

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

Subject: Warranty Enhancement Program – ZF4  
2006 – 2012 RAV4 4WD vehicles  
Extension of Warranty Coverage for Rear Differential Coupling Growl Noise

**In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for Rear Differential Coupling Growl Noise on 2006-2012 model year RAV4 4WD vehicles.**

In some of these vehicles, Toyota has received some reports that the vehicle may exhibit a growl type noise from the rear differential coupling when driving due to contamination of the front bearing.

Although the Rear Differential Assembly is covered by Toyota's New Vehicle Limited Powertrain Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about our customers' ownership experience. Toyota is now extending the warranty coverage for Rear Differential Coupling Growl Noise in the covered vehicles. Please see the Warranty Enhancement Program Details for additional information.

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

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in early January, 2015 and will be mailed over several months. We have attached a sample owner letter for your reference.

2. **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage to the vehicle's "New Vehicle Limited Powertrain Warranty" as it applies to the Rear Differential Assembly. The specific condition covered by this program is Rear Differential Coupling Growl Noise.

- The **Primary Coverage** offers warranty enhancement until April 30, 2017, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 9 years from the date of first use, regardless of mileage.

**Please note:**

- This coverage is for warranty work performed at an authorized Toyota dealer only.
- *Damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement Program.*

3. **Number and Identification of covered Vehicles**

There are approximately 670,000 Vehicles covered by this Warranty Enhancement Program.

Model Name	Model Year	Production Period
RAV4	2006 – 2012	Late July 2005 to Late September 2012

4. **Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL15-04) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

**5. Technical Instructions (Repair Procedures)**

Technical Instructions for this warranty extension program can be found in T-SB-0080-13.

**6. 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:

- Drivetrain Certified Technician
- Drivetrain Expert Technician
- Master Technician
- Master Diagnostic Technician

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.

**7. Parts Ordering**

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL15-04 for detailed parts ordering information.

**Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

<b>TOYOTA</b>						
<b>Parts Allocation Report</b>						
99999 SAMPLE TOYOTA of NOWHERE						
<p>The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p>						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

**8. Customer Reimbursement**

Please refer to the attached owner letter for reimbursement consideration instructions.

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 Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



**Warranty Enhancement Program – ZF4  
2006-2012 RAV4 4WD Vehicles  
Extension of Warranty Coverage for Rear Differential Coupling Growl Noise**

**BACKGROUND**

In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for Rear Differential Coupling Growl Noise on 2006-2012 model year RAV4 4WD vehicles.

**Q1: What is the condition?**

A1: In some of these vehicles, Toyota has received some reports that the vehicle may exhibit a growl type noise from the rear differential coupling when driving due to contamination of the front bearing.

Although the Rear Differential Assembly is covered by Toyota's New Vehicle Limited Powertrain Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about our customers' ownership experience. Toyota is now extending the warranty coverage for Rear Differential Coupling Growl Noise in the covered vehicles.

**Q2: What is Toyota going to do?**

A2: Owners of 2006-2012 RAV4 4WD vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in early January, 2015.

This Warranty Enhancement Program provides a Primary and Secondary coverage to the vehicle's "New Vehicle Limited Powertrain Warranty" as it applies to the Rear Differential Assembly. The specific condition covered by this program is Rear Differential Coupling Growl Noise.

- The **Primary Coverage** offers warranty enhancement until April 30, 2017, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 9 years from the date of first use, regardless of mileage.

If the owner experiences the condition described, he/she should contact his/her local authorized Toyota dealership for diagnosis and repair. If the condition is verified, the dealer will repair the rear differential assembly under the terms of this Warranty Enhancement Program.

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 670,000 RAV4 4WD (2006-2012 model year) vehicles covered by this Warranty Extension.

Model	Model Year	UIO	Production Period
RAV4 4WD	2006-2012	670,000	Late July 2005 to Late September 2012

**Q4: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A4: No. This specific condition only affects 2006 - 2012 model year RAV4 4WD vehicles.

**Q5: What are the details of this coverage?**

A5: This warranty enhancement is available until **April 30, 2017, or 9 years from the date of first use, regardless of mileage, whichever occurs later.** The specific component(s) of the rear differential coupling are covered by this warranty extension as follows:

- Cover Sub-Assy
- Dust Seal
- Deflector
- Drain/Fill Plug Gasket
- Coupling Sub-Assy

*Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Extension.*

**Q6: How long will the repair take?**

A6: The repair will take approximately 3 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What should an owner do if they experience the condition described above?**

A7: Please contact your local Toyota dealer for appropriate diagnosis and repair. If the condition is in accordance with the terms of this Warranty Enhancement Program, the repair will be performed at **NO CHARGE**.

**Q8: What if an owner has NOT experienced this condition but would like to have the repair completed?**

A8: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q9: What was changed to prevent this condition from re-occurring?**

A9: To prevent the contamination of the front bearing, Toyota has changed the sealing structure and the sealing material on the rear differential coupling.

**Q10: What if a customer has previously paid for repairs on their vehicle?**

A10: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

**Q11: What if an owner has additional questions or concerns?**

A11: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Re: <VIN>

Dear Toyota RAV4 Owner:

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 would like to advise you of an enhancement to portions of your Toyota RAV4 New Vehicle Limited Powertrain Warranty. Toyota has received some reports that the vehicle may exhibit a growl type noise from the rear differential coupling when driving due to contamination of the front bearing.

**While the majority of vehicles will not experience this condition,** to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

**What should you do?**

**Please apply the below sticker to your Owner’s Warranty Information booklet for future reference. If you have not experienced this condition, there is no action necessary at this time.**

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage to your vehicle’s “New Vehicle Limited Powertrain Warranty” as it applies to the Rear Differential Assembly. The specific condition covered by this program is a rear differential coupling growl noise.

- The **Primary Coverage** offers warranty enhancement until April 30, 2017, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 9 years from the date of first use, regardless of mileage.

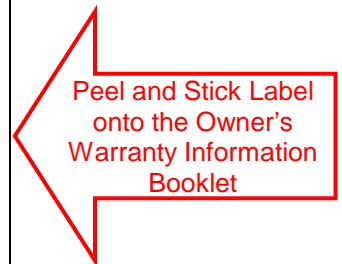
Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner’s Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

\* Please see your Toyota dealer for additional details

VIN #: \_\_\_\_\_

Date of First Use: \_\_\_\_\_



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

If you would like to update your vehicle ownership or contact information, please go to [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 have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.  
 Toyota Customer Experience WC10  
 19001 South Western Avenue  
 Torrance, CA 90509

\*Please refer to the attached Reimbursement Checklist for required paperwork details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

<b>Warranty Enhancement Program Frequently Asked Questions</b>	<b>ZF4</b>
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**Q1: Is this a recall?**

A1: 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 Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?**

A2: 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 apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: What should I do if my vehicle has the condition described?**

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q4a: If I believe my vehicle has the condition, when would I hear the growl noise?**

A4a: If your vehicle has the condition described, the growl noise can be heard while the vehicle is in motion and the frequency of the noise will change with vehicle speed. Please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: How long will the repair take?**

A5: If the condition is present on your vehicle, the repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I have additional questions or concerns?**

A6: If you have additional questions or concerns, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

**\* Warranty Enhancement  
Reimbursement Checklist**

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement<sup>1</sup>
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- Name, Address and Phone Number printed on all documents

*Detailed diagnosis statement must answer the following three questions:*

- 1. Why was the vehicle brought into the repair facility?*
- 2. What was the repair facility's diagnosis?*
- 3. What did the repair facility do to correct the concern?*