

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Limited Service Campaign (LSC) F0N
Certain 2014 Model Year Corolla Eco Vehicles (2ZR-FAE)
Engine Software Update for Variable Valve Lift Control

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2014 Model Year Corolla Eco vehicles. This LSC covers approximately 20,200 vehicles.

Background

The subject vehicles may illuminate a Check Engine warning lamp due to software programming for continuous variable valve lift control. If this condition occurs, the vehicle may experience a reduction in power.

Toyota has developed new engine control software logic to help prevent this condition from occurring.

This LSC will be available **until June 30, 2018**, and will only be available at an authorized Toyota Dealer.

1. Owner Notification Mailing Date

The owner notification will commence in Early June, 2015, approximately one week after the Dealer Letter.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the LSC announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

2. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers conduct the LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

3. Number and Identification of Covered Vehicles

There are approximately 20,200 Corolla Eco (Certain 2014MY) vehicles covered under this LSC.

If you are contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

4. Dealer Summary Reports

Summary Reports, containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. (Please verify eligibility by confirming through TIS prior to performing repairs.)

5. Parts Ordering

Replacement parts are not required for this LSC.

It is **critical** that [T-SB-0012-13](#) in addition to the Technical Instructions for this LSC are followed. This TSB outlines all steps necessary to prevent reprogramming failure. Toyota will not provide reimbursement

coverage for reprogramming failures if this TSB is not followed. If you have a reprogramming failure that requires ECU replacement and the Technical Instructions **and** TSB were followed correctly, please create a case with the Technical Assistance Hotline documenting all information related to the failure. If sufficient reporting is received related to re-flash failure, there will be consideration for reimbursement.

NOTE: There will be a limited inventory of ECUs available in the rare case that a reprogramming failure occurs.

6. Remedy Procedures

Please refer to TIS for Technical Instructions. Technicians will need to utilize Techstream to perform the software update for this LSC.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

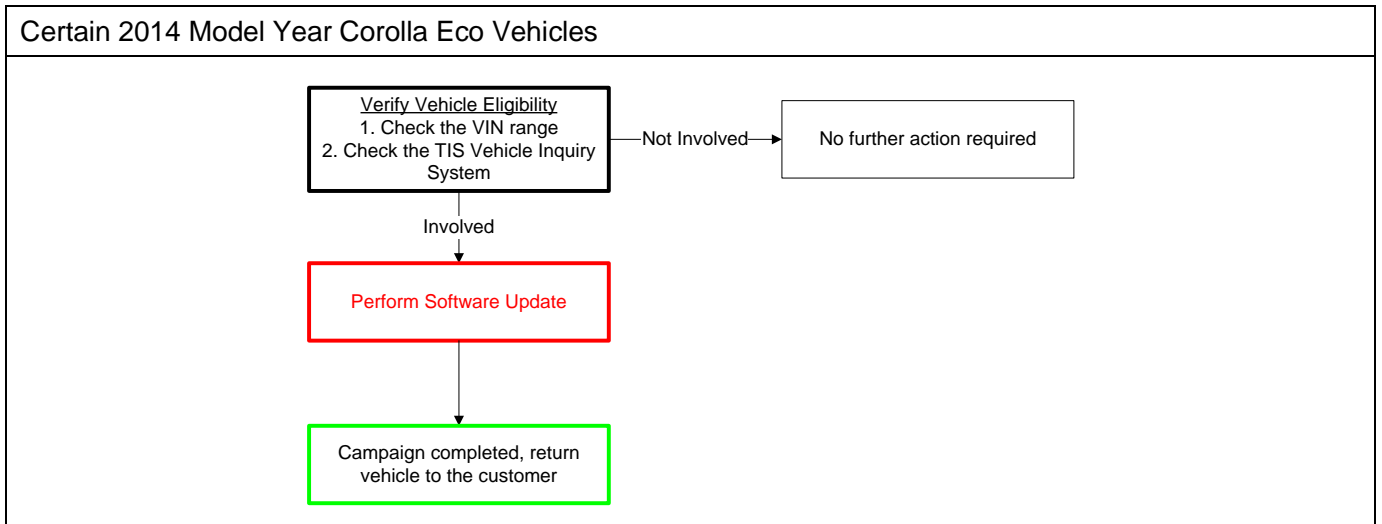
7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this LSC are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Certified any specialty**
- **Expert any specialty**
- **Master**
- **Master Diagnostic Technician**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

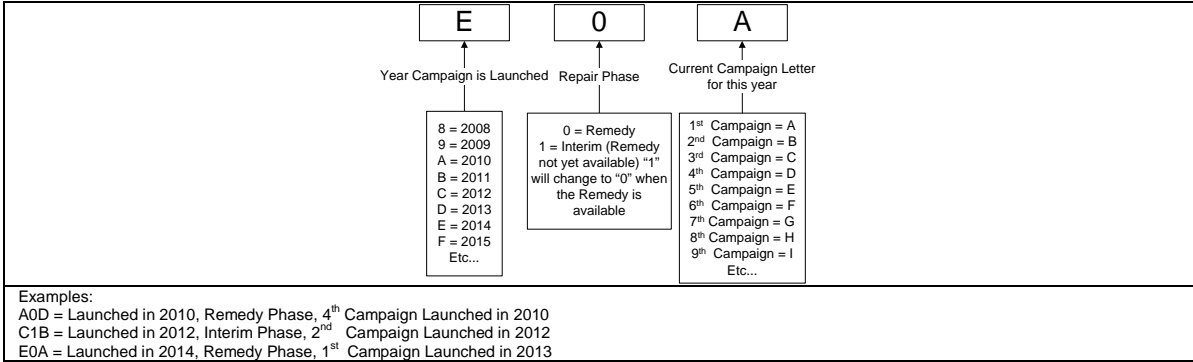
8. Warranty Reimbursement Procedure



LSC	Op. Code	Description	Flat Rate
F0N	BGG09A*	Check Calibration ID and Perform Software Update	0.6 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- * In the event the vehicles software is already updated the above operation code can be filed to complete this LSC.

9. Campaign Designation Decoder



10. Vehicles Emission Recall Proof of Correction Form (California only)

As this LSC includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VIN's will be submitted to the California state DMV July 31, 2015. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.



11. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

12. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

13. Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.




Limited Service Campaign F0N
Certain 2014 Model Year Corolla Eco Vehicles (2ZR-FAE)
Engine Software Update for Variable Valve Lift Control

Customer Frequently Asked Questions

Published Mid-May, 2015

Q1: What is the condition?

A1: The subject vehicles may illuminate a Check Engine () warning lamp due to software programming for continuous variable valve lift control. If this condition occurs, the vehicle may experience a reduction in power.

Toyota has developed new engine control software logic to help prevent this condition from occurring.

Q1a: What is the continuous variable valve lift control?

A1a: Continuous variable valve lift control is used to vary the engines valve lift to improve fuel economy or power output in accordance with driving conditions.

Q1b: Are there any Diagnostic Trouble Codes (DTC's) present if this condition occurs?

A1b: Yes, if the vehicle has experienced the condition, the Engine Control Model (ECM) may have the following DTC's stored:

- P2646 – A Rocker Arm Actuator System Performance or Stuck Off (Bank 1)
- P265B – B Rocker Arm Actuator Position Sensor Circuit Range Performance (Bank 1)

Q2: What is Toyota going to do?

A2: Owners of vehicles covered by this LSC will receive a notification letter by first class mail starting in Early June, 2015.

Any authorized Toyota dealer will update the Engine Control software at **NO CHARGE** to the vehicle owner. Please see your local authorized Toyota dealer for additional details.

NOTE (Customers who live in the state of California)

The State of California requires the completion of Limited Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no cost** Limited Service Campaign, a vehicle in the state of CA may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Limited Service Campaign completed.

A Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q2a: How does Toyota obtain my mailing information?

A2a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information based upon the DMV records. Please make sure your registration or title information is correct.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Q3: Which and how many vehicles are covered by this Limited Service Campaign?

A3: There are approximately 20,200 Corolla Eco (Certain 2014MY) vehicles covered under this Limited Service Campaign in the U.S.

Model Name	Model Year	Production Period
Corolla Eco	Certain 2014	Early July, 2013 through Mid-August, 2014

Q3a: Are there any other Toyota or Lexus vehicles covered?

A3a: No, this condition only affects certain 2014 MY Corolla Eco (2ZR-FAE) vehicles.

Q4: When will this Limited Service Campaign Expire?

A4: This Limited Service Campaign will be available until **June 30, 2018**.

Q5: How long will the repair take?

A5: The software update will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if you have previously paid for repairs to your vehicle for this specific condition?

A6: Owners who have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

Q7: What if an owner has additional questions?

A7: 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 Time.

**Certain 2014 Model Year Corolla Eco Vehicles
Engine Software Update for Variable Valve Lift Control**


LIMITED TIME OFFER

This notice applies to your vehicle: [VIN]

Dear Toyota Corolla Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

What is the condition?

The subject vehicles may illuminate a Check Engine () warning lamp due to software programming for continuous variable valve lift control. If this condition occurs, the vehicle may experience a reduction in power.

Toyota has developed new engine control software logic to help prevent this condition from occurring.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Toyota will perform the software update at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will remain available until June 30, 2018***, and will only be available at an authorized Toyota dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to have the software update performed before **June 30, 2018**. The software update will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the software update.
- 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.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

What if you live in California and don't have this Limited Service Campaign performed?

The State of California requires the completion of Limited Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no cost** Limited Service Campaign, your vehicle may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Limited Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, 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

Please note that the dealer must complete the Limited Service Campaign remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, USA, INC.

SAMPLE