


TOYOTA

PRODUCT SUPPORT DIVISION

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz, 
Vice President, Product Quality and Service Support
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 dealers 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. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in Early January 2015.

2. Owner Notification Mailing Date

The owner notification will commence in Mid-January 2015, approximately one week after the Dealer Letter.

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

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

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

4. 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.

5. Region/District Summary Reports

We have enclosed the following LSC F0A Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this LSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this LSC.

The attached Dealer Notification Letter contains additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
Field Product Engineers