


DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL14-10 Date: 10/29/14 Page: 1 of 3 REVISED 2/1/18
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE5):
WARRANTY EXTENSION FOR U760E TORQUE
CONVERTER SHUDDER ON CERTAIN 2012-2014 MY
CAMRY VEHICLES**

Background

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.

Applicability

The torque converter is covered under the Toyota New Vehicle Limited Warranty for 5 years from the date of first use or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to a torque converter shudder.

This Warranty Enhancement Program provides an extension to the Toyota New Vehicle Limited Warranty for repairs related to a torque converter shudder. The vehicles covered under this warranty enhancement must first have Limited Service Campaign E03 performed (if applicable). If the condition is verified, the vehicle will be repaired with a new torque converter, additional transmission magnets, and updated engine control software under the terms of this Warranty Enhancement Program.

Primary Coverage offers the warranty enhancement until **April 30, 2016, with no mileage limitation.**

After the Primary Coverage period ends, **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 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 with this policy may result in a claim debit.

Applicability (Continued)

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 is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Applicable VIN Ranges

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

Claim Submission

Claim Type	Opcode	Description	Labor Time	OFP
Repair Program	AHGA4A	Replace the torque converter assembly + recalibrate ECU	5.1 hr./vehicle	32000-#####

- The cost of Automatic Transmission Fluid (ATF) may be claimed, at a maximum of \$50.00 per vehicle, as Sublet Type "OF."
- Rental reimbursement may be claimed using Sublet Type "RT" and Sublet Reason Code "LNM." The rental amount should not exceed \$35 per day, for a maximum of one (1) day. District Service and Parts Manager (DSPM) authorization is required if the maximum number of rental days and/or the rental amount is exceeded.

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

Replacement Parts

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

Part Number	Description	Quantity	Applicable TSB
04004-48106	Converter Assembly Kit, Torque	1	T-SB-0034-14
90080-30075	Ring, O (For Automatic Transmission Case Plug)	As needed	
17451-0V020	Gasket, Exhaust Pipe	As needed	
90917-06078	Gasket, Exhaust Pipe, No.2	As needed	
90521-78002	Ring, Hole Snap (For Drive Shaft Bearing Bracket)	As needed	
90119-10461	Bolt (For Drive Shaft Bearing Bracket Setting No. 1)	As needed	
43425-07040	Ring, Hole Snap (For Front Drive Shaft LH)	As needed	
90080-17238	Axle hub nut	As needed	
90468-14016	Clip	As needed	

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 Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

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