

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.

TOYOTA						
Parts Allocation Report						
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.