


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b>  <b><i>Warranty Policy Bulletin</i></b>	No.: POL10-03 Date: 07/09/10 Page: 1 of 3
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**SUBJECT: *CUSTOMER SUPPORT PROGRAM (CSP ZTL)  
WARRANTY ENHANCEMENT FOR SPECIFIC  
MALFUNCTION INDICATOR LIGHT (MIL) "ON"  
DIAGNOSTIC CODE AND/OR HARSH SHIFT OF  
AUTOMATIC TRANSAXLES ON CERTAIN 2001  
THROUGH 2003 MODEL YEAR RAV4 VEHICLES***

Toyota will initiate a Customer Support Program (CSP) to extend warranty coverage on specific Malfunction Indicator Light (MIL) "ON" Diagnostic Codes and/or harsh shift of Automatic Transaxles for certain 2001 through 2003 model year RAV4 vehicles.

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 MIL (check engine light) "ON" with DTC codes P0750, P0753, P0755, P0758, and /or P1760 stored.

If this condition occurs, the check engine light may illuminate and/or the vehicle may begin to shift harshly.

**Applicability**

This warranty enhancement is being offered for **10 years or 150,000 miles** from the vehicle's date-of-first-use for a MIL (check engine light) "ON" condition with diagnostic codes P0750, P0753, P0755, P0758, and /or P1760 stored and/or a harsh shift of the automatic transaxle. Please verify VIN applicability for this CSP by performing a VIN Inquiry in CPS before completing the repair.

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

## What is Covered

The following is covered under this Customer Support Program (CSP):

- Some vehicles will require the replacement of the Engine Control Module (ECM) or ECM and automatic transaxle; however, **the majority of vehicles will only require replacement of the ECM.**  
(Please refer to Toyota Technical Service Bulletin #T-SB-0156-10.)

## Applicable VIN Ranges

Model	WMI	MY	VIN Range	
			VDS	Serial
RAV4	JTE	2001	GH20V	0001009 -0041683
				0019158 -0129192
			HH20V	6000001 -6013766
		2002	GH20V	0040732 -0082271
				6000001 -6011365
			HH20V	0127491 -0188857
				6012461 -6070240
		2003	GH20V	0081361 -0120075
				6011366 -6014380
				0188858 -0262832
			HH20V	6070241 -6098297

## Claim Submission

Claim Type	Opcode	Labor Time	OFF	Description	Rental
Repair Program	0711E1	0.5	89661-42###	Replace Engine Control Module (ECM)	<b>No</b>
Repair Program	0711E2	5.3	89661-42###	Replace ECM and Replace Automatic Transaxle Assembly (2WD)	<b>Yes</b> 1 day
Repair Program	0711E3	9.3	89661-42###	Replace ECM and Replace Automatic Transaxle Assembly (4WD)	<b>Yes</b> 2 days

**Note:** If the vehicle is still under the New Vehicle Limited Basic Warranty, submit the repair as a **regular** warranty claim.

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## Replacement Parts and Model Application

Part Name	Part No.	Qty/Unit	Applicable Model
Engine Control Computer	04009 - 41242	1	2001MY 2WD
	04009 - 41342	1	2001MY 4WD
	04009 - 39642	1	2002MY 2WD
	04009 - 39542	1	2002MY 4WD
	04009 - 39242	1	2003MY 2WD
	04009 - 39142	1	2003MY 4WD
Reman Automatic Transaxle Assembly	30510 - 42110 - 84	1	2WD
	30510 - 42100 - 84	1	4WD
Transaxle Fluid T-IV ATF	00279-000T4	Case	2WD or 4WD
	00279-DRMT4	Drum	2WD or 4WD

The cost for transaxle fluid for both 2WD and 4WD vehicles will be reimbursed under the Sublet section of the warranty claim. The cost should not exceed the maximum amounts listed in the Replacement Parts table.

### Rental

When submitting claims with rental, use “**RT**” as the sublet type. Use “**LNМ**” as the sublet reason code and the rental amount should not exceed \$35 per day. If the maximum number of rental days (listed in Claim Submission table) and/or the rental amount is exceeded, the claim will require District Service and Parts Manager (DSPM) authorization.

### Customer-Paid Repairs or Replacement of Components

If a customer with an involved vehicle has previously paid for repairs relating to this specific MIL “ON” diagnostic code and/or harsh shift of automatic transaxle, please direct them to mail a copy of the repair order which includes the reason for repair, proof-of-payment, and proof-of-ownership to the address below for reimbursement consideration. Please note that damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension.

**Toyota Motor Sales, U.S.A., Inc.**  
**Customer Experience Center, WC10**  
**19001 South Western Avenue**  
**Torrance, CA 90509**

The 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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