***  
**Certain 2006 – 2008 Model Year RAV4**  
**Center No.2 Exhaust Pipe Sub-Assembly (Muffler)**

**Frequently Asked Questions**  
**Published January 19, 2017**

**Q1: *What is the condition?***

A1: Toyota has received reports that certain 2006 through 2008 Model Year RAV4 vehicles (equipped with a V6 (2GR) engine) operated in specific cold climate areas where high amounts of road salt are used (“Cold Climate States”) may exhibit more-than-normal corrosion to the vehicle’s Center No.2 Exhaust Pipe sub-assembly (muffler). Toyota investigated these reports and determined that this condition may lead to rust perforation in the muffler. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of use and/or exposure to the environment.

**Q1a: *What are the “Cold Climate States” covered by this campaign?***

A1a: The following states and the District of Columbia are covered by this campaign and will be known as the “Cold Climate States” under this campaign. CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

**Q1b: *Why are some states contiguous to the Cold Climate States not included?***

A1b Only portions of the listed states may exhibit the severe cold climate conditions where high amounts of road salts are used. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state rather than a portion.

**Q2: *What is the cause of this condition?***

A2: Exposure to severe cold climate conditions where high amounts of road salt are used is the primary contributor to this condition of greater than expected levels of corrosion on the muffler. This condition is unrelated to and separate from normal surface rust, which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

**Q3: *Are there any symptoms that the muffler may be perforated by rust?***

A3: Yes, owners may notice excessive noise from the mid-to-rear of the vehicle during operation. The increased noise may be most noticeable during acceleration.

**Q4: *What is Toyota going to do?***

A4: Owners of the vehicles covered by this Special Service Campaign (SSC) will receive an owner notification letter by first class mail starting in February 2017. Any authorized Toyota dealer will inspect the condition of the covered vehicle’s muffler. Depending upon the results of the inspection, Toyota will perform one of the following remedies at **NO CHARGE** to the owner.

- If it is determined that there is **no rust perforation** in the vehicle’s muffler, the dealer will install an Insulator Cover over the muffler.
- If it is determined that there is **rust perforation** in the vehicle’s muffler, the dealer will replace the muffler with a newly designed one.

**Q4a: *What is the purpose of the insulator cover?***

A4a: The insulator cover is designed to protect the muffler from water spray, reducing the potential for rust perforation in the muffler.

**Q4b. *In the cases where the muffler will be replaced, why will the insulator cover not be installed?***

A4b. The newly designed muffler is constructed utilizing a different design and material. Therefore, the insulator cover is not needed on the newly designed muffler.



**Q5: What if the vehicle is equipped with an aftermarket muffler?**

A5: This SSC is limited to vehicles that are equipped with a Toyota Genuine Muffler and are currently registered in the Cold Climate States. However, if the vehicle's muffler was replaced with an aftermarket muffler to address this condition, the owner should refer to his/her owner letter for instructions regarding reimbursement consideration.

**Q6: Which and how many vehicles are covered by this Special Service Campaign?**

A6: There are approximately 37,300 specific 2006 through 2008 Model Year RAV4 vehicles registered in the Cold Climate States that are covered under this Special Service Campaign.

Model Name	Model Year	Production Period
RAV4	2006 – 2008	Mid-December 2005 – Late January 2008

**Q6a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign?**

A6a: No, this condition only affects certain 2006 through 2008 Model Year RAV4 vehicles operated in cold climates areas where high amounts of road salt(s) are used (Cold Climate States).

**Q6b: Why are certain 2006 through 2008 Model Year RAV4 vehicles not covered by this Special Service Campaign?**

A6b: Only certain 2006 through 2008 Model Year RAV4 vehicles equipped with a V6 (2GR) engine are covered by this Special Service Campaign. The mufflers on vehicles not covered by this campaign are of a different design and are not affected by this campaign.

**Q7: Why is Toyota only offering this SSC to customers currently registered in the Cold Climate States?**

A7: Toyota is offering this campaign to owners whose vehicles are more likely to experience or have experienced prolonged exposure to severe cold climate conditions where high amounts of road salt are used.

**Q8: How long will the repair take?**

A8: The repair will take approximately 1½ hours. However, depending on the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: What if I previously paid for repairs related to this Special Service Campaign?**

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10: How does Toyota obtain my mailing information?**

A10: 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.

**Q11: What if I have additional questions or concerns?**

A11: 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.



**Certain 2006 – 2008 Model Year RAV4  
Center No.2 Exhaust Pipe Sub-Assembly (Muffler)  
Special Service Campaign G0Y – *Remedy Notice***

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

Toyota has received reports that certain 2006 through 2008 Model Year RAV4 vehicles (equipped with a V6 (2GR) engine) operated in specific cold climate areas where high amounts of road salt are used ("Cold Climate States") may exhibit more-than-normal corrosion to the vehicle's Center No.2 Exhaust Pipe sub-assembly (muffler). Toyota investigated these reports and determined that this condition may lead to rust perforation in the muffler. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of use and/or exposure to the environment.

The following states and the District of Columbia are covered by this campaign and will be known as the "Cold Climate States" under this campaign. CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

**What will Toyota do?**

Any authorized Toyota dealer will inspect the condition of the covered vehicle's muffler. Depending upon the results of the inspection, Toyota will perform one of the following remedies at **NO CHARGE** to you.

- If it is determined that there is **no rust perforation** in the vehicle's muffler, the dealer will install an Insulator Cover over the muffler.
- If it is determined that there is **rust perforation** in the vehicle's muffler, the dealer will replace the muffler with a newly designed one.

**What should you do?**

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the inspection and repair at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the inspection and repair. The remedy will take approximately one and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, 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



**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may 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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [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.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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.