SPECIAL PART RECOVERY & INVESTIGATION REQUEST

To: ☒TMS ☐TCI ☐Other [JT90-R-0252PT (20090252PT)]

Originator: Katsuhiko Inukai Project Manager (310)468-0729 Date: 04/07/2009

Subject: RAV4 2AR-FE partial engine assy recovery request (JTMBF33V99D[redacted]

Purpose: Investigate the root cause and study countermeasure

- Applicable Field Report: N/A
- TQ-Net Registration #: S2TMM9JA0
- Applicable RTS #: N/A
- Requested Completion Date: 04/30/2009
- MY, Model, Qty: 09MY RAV4 1

REQUEST

☒Part Recovery

- Parts Type: ☒Warranty Claim Parts ☐Non-warranty Parts ☐Other
- Special Notes:
- Warranty Parts Recovery Table: SPRI Export.txt

Line Code: (TMS Use Only)

☐Technical Support

☐Go-and-See

- Location:
- Participants:

Company	Name	Job Title	Phone

- Special Notes:

☐Information Request:

REIMBURSEMENT

SETR #: 9X10B *Attach evidence to SETR

Operation Numbers (sixth digit):

0*	☒Export Expense	☒Import Expense		
1	☒Parts	☒Labor		Hr./Veh.
2	☐Parts	☐Labor		Hr./Veh.
5*	☒Actual Expense		Rent a vehicle	US$ Total
6	☐Admin. Expense			US$/Veh.
				US$ Total

SHIPPING DETAIL

Shipping Method: ☒Ground ☐Air ☐Sea

Invoice: ☒No Commercial Invoice

Shipping Address:

Katsuhiko Inukai
19340 Van Ness Ave.

TOYOTA MOTOR ENGINEERING & MANUFACTURING NORTH AMERICA, INC.

7*	☒Inland Transportation Expense	Torrance, CA 90509

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Fixed Part Recovery Requirements

1. Attach an identification tag to each requested return part listing the model code, VIN, engine number, and odometer reading at time of replacement.
2. In case of parts exporting to Japan, please follow the rules below:
   For "No Commercial Invoice:"
   Please send the requested parts on a freight collect basis, and be sure to attach a **No Commercial Invoice** referring to the letter Ref. No. 3KMWA-346 of July 15, 2003 issued by TMC OCS-TD.

Seq	Distri-butor	Region & District or Brand	US Dealer Code	Model Year	WMI	VIN-VDS	VIN-Serial Range		Part Number	Part Name	Operation Code	T1	T2	12-month Avg Claim Qty with Part Replaced	Request Quantity	Claim Type Class	Min Repair Date (>=)	Max Repair Date (<=)	Min Claim Cost (>=)	Max Claim Cost (<=)	Start Date	Stop Date
							Start	End														
1	TMS			9	JTM	BF33V	D[redacted]	D[redacted]	19000	ENGINE ASSY, PARTIAL					1						02/20/2009	03/31/2009
2																						
3																						
4																						
5																						
6																						
7																						
8																						
9																						
10																						
11																						
12																						
13																						
14																						
15																						
16																						
17																						
18																						
19																						
20																						
21																						
22																						
23																						
24																						
25																						
26																						
27																						
28																						
29																						

TOYOTA MOTOR ENGINEERING & MANUFACTURING NORTH AMERICA, INC.

TOY-TQ001-00038004

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

Seq	Distri-butor	Region & District or Brand	US Dealer Code	Model Year	WMI	VIN-VDS	VIN-Serial Range		Part Number	Part Name	Operation Code	T1	T2	12-month Avg Claim Qty with Part Replaced	Request Quantity	Claim Type Class	Min Repair Date (>=)	Max Repair Date (<=)	Min Claim Cost (>=)	Max Claim Cost (<=)	Start Date	Stop Date
							Start	End														
30																						

TOY-TQ001-00038005

TOYOTA

TECHNICAL ADMINISTRATION DEPARTMENT
JTR INSTRUCTIONS/CLOSING REPORT

To: Gary Heine

Date: April 13, 2009
JT90-R-0252PT

From: Gary Smith

90252PT

Subject: RAV4 2AR-FE PARTIAL ENGINE ASSY RECOVERY REQUEST (JTMBF33V99D[redacted]

==========

1. Please review and complete request as instructed.

SETR/Monitor#: 9X10B

Incentive:

Quantity of TMC Test Parts Received:

Quantity of Recovery Parts Required: 1

Requested Completion Date: 4/30/2009

Other Requirements:

Comments:

2. JTR Action Taken.

Quantity of Test Parts Shipped to Region/Dealer:

Quantity of Recovery Parts Received at PRC: 1

Quantity of Parts Shipped to TMC/NA Plant: 1

Survey Visit Completed: **Date:**

MIS(Tech. Report) Issued #: **Date:**

ICC(UTA) Issued #: TQCN_ICC-091030001 **Date:** 4/15/2009

Completed Request as Follows: The partial engine assembly was recovered and shipped directly to TMC as requested.

Expenses Incurred to DeptID 313022 (cc: 2472): There were no claims for this VIN identified under this request. The only warranty claim associated with this repair appears to be normal warranty, not a JTR claim.

3. JTR Closing Authorization. **P.E.** **Andy Curtin**

Manager Gary Heine **Closing Date** 4/15/2009

cc:	_ H. Abrahams	_ M. Allen	_ K. Aoki	X G. Bryan
	X M. Craik	_ R. DuFresne	_ C. Erickson	X P. Hattori
	X T. Hayakawa	_ G. Heine	_ M. Jarboe	_ T. Krembs
	_ D. Marsh	_ G. Morino	_ J. Northrup	_ R. Reed
	_ M. Rhymer	_ J. Sapunarich	_ M. Saxonberg	_ G. Smith
	_ R. Suzuki	_ B. Waltz	X N. Yamamoto	

TOYOTA MOTOR ENGINEERING & MANUFACTURING NORTH AMERICA, INC.

ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION