

From: QC_DoNotReply QC_DoNotReply@toyota.com
Subject: Customer Support Program 20TE03 - Certain 2019 - 2020 Model Year RAV4 HV - Adventure and Limited grade AWD only- Front Transfer Case Electro-Magnetic Clutch (Region)
Date: November 11, 2020 at 2:06 PM
To:

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.

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.

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*

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.

Technician Certification Requirements

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

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-November 2020. A sample of the owner notification letter has been included for your reference.

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Please reference the attachments for additional details.

Dealers will be notified on November 11, 2020 at approximately 4:00pm Central time.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email quality_compliance@toyota.com.

Thank you for your support,

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