

CSC-10034070-9912

Certain 2001 through 2003 Model Year RAV4 vehicles
Customer Support Program - Specific Malfunction Indicator Light "ON" Diagnostic Codes
and/or Harsh Shift of Automatic Transaxle

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to meet your product expectations, Toyota would like to advise you of a Customer Support Program (warranty enhancement) which enhances portions of your vehicle's (VIN noted above) existing Toyota New Vehicle Limited Warranty as specified in this letter.

Toyota cares about our customers

On certain 2001 through 2003 model year RAV4 vehicles equipped with an automatic transaxle, the vehicle may exhibit a harsh shift condition and/or Malfunction Indicator Light (check engine light) "ON" condition that is specifically related to diagnostic codes P0750, P0753, P0755, P0758, and/or P1760. We at Toyota care about your overall experience with your vehicle. To assure you that we stand behind our product, we are offering an enhancement of the warranty coverage on your vehicle for this specific condition.

Warranty Enhancement Coverage

This warranty enhancement is offered for a period of 10 years or 150,000 miles from the vehicle's in-service date, whichever occurs first, for a harsh shift condition of the automatic transaxle and/or illumination of check engine light with the following codes P0750, P0753, P0755, P0758, and/or P1760.

Should you experience this condition any Toyota dealer will inspect the vehicle to verify the condition. If the condition is verified, the dealer will repair your vehicle at no charge by replacing the Engine Control Module (ECM) or the ECM and the automatic transaxle under the terms of this Customer Support Program. Please note that in the majority of cases, the repair will only require the replacement of the ECM.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same conditions set forth in your Owner's Warranty Information booklet, with the exception of this warranty coverage enhancement. Damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty enhancement. **Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.**

What should you do?

If you have not experienced this condition, please insert this letter into your Owner's Warranty Information booklet for future reference.

In the event that this condition has occurred on your vehicle, you may notice the check engine light "ON"* and/or your vehicle may exhibit a harsh shift condition of the automatic transaxle. If this should occur, contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

* Condition must be related to diagnostic codes P0750, P0753, P0755, P0758, and/or P1760

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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What if you have previously paid for the repair of your vehicle for this specific condition as it applies to your 2001 through 2003 model year RAV4 vehicle?

If you have previously paid for the replacement of the Engine Control Module (ECM) *or* the ECM and the automatic transaxle for this specific condition on your vehicle (VIN noted above), during the applicable period, please mail a copy of your repair order which includes the reason for the repair/replacement, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to process your request.

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

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

SAMPLE



Customer Support Program (CSP)

Certain 2001 through 2003 Model Year RAV4 Vehicles with Automatic Transaxle

Specific Malfunction Indicator Light "ON" and/or Harsh Shift of Automatic Transaxle

Background

Toyota has received reports that certain 2001 through 2003 model year RAV4 vehicles equipped with an automatic transaxle may exhibit a harsh shift condition and/or a Malfunction Indicator Light (check engine light) "ON" condition with one of the following codes:

- P0750
- P0753
- P0755
- P0758
- P1760

Q1: What is the condition?

A1: On certain 2001 through 2003 model year RAV4 vehicles equipped with an automatic transaxle, the vehicle may exhibit a harsh shift condition and/or Malfunction Indicator Light (check engine light) "ON" condition that specifically relates to diagnostic codes P0750, P0753, P0755, P0758, and/or P1760. We at Toyota care about our customers' overall experience with their vehicle. To assure them that we stand behind our product, we are offering an enhancement to the warranty coverage for this specific condition.

Q2: What is the cause of this condition?

A2: Solder located in one of the electric circuits of the Engine Control Module (ECM) may peel over time. This is the major contributor for this condition.

Q3: Are there any warnings that this condition exists?

A3: Yes, the vehicle's automatic transaxle may exhibit a harsh shift condition and/or check engine light "ON" condition with diagnostic codes P0750, P0753, P0755, P0758, and/or P1760.

Q4: Which and how many vehicles are covered by this CSP?

A4: There are approximately 235,500 RAV4 (2001 through 2003 model year) vehicles covered by this CSP.

Model	2001 UIO	2002 UIO	2003 UIO	Total
RAV4 with Automatic Transaxle	77,100	87,600	70,800	235,500

Q5: What is the production period of the vehicles covered by this CSP?

A5: The RAV4 vehicles covered by this CSP were produced from July 2000 to July 2003.

Q6: Are there any other Toyota, Lexus or Scion vehicles which may exhibit this condition?

A6: No. This specific condition only affects certain 2001 through 2003 model year RAV4 vehicles equipped with an automatic transaxle.

Q7: What are the details of the CSP Coverage?

A7: This warranty extension is offered for a period of 10 years or 150,000 miles, from the vehicle's in-service date, which ever occurs first, for harsh shift condition of the automatic transaxle and/or illumination of the Malfunction Indicator Light (check engine light) with the following codes P0750, P0753, P0755, P0758, and/or P1760.

If the customer experiences this condition, any Toyota dealer will inspect the vehicle to verify the condition. Once the condition is verified, the dealer will repair the vehicle at no charge to the owner. The repair will entail replacing the Engine Control Module (ECM) only or replacing the ECM and the automatic transaxle under the terms of this CSP. In the majority of cases, the repair will only require the replacement of the ECM.

Q8: What is Toyota going to do?

A8: Owners of vehicles that are covered by this CSP will receive a notification via first class mail starting in middle July 2010. Owners of vehicles exhibiting this condition will be instructed to take their vehicles to an authorized Toyota Dealer for diagnosis and if applicable repair. If the condition is verified, the dealer will need to repair the vehicle by replacing the Engine Control Module (ECM) and/or automatic transaxle under the terms of this CSP. **In the majority of cases, the repair will only require replacement of the ECM.**

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Q9: If repair is necessary, how long will it take?

A9: Following the inspection, if the replacement of the ECM and/or the transaxle is necessary, the vehicle will need to be available for several days based upon the dealer's work schedule and parts availability.

Q10: What should an owner do if the vehicle exhibits this condition?

A10: If a vehicle exhibits this condition, the owner is requested to contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q11: What if an owner has previously paid for repairs to his/her RAV4 vehicle for this condition?

A11: Owners that have previously paid for replacement of the ECM **or** the ECM and the automatic transaxle to address this specific condition should refer to their owner letter for reimbursement consideration instructions.

Q12: What if an owner has additional questions or concerns?

A12: 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 Standard Time.