

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
May 29, 2015
Approved By: Tom Trisdale

To: All Toyota Dealers
From: Product Support Division

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.

- **Toyota will begin to notify owners whose vehicle is covered by this Limited Service Campaign in Early June, 2015.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)

**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

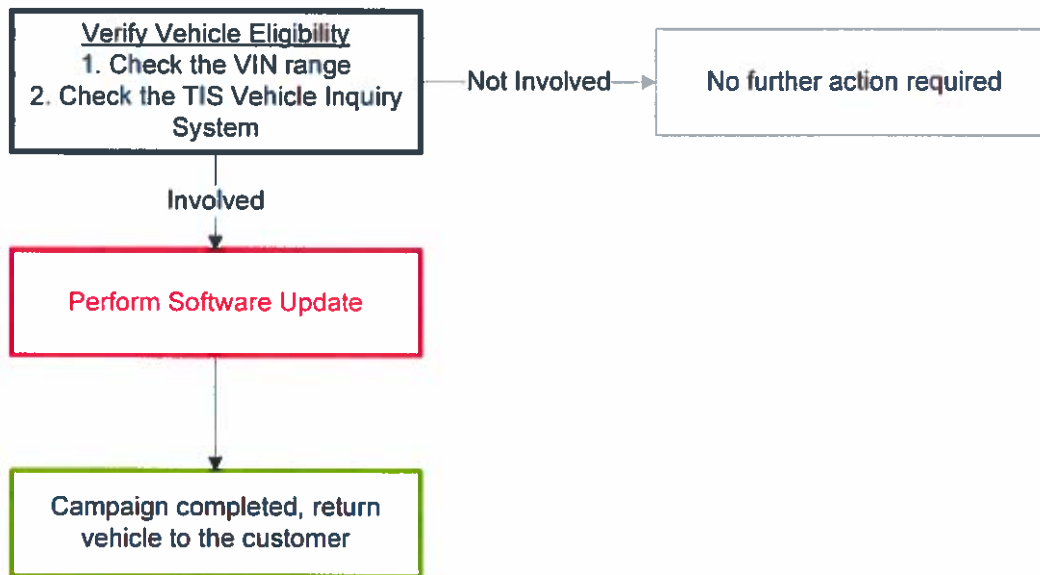
TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN FOR
ENGINE SOFTWARE UPDATE FOR VARIABLE LIFT CONTROL
CERTAIN 2014 COROLLA ECO VEHICLES

THIS LSC EXPIRES ON JUNE 30, 2018

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**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
00451-00001-LBL	Authorized Modification Label*	1

*Labels can be ordered in packs of 25 from the MDC through Dealer Daily website

B. TOOLS & EQUIPMENT

- Techstream 2.0 / TIS Techstream /Techstream Lite (Software 9.30.029 or Higher)
- GR8 Battery Diagnostic Station

IV. 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.

V. ECM CALIBRATION ID VERIFICATION

1. CONFIRM THE ECM CALIBRATION ID

- Perform a health check and confirm no DTCs are present.
- Confirm the current calibration ID in the ECM.
- Referencing the table below, verify if the ECM has the Updated Calibration

MODEL	YEAR	ENGINE	DRIVE	CURRENT CID	NEW CID
Corolla ECO	2014	2ZR-FAE	FWD	302Y6000 302Y6100	<u>302Y6200</u>



- If the ECM has already been calibrated with the new calibration the campaign is complete.

◀ CRITICAL MESSAGE ▶

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.

VI. ECM REFLASH PROCEDURE



- For general reprogramming procedures, refer to [T-SB-0012-13](#).
- Confirm the latest version of Techstream software is being used.
- If the Techstream does not have sufficient battery power the reflash will fail.
- Confirm the DLC3 cable is in good condition before attempting reflash.
- If vehicle exhibits any trouble codes or drivability symptoms, diagnose and repair using TIS before attempting to reprogram the ECM.

1. CONNECT THE GR8

- a) Set the GR8 to Power Supply Mode to help maintain 13.5 volts during ECM reprogramming.



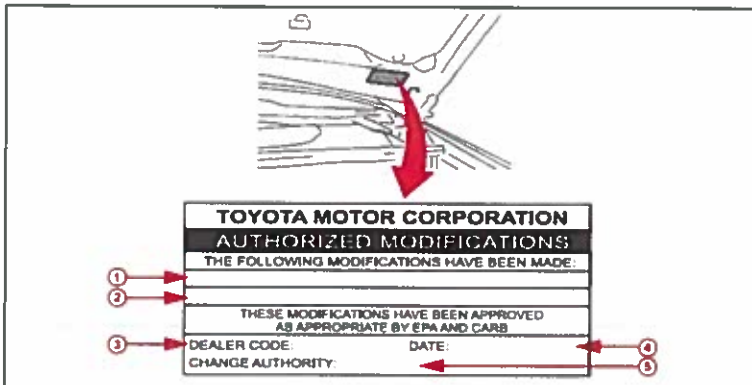
- A battery charger set to power supply mode **MUST** be used during reprogramming.
- ECM damage may occur if the correct battery charger setting is not used.

2. REFLASH THE ECM

- a) Click yes on the health check results screen, or follow the links on the table above to begin the reflash process.

3. ATTACH THE AUTHORIZED VEHICLE MODIFICATION LABEL

- a) Fill out the label.
- b) Affix the label to the under-side of the hood.



1	Replacement ECM P/N
2	New Calibration ID
3	Dealer Code
4	Date Completed
5	Campaign Code (FOA)

4. CHECK FOR DTCs

◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the reflash completes successfully
- Confirm the Authorized Vehicle Modification Label is filled out and affixed to the vehicle
- Confirm there are no DTCs in the ECM

If you have any questions regarding this update, please contact your regional representative

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

