

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

Subject: Limited Service Campaign (LSC) F0A
Certain 2012 – 2014 Model Year Tundra and Sequoia Vehicles
ECM Software Update

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2012 – 2014 MY Tundra and Sequoia vehicles. This LSC will cover approximately 39,000 Sequoia and 247,000 Tundra vehicles equipped with a 5.7 liter gasoline or 5.7 Liter-Flex Fuel engines.

Background

In certain 2012 – 2014 Model Year Toyota Tundra and Sequoia vehicles equipped with a 5.7 Liter gasoline or 5.7 Liter-Flex Fuel engines, the Engine Control Module (ECM) may set a Diagnostic Trouble Code (DTC) if debris/ice becomes lodged in the air switching valve. If this occurs, the Malfunction Indicator (Check Engine) Light could illuminate and the vehicle could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode). If this occurs the vehicle’s power and speed will be reduced, which could inconvenience you and require immediate repair.

Limited Service Campaign (LSC) Remedy

The ECM calibration has been updated to reduce the possibility of this condition occurring. Authorized Toyota dealer are requested to verify the vehicle’s ECM calibration and, if necessary, update the calibration software at **NO CHARGE** to the vehicle owner.

This LSC will be available until **February 28, 2016**, and will only be available at an authorized Toyota Dealer.

1. Owner Notification Mailing Date

The owner notification will commence in Mid-January 2015, approximately 1 week after the dealer notification.

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 39,000 Sequoia and 247,000 Tundra vehicles equipped with a 5.7 liter gasoline or 5.7 Liter-Flex Fuel engine covered by this LSC.

4. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. (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. The Technical Instructions contain information on verifying the vehicle's ECM calibration and, if necessary, update the calibration software.

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

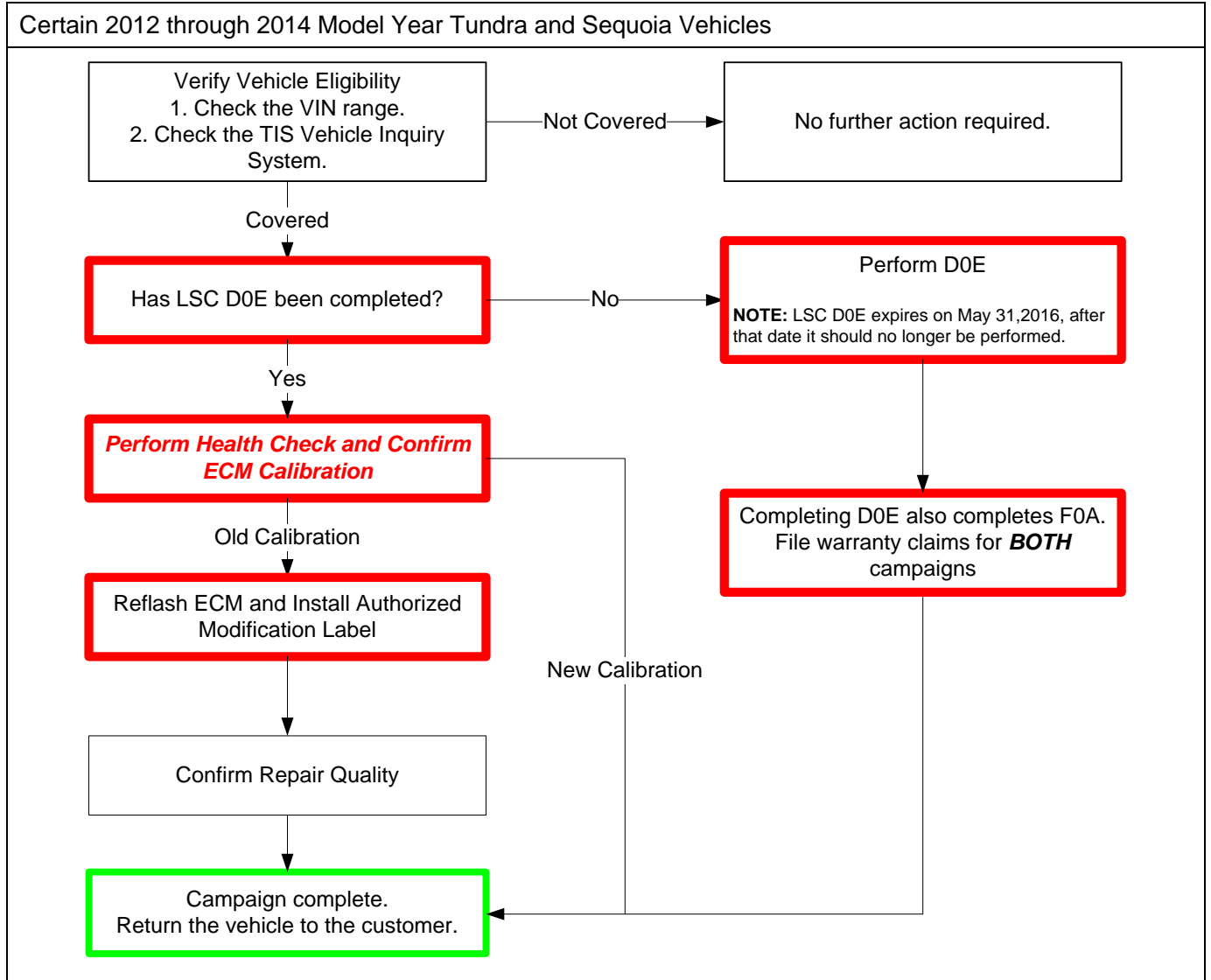
7. **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. 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



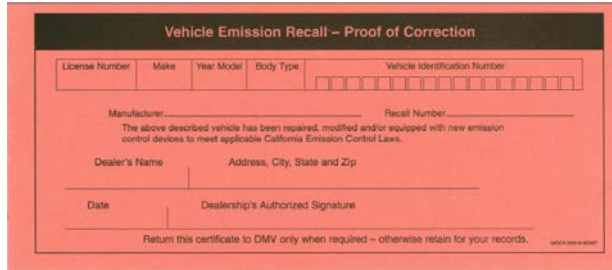
LSC	Model	Op. Code	Description	Flat Rate
F0A	Tundra Sequoia	AGGF6A	Confirm ECM Calibration is Already Updated	0.3 hr/vehicle
		AGGF6B	Update ECM Software and Install Update Label	0.8 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

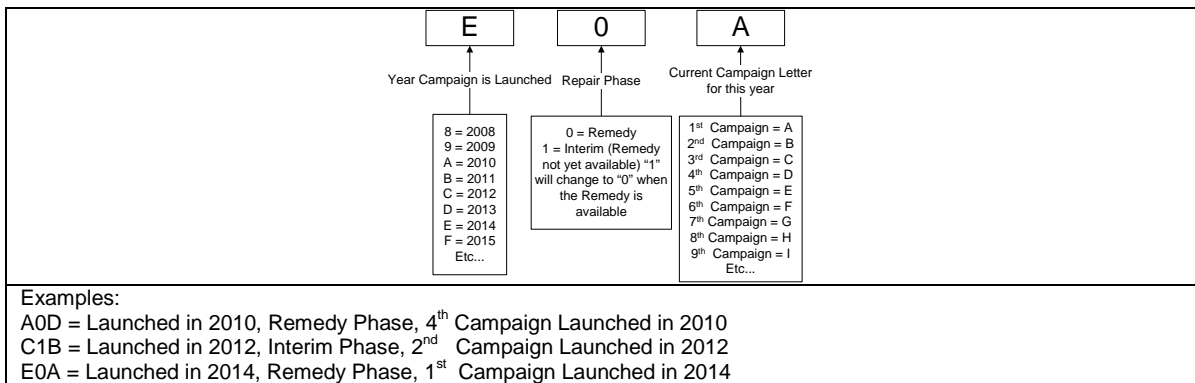
9. Vehicles Emission Recall Proof of Correction Form (California only)

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 February 28, 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.



10. Campaign Designation Decoder



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.