

Original Publication Date: November 11, 2020

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

CUSTOMER SUPPORT PROGRAM 20TE03

Certain 2019 – 2020 Model Year RAV4 – Adventure and Limited grade AWD only Coverage for Front Transfer Case Electro-Magnetic Clutch

Model / Years	Production Period	Approximate Total Vehicles
2019 – 2020 RAV4	Early March 2018 – Late October 2019	36,900

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the front transfer case electro-magnetic clutch on 2019 – 2020 model year RAV4 vehicles.

Background

This Customer Support Program provides coverage for a condition involving the front transfer case electro-magnetic clutch in certain 2019 – 2020 model year RAV4 Adventure and Limited grade AWD vehicles. An abnormal buzz or groan noise from that case can occur with Normal drive mode selected during disconnect/connect timing of the AWD system. This condition typically occurs between 20 and 30 mph when accelerating from a stop, and/or between 20 and 13 mph on deceleration after driving the vehicle for 15 minutes or longer.

Although the front transfer case electro-magnetic clutch is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to abnormal buzz/groan noise from the front transfer case.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the front transfer case electro-magnetic clutch. The specific condition covered by this program is an abnormal buzz/groan noise from the front transfer case during one or both of the following conditions with Normal drive mode selected:

- Driving at 20 – 30 mph when accelerating from a stop during AWD system disconnect timing
- Driving at 20 – 13 mph on deceleration during AWD system connect timing

If the condition is verified, the vehicle will be repaired with a new front transfer case electro-magnetic clutch and drain plug and, if necessary, the AWD ECU may be reprogrammed under the terms of this Customer Support Program.

- This coverage is applicable for 10 years or 125,000 miles from the date of first use, whichever occurs first.

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

There are approximately 36,900 vehicles covered by this Customer Support Program. Approximately 390 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in early November 2020, and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support 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 Brand Engagement 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.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP **IS NOT** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title are **NOT ELIGIBLE** for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.22](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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 Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, 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.

Part Number	Description	Quantity																														
04000-28142	REPAIR KIT, TRANSFER*	1																														
<p>*The kit above includes the following components. Order the kit for the repair. DO NOT order the parts below individually, they will not be accepted on warranty claims.</p> <table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>12157-10010</td> <td>GASKET, DRAIN PLUG</td> <td>2</td> </tr> <tr> <td>41406-42012</td> <td>CLUTCH SUB-ASSY, ELECTRO MAGNETIC CONT</td> <td>1</td> </tr> <tr> <td>90119-10461</td> <td>BOLT, W/WASHER</td> <td>1</td> </tr> <tr> <td>90177-22001</td> <td>NUT, LOCK</td> <td>1</td> </tr> <tr> <td>90301-99240</td> <td>RING, O</td> <td>1</td> </tr> <tr> <td>90311-35056</td> <td>SEAL, TYPE T OIL</td> <td>1</td> </tr> <tr> <td>90341-18035</td> <td>PLUG SUB-ASSY, STRAIGHT SCREW W/HEAD</td> <td>1</td> </tr> <tr> <td>90430-18008</td> <td>GASKET</td> <td>2</td> </tr> <tr> <td>90521-75002</td> <td>RING, HOLE SNAP</td> <td>1</td> </tr> </tbody> </table>			Part Number	Description	Quantity	12157-10010	GASKET, DRAIN PLUG	2	41406-42012	CLUTCH SUB-ASSY, ELECTRO MAGNETIC CONT	1	90119-10461	BOLT, W/WASHER	1	90177-22001	NUT, LOCK	1	90301-99240	RING, O	1	90311-35056	SEAL, TYPE T OIL	1	90341-18035	PLUG SUB-ASSY, STRAIGHT SCREW W/HEAD	1	90430-18008	GASKET	2	90521-75002	RING, HOLE SNAP	1
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All Customer Support Program (CSP) 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.

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

Always check which technicians can perform the repair 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.

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

Remedy Procedures

Technical instructions for this Customer Support Program can be found in TSB# [T-SB-0019-20](#).

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

Reimbursement Procedure

NOTE: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim. If the vehicle is still under the New Vehicle Limited Warranty – Powertrain, an OFP must be input on the claim. The OFP to list on the claim should be: 41406-42010.

Op Code	Description	Flat Rate Hours
TE03RF	Confirm current AWD ECU Calibration ID + Update is needed - Reprogram the AWD ECU + Replace the electro-magnetic clutch and drain plug	4.2
TE03EM	Confirm current AWD ECU Calibration ID + Update is NOT needed - Replace the electro-magnetic clutch and drain plug	3.7

- 8.6 liters of Automatic Transmission Fluid WS can be claimed at a maximum amount of \$100.00 per vehicle under the sublet type "OF" for all Op Codes above.
- 0.4 liters of Front Transfer Case Gear Oil (LX85 LSD Type) can be claimed at a maximum amount of \$42.00 per vehicle under the sublet type "OF" for all Op Codes above .
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 1 day as a sublet type "RT" under Op Code TE03RF.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

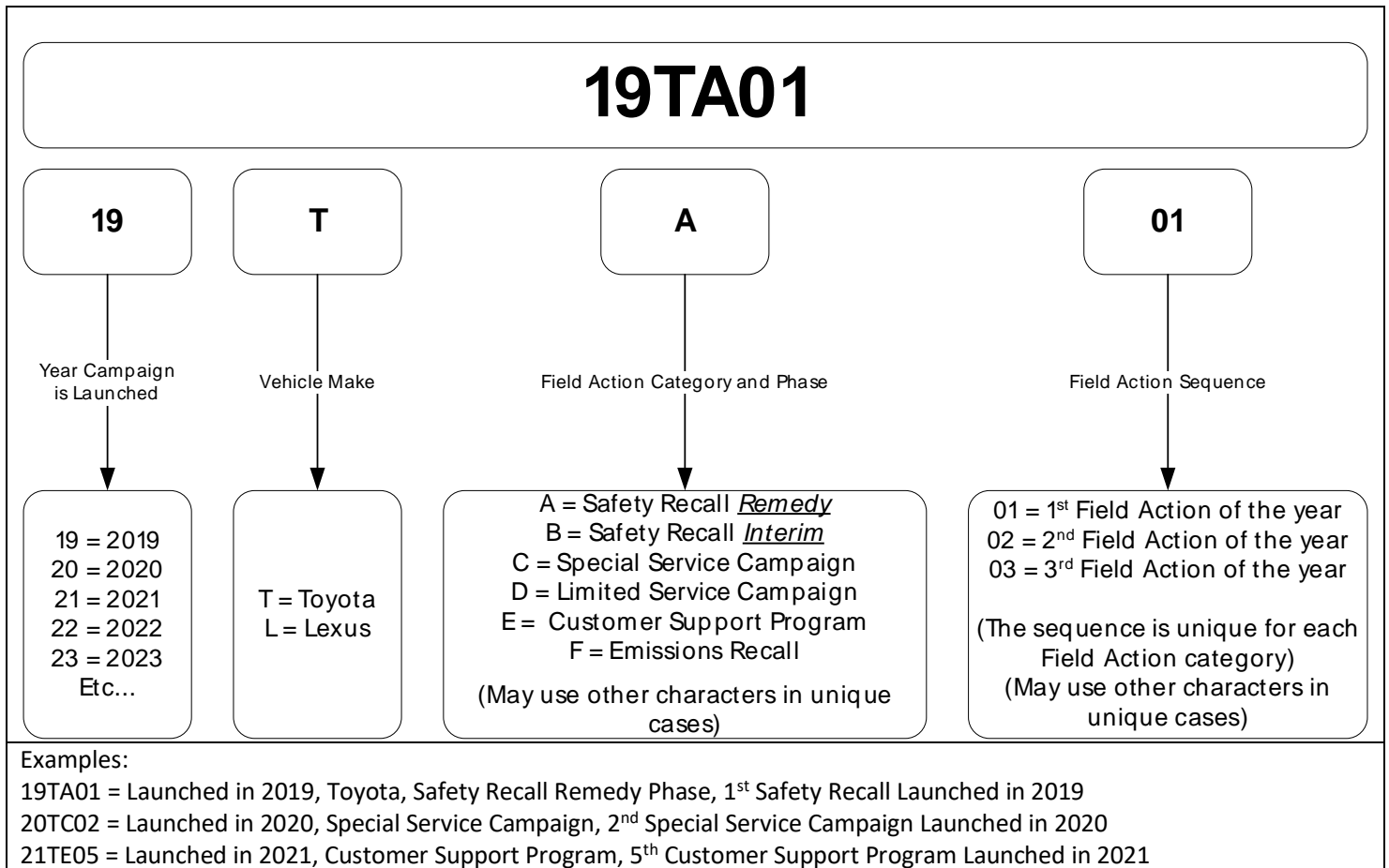
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase 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 Customer Support Program.

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



CUSTOMER SUPPORT PROGRAM 20TE03

Certain 2019-2020 Model Year RAV4 - Adventure and Limited grade AWD only Coverage for Front Transfer Case Electro-Magnetic Clutch

Frequently Asked Questions

Original Publication Date: November 11, 2020

Q1: What is the condition covered by this program?

A1: This Customer Support Program provides coverage for a condition involving the front transfer case electro-magnetic clutch in certain 2019 – 2020 model year RAV4 Adventure and Limited grade AWD vehicles. An abnormal buzz or groan noise from that case can occur with Normal drive mode selected during disconnect/connect timing of the AWD system. This condition typically occurs between 20 and 30 mph when accelerating from a stop, and/or between 20 and 13 mph on deceleration after driving the vehicle for 15 minutes or longer.

Q1a: What is the front transfer case electro-magnetic clutch?

A1a: The front transfer case electro-magnetic clutch is a component within the front transfer case that is used to change from 2WD to AWD

Q2: What is Toyota going to do?

A2: Toyota will begin to send an owner notification by first class mail starting in early November 2020, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will reprogram the AWD ECU, if necessary, and replace the front transfer case electro-magnetic clutch and drain plug with new ones **FREE OF CHARGE**.

Q3: Which and how many vehicles are covered by this Customer Support Program?

A3: There are approximately 36,900 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
RAV4*	2019-2020	Early March 2018 – Late October 2019

*Only Adventure and Limited grade models with AWD are involved

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

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

Q3b: Are all RAV4s covered by this Customer Support Program?

A3b: No, only Adventure Grade and Limited Grade 2019 – 2020 Model Year RAV4s that have AWD are covered by this Customer Support Program. RAV4 HV Limited AWD vehicles use a different transfer case clutch that is not affected by this condition.

Q4: What are the details of this program?

A4: This Customer Support Program provides coverage as it applies to front transfer case electro-magnetic clutch. If the condition is verified, the vehicle will be repaired with a new front transfer case electro-magnetic clutch and drain plug and, if necessary, the AWD ECU may be reprogrammed under the terms of this Customer Support Program.

- This coverage is applicable for 10 years or 125,000 miles from the date of first use, whichever occurs first.

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.

Q5: Which part(s) are covered by this Customer Support Program?

A5: The specific component covered by this Customer Support Program is as follows:

- Front transfer case electro-magnetic clutch
- Front transfer case drain plug
- AWD ECU reprogramming

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 Customer Support 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 program, the repair will be performed **FREE OF CHARGE** to the owner.

Q6a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

Q7: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A7: This Customer Support 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 tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q8: How long will the repair take?

A8: The repair takes approximately four and a half hours. However, depending upon 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 Customer Support Program?

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 Brand Engagement 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

Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024

CUSTOMER SUPPORT PROGRAM NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

This Customer Support Program provides coverage for a condition involving the front transfer case electro-magnetic clutch. An abnormal buzz or groan noise from that case can occur with Normal drive mode selected during disconnect/connect timing of the AWD system. This condition typically occurs between 20 and 30 mph when accelerating from a stop, and/or between 20 and 13 mph on deceleration after driving the vehicle for 15 minutes or longer.

If the condition is verified, the vehicle will be repaired with a new front transfer case electro-magnetic clutch and drain plug and, if necessary, the AWD ECU may be reprogrammed under the terms of this Customer Support Program.

Coverage
10 years or 125,000 miles from the date of first use, whichever occurs first.
<i>This coverage 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.</i>

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

If you have experienced this condition, we recommend you contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately 4 and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What if you have other questions?

- ***Refer to the Frequently Asked Questions sheet included with this letter.***
- ***Your local Toyota dealer will also be more than happy to answer any of your questions.***
- Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement 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 would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota> You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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

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

Toyota Brand Engagement 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. 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

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the front transfer case electro-magnetic clutch. The specific condition covered by this program is an abnormal buzz/groan noise from the front transfer case during one or both of the following conditions with Normal drive mode selected:

- Driving at 20 – 30 mph when accelerating from a stop during AWD system disconnect timing
- Driving at 20 – 13 mph on deceleration during AWD system connect timing

If the condition is verified, the vehicle will be repaired with a new front transfer case electro-magnetic clutch and drain plug and, if necessary, the AWD ECU may be reprogrammed under the terms of this Customer Support Program.

This coverage is applicable for 10 years or 125,000 miles from the date of first use, whichever occurs first.

Please note that this coverage is for work performed at an authorized Toyota dealer only.

This coverage 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.

*Please see your Toyota dealer for additional details
 VIN# _____
 Date of First Use _____



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE

TOYOTA

CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

Q12: What is the front transfer case electro-magnetic clutch?

A12: The front transfer case electro-magnetic clutch is a component within the front transfer case that is used to change from 2WD to AWD

Q13: Is this a recall?

A13: 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 Customer Support Program.

Q14: If my vehicle does not have this condition, do I need to make an appointment with my dealership?

A14: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

Q15: Is the Customer Support Program coverage transferable if I sell my vehicle?

A15: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q16: What should I do if my vehicle has the condition described?

A16: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q17: Which part(s) are covered by this Customer Support Program?

A17: Refer to the owner letter to find the specific component(s) covered by this program.

Q18: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A18: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.