

Warranty Bulletin

Our ref WB553 (v1.1)

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AD Engine Out of Warranty Guidelines (0730J)

We are pleased to advise that we have received more formalised guidelines from TME for the handling of AD engine problems on out of warranty vehicles. The coverage and processes are summarised below.

Conditions Covered

- 1) Oil consumption worse than 0.5 litre per 621 miles (1,000 km)
- 2) Overheating & Head Gasket failure due to carbon deposits on the pistons

For all other out of warranty conditions related to AD engine problems, where the customer complaint can be directly linked to a “carbon clogging” concern, i.e. EGR Valve, DPNR, 5th Injector, EGR Cooler, blocked manifold, etc., we would accept this as being linked to an oil consumption condition.

Vehicles Covered

Those vehicles fitted with AD diesel engines

- Avensis with 1AD or 2AD (Prod. Date: Apr 2005 to Feb 2009)
- RAV4 with 2AD (Prod. Date: Jul 2005 to Dec 2008)
- Auris with 1AD or 2AD (Prod. Date: Sep 2006 to Sep 2009)
- Verso with 2AD (Prod. Date: Apr 2005 to Nov 2008)

Age / Mileage Covered

These guidelines cover vehicles up to 7 years old and 111,846 miles (180,000 km), whichever the sooner. This is conditional on there being a retail customer complaint and the vehicle having been reasonably maintained.

Repair Method

Repair must be in accordance with the latest Technical Instructions (TI) & any subsequent updates shown in the table on the following page:

For further information please contact Warranty, on 01737 367400.

To be circulated to relevant staff within the Toyota Centre Network only.

Please circulate and return to the Service Manager for central file.

☐ Centre Principal

☐ After Sales Manager

☐ Sales Manager

☐ Service Manager

☐ Parts Manager

☐ Sales Staff

Model	Engine Type	TSB Reference
Avensis	1AD-FTV	EG-0050T-0410
	2AD-FTV	EG-0051T-0410
	2AD-FHV	EG-0052T-0410
RAV 4	2AD-FTV	EG-0016T-0809
	2AD-FHV	
Auris	1AD-FTV	EG-0067T-0510
	2AD-FHV	
Verso	2AD-FTV	EG-0060T-0410
	2AD-FHV	

Correction Parts

Please use the parts advised in the TI. If there is damage to the block, then please fit a new bare block. Correction parts lists, provided by TME, are published on TOTSS as an appendix to this bulletin, which refer to the use of bare blocks.

Therefore, do **not** fit:

- Short block
- Optifit block
- Partial engine

Claim Policy

- 1) Prior Approval is **not** necessary if the claim is within the period of coverage, i.e. 7 years 111,846 miles.
- 2) If the vehicle is still within warranty, submit a normal claim using the standard flat rate operation numbers.
- 3) The maintenance history should be checked and claims will not be accepted if due to poor maintenance. Please keep details of the service history with the job card set in case you are asked for it.
- 4) For cases where the vehicle is out of warranty, e.g. over 3 years or 60,000 miles (whichever the sooner), please use the Special Operation numbers and times from the table on the following page.

Warranty Claim Procedure

Claim Type	SOPE			
SOPE Reference	0730J			
Prefilled Packages	Not available			
Parts Retention Period	60 days			
Special Operation Numbers	Model	Engine	Op. No.	Time (hrs)
Replace pistons, piston rings, cylinder head gasket, engine overhaul kit, crankshaft bearings, camshaft bearing cap bolts and con rod bearings	Auris	1AD-FTV	0730J4	22.0
		2AD-FTV		
		2AD-FHV		
	Avensis	1AD-FTV	0730J2	24.9
		2AD-FTV		
		2AD-FHV		
	RAV4	2AD-FTV	0730J3	24.9
		2AD-FHV		
	Verso	2AD-FTV 2AD-FHV	0730J5	24.3

- 1) Engine coolant, power steering fluid and air conditioning gas should be re- used and cannot be claimed.
- 2) Claim attachments – if the repair involves more than replacement of pistons, please attach photographs of the damaged parts and relevant measurements. This would apply to scored blocks or warped cylinder heads.

Reimbursement for Costs Previously Paid by the Customer

These will be given consideration on a case by case basis. Please submit a Prior Approval attaching a copy of the invoice and other relevant information, e.g. service history.

Technician Skills Level

Repairs should only be carried by Toyota Licensed Technicians (TLT).