

<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b>  <b><i>Customer Support Program Bulletin</i></b>	No.: POL19-04 Date: 4/18/2019 Page: 1 of 5  <b>REVISED 5/1/19</b>
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**SUBJECT: *CUSTOMER SUPPORT PROGRAM BULLETIN (ZJC):  
REPAIR COVERAGE FOR UA80 TRANSMISSION ON  
CERTAIN 2017-2018 MY SIENNA AND CERTAIN 2017-2018  
MY HIGHLANDER VEHICLES***

**Background**

Toyota has received reports indicating potential symptoms, such as a whine noise from the transmission while driving, harsh shifting, reduced power, and master warning light/check engine light illumination, in the subject vehicles that are equipped with a model UA80 transmission. There is a possibility that a washer tab, designed to prevent the loosening of a nut inside the affected transmissions, was not sufficiently bent during assembly. This could lead to the nut loosening and, over time, lead to the symptoms described above.

**Applicability**

The UA80 Transmission is covered by Toyota’s New Vehicle Limited Warranty\* for Powertrain, for 5 years or 60,000 miles (whichever occurs first). However, because we at Toyota care about each customer’s ownership experience, Toyota is now offering a voluntary Customer Support Program. This Program applies to repairs related to damage to the UA80 transmission caused by a loose washer tab and resulting in the symptoms described above, regardless of whether the vehicle is out of warranty. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

Primary Coverage offers the Customer Support Program until **October 31, 2020, regardless of mileage.**

After the Primary Coverage, the Secondary Coverage is applicable for **10 years from the vehicle’s date of first use, regardless of mileage.**

Direct marketing of this Customer Support Program 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 coverage is for 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.

**Covered Vehicles**

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability 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)
- Master
- Master Diagnostic Technician

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

**Claim Submission**

Claim Type: Repair Program

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

Opcode	Applicable Model	Description	Labor Time
ZJC001	ALL	Inspect the transaxle	0.5 hr./vehicle
ZJC002	Sienna 2WD	LHG44A + Replace the transaxle assembly	7.7 hr./vehicle
ZJC003	Sienna 4WD		8.8 hr./vehicle
ZJC004	Highlander 2WD		7.6 hr./vehicle
ZJC005	Highlander 4WD		8.5 hr./vehicle

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

### **Sublet**

The cost of the Super Long Life Coolant (7.5L per vehicle) and AT fluid (5.0L per vehicle) will be reimbursed under sublet type "OF" for opcodes LHG44B and LHG44D at a max of \$100.

The cost of the Super Long Life Coolant (7.5L per vehicle), AT fluid (5.0L per vehicle) and differential gear oil (0.75L per vehicle) will be reimbursed under sublet type "OF" for opcodes LHG44C and LHG44E at a max of \$140.

### **Rental**

The rental car cost will be reimbursed for the rental period of maximum **2** days at the rental rate of maximum \$35/day. Use "RT" sublet type and "LNM" as the sublet reason code for opcodes LHG44B, LHG44C, LHG44D and LHG44E.

In case the parts are not available due to a **back-order situation at the dealer**, the rental car cost will be reimbursed for the rental period of maximum **5** days at the rental rate of maximum \$35/day. Use "RT" sublet type and "LNP" as the sublet reason code for opcodes LHG44B, LHG44C, LHG44D and LHG44E.

A rental invoice must be attached to all rental claims.

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**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery. To determine the applicable part number for a specific VIN, refer to the EPC. Alternatively, the Inspection Application will also show an applicable part number for a specific VIN as part of the inspection process.

Part Number	Description	Quantity
30510-45071-84	Reman ATM	1*
30510-45081-84		
30510-48601-84		
90080-43036	Gasket, Exhaust Pipe	2 – 3*
17451-0D140		1
17173-0P040	Gasket, Exhaust Manifold to Head	1**
17176-31130	Gasket, Air Surge Tank to Intake Manifold	1**
90080-17238	Nut, Lock	2
90080-11555	Bolt, w/ Washer	1
95381-03025	Pin, Cotter	2
90080-52017	Ring, Hole Snap	1
90901-19060	Bolt, w/ Washer	1***
90521-73001	Ring, Hole Snap	1***
35150-45010	Plug Assy, Transmission Case	1
90430-18008	Gasket	2
90116-12051	Bolt, Stud	3***
90116-12052		1***
12157-10010	Gasket, Drain Plug	2***
08885-02506	Gear Oil, LT 75W-85	As Needed***
00289-ATFWS	ATF WS	As Needed
00272-SLLC2	Super Long Life Coolant	As Needed

\*Use the VIN # to order the correct transaxle and quantity of gaskets.

\*\*Highlander ONLY.

\*\*\*AWD vehicle ONLY.

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**Technical Instructions (Repair Procedures)**

Technical instructions can be found in T-SB-0160-18. 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  
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.

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