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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZF4):
WARRANTY EXTENSION FOR REAR DIFFERENTIAL ON
2006 TO 2012 MODEL YEAR RAV4 4WD VEHICLES**

Background

In certain 2006 to 2012 model year Rav4 4WD vehicles, Toyota has received some reports where the vehicle may exhibit a growl type noise from the rear differential coupling when driving as a result of contamination to the front bearing.

Applicability

The Rear Differential Assembly is covered by Toyota's New Vehicle Limited Powertrain Warranty for 5 years or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the repairs related to Rear Differential Coupling growl noise in the covered vehicles.

Primary Coverage offers the Warranty Enhancement until **April 30, 2017, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **nine (9) years from the date-of-first use, with no mileage limitation.**

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 of this policy may result in a claim debit.

Please note that damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension. All other terms and conditions of the New Vehicle Limited Warranty apply.

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
Repair Program	3725FC	Replace the coupling sub-assembly	2.0 hr./vehicle
	3725FD	Replace the cover sub-assembly, dust seal and deflector	3.2 hr./vehicle

- The total cost of Gear Oil and FIPG may be claimed at a maximum of \$35 per vehicle using sublet type "OF."

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
Previous	New			
	41302-42050	Cover Sub-Assy, Differential	1	T-SB-0080-13
	90304-94005	Dust Seal	1	
	90179-08197	Nut	2	
	41252-42020	Deflector	1	
	41252-42013		1	
	12157-10010	Drain/Fill Plug Gasket	2	
41303-42020	41303-42022	Coupling Sub-Assy	1	
41303-42021				

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

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.

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