


|  |  |   |
|--|--|---|
| <b>DISTRIBUTE TO:</b><br><input checked="" type="checkbox"/> Service Manager<br><input checked="" type="checkbox"/> Warranty Administrator |  <b>TOYOTA</b><br><b>Warranty Policy Bulletin</b> | No.: POL17-06<br>Date: 09/15/2017<br>Page: 1 of 4<br><br><b>REVISED 11/9/2017</b> |
|--|--|---|

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZH1):  
WARRANTY EXTENSION FOR TORQUE CONVERTER  
SHUDDER ON CERTAIN 2013–2015 MY RAV4 VEHICLES**

**Background**

Toyota has received reports of customer concerns in which the vehicle 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.

**Applicability**

The Torque Converter is covered by Toyota’s New Vehicle Limited Warranty\* for 5 years or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to a brief intermittent shudder during torque converter flex lock up.

**Primary Coverage** offers the Warranty Enhancement until **April 30, 2018, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **eight (8) years from the date-of-first use, or 150,000 miles, whichever occurs first.**

Verify VIN applicability for this Warranty Enhancement by checking TIS (Technical Information System) before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, “Warranty Solicitation.” Non-compliance of this policy may result in a claim debit.

***\*This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled” is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, “What Is Not Covered by the Toyota New Vehicle Limited Warranty”.***

**Applicability (Continued)****Covered Vehicles**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

**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)

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Claim Type: Repair Program

| Opcode | Applicable Model | OFP                         | Description  | Labor Time      |
|--------|------------------|-----------------------------|--|-----------------|
| AHGA4D | 2WD              | 32000-73011,<br>32000-06050 | Replace the torque converter assembly                                  | 6.4 hr./vehicle |
| AHGA4E | AWD              | 32000-73011,<br>32000-06050 |  | 7.0 hr./vehicle |
| AHGA4F | 2WD              | 32000-73011,<br>32000-06050 | Replace the torque converter assembly<br>+<br>Reprogram the engine ECU | 6.7 hr./vehicle |
| AHGA4G | AWD              | 32000-73011,<br>32000-06050 |  | 7.3 hr./vehicle |

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Sublet**

The cost of the AT fluid (5.3L per vehicle) will be reimbursed under sublet type 'OF' at a max of \$51.03.

**Rental**

The rental car cost will be reimbursed for the rental period of maximum **2** days at rental rate of maximum \$35/day.

When submitting claims with rental, use "RT" sublet type and "LNM" as the sublet reason code.

A rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

| <b>Part Number</b>   | <b>Description</b>                                     | <b>Quantity</b>              |
|--|--|------------------------------|
| 32000-73011,<br>32000-06050 (Previous),<br>04004-48106 (New) | Converter Assy Kit, Torque                             | 1                            |
| 00289-ATFWS  | ATF WS   | 5.4 U.S. qts<br>(5.1 liters) |
| 90521-78004 (2WD)<br>90521-75002 (AWD)                       | Ring, Hole Snap<br>(for Drive Shaft Bearing Bracket)   | <b>1</b>                     |
| 90119-10461  | Bolt<br>(for Drive Shaft Bearing Bracket Setting No.1) | 2                            |
| 90080-17238  | Nut (for Front Axle Shaft)                             | 2                            |
| 90468-14016  | Clip   | 1                            |
| 17451-0D150  | Gasket, Exhaust Pipe, No. 1                            | 1                            |
| 90917-A6002<br>(TMMC Vehicles Only)                          | Gasket, Exhaust Pipe                                   | 1                            |
| 90917-06078<br>(Shokki Vehicles Only)                        | Gasket, Exhaust Pipe, No. 2                            | 1                            |
| 00451-00001-LBL  | Authorized Modification Labels                         | 1                            |

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Technical Instructions (Repair Procedures)**

For Rav4, technical instructions can be found in T-SB-0023-15. Please refer to TIS for additional information.

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership 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**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**