

CVT Torque Converter Warranty Period Extension on certain Toyota RAV4, NOAH, ALPHARD, VELLFIRE

CVT Torque Converter Problem Description

In the torque converter of Continuously Variable Transmission (CVT), there is insufficient strength in the component parts of the lock up clutch since its production dispersion. Therefore, when frequently repeat acceleration and deceleration, the lock up clutch may be does not operate, and a warning light turns on, it becomes the vehicle runs with fail-safe.

CVT Torque Converter Warranty Period: Extend to 9 years, regardless of mileage

Remark 1: From the date of 1st registration (include Hong Kong and Macau) ◦

Remark 2: CVT Converter warranty extension is not applicable to Parallel Import vehicles

Applicable Model and Year of Manufacture

Model Name	Code	Chassis No. Range	Year of Manufacture
ALPHARD/ VELLFIRE	AGH30	JTNGF3DH#08000102 ~ 8004609	2014 October to 2016 March
NOAH	ZRR80	JT7X2RB8007000101 ~ 7004474	2013 October to 2016 January
RAV4	ZSA44	JTMDEREV#0D091027 ~ D098579	2015 October to 2016 January
	ZSA44	JTMREREV#0D091140 ~ D098677	

Remark 3: '#' indicates that various characters may occupy that position

Reimbursement for the cost previously paid by Customer:

The cost previously paid by customer for replacement of parts at Toyota Service Centre of Crown Motors Ltd./Yat Fung Motors, which is caused by CVT torque converter related problem, will be eligible for reimbursement of the repair cost. Please contact Toyota Service Centre for arrangement of cost reimbursement (please prepare Vehicle Registration Document and related official invoice/receipt).

What should I do when there is CVT torque converter problem?

When there is a problem on CVT torque converter, please contact our Toyota Service Centre during office hours for assistance. In case the problem is happened during non-office hours, Customer in Hong Kong can contact our towing service hotline 2811 0228 for sending the vehicle to nearby Toyota Service Centre (after confirmation by our technician, towing charge will be waived if it is related to the CVT torque converter problem)

Repair arrangement for vehicle with CVT torque converter problem

For vehicle within the Chassis No. Range, Toyota Service Centre will conduct replacement of parts (torque converter, valve body, strainer, CVT fluid, and other necessary fluid) at no cost to customer.

Repair time required: approximately 2 working days