

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
May 7, 2018	The condition has been clarified.
	<i>Special Service Campaign J0D is SUSPENDED.</i>
	Special Service Campaign J0D is <i>SUSPENDED</i> until further notice. During this suspension, the Technical Instructions will not be available and Dealers <i>SHOULD NOT</i> perform the remedy in Special Service Campaign J0D.
	Warranty claims for repairs performed prior to this suspension will continue to be accepted during this suspension.
April 11, 2018	Note that other procedures described in the J0D Dealer Letter continue to apply during this suspension, including those in the “Toyota Certified Used Vehicle (TCUV)” and the “New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)” sections.
	As the owner notification schedule was April 2018, Toyota has not yet sent owner notifications about Special Service Campaign J0D. Toyota will notify owners when J0D is no longer suspended.
	<i>Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.</i>
April 4, 2018	The parts ordering process section has been updated with a second option for MAC release.

*The most recent update in the attached Dealer Letter will be **highlighted with a red box.***

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

Thank you for your cooperation.

Original Publication Date: March 28, 2018

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

Subject: Special Service Campaign J0D – **Remedy Suspended**
Certain 2014 – 2017 Model Year Toyota Corolla Vehicles
Certain 2017 Model Year Toyota Corolla iM Vehicles
Certain 2016 Model Year Scion iM Vehicles
Continuously Variable Transaxle (CVT) Software Update

Condition

An Electronic Control Unit (ECU) in the subject vehicles has improper programming that could lead a component in the Continuously Variable Transmission (CVT) to unnecessarily cycle and experience abnormal wear. If this component becomes damaged, the Malfunction Indicator Lamp (MIL) may illuminate in the instrument cluster and the vehicle could experience a reduction of speed. After reaching a pre-determined gear ratio, the vehicle can be operated up to approximately 37 mph.

Remedy

Any authorized Toyota dealer will perform an update to the CVT control software at **NO CHARGE**. Additionally, in the unlikely event that the vehicle is exhibiting the condition, any authorized Toyota dealer will repair* or replace the CVT assembly at **NO CHARGE**.

*: At this time, CVT repair is not available. In the unlikely event that the vehicle is exhibiting the condition, the CVT assembly should be replaced. If a CVT repair for this condition becomes available in the future, the CVT may be repaired.

Covered Vehicles

There are approximately 1,300,800 vehicles involved in this Special Service Campaign. Approximately 17,800 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model Name	Model Year	Approximate UIO	Production Period
Toyota Corolla	2014 – 2017	1,263,300	Late April 2013 – Late July 2017
Toyota Corolla iM	2017	19,700	Mid-March 2016 – Mid-June 2017
Scion iM	2016	17,800	Early February 2015 – Early August 2016

Owner Letter Mailing Date

Toyota will begin to notify owners in April 2018.

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 Special Service Campaign 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.

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

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form J0D" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 24 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair are required to currently hold at least one of the following certification levels:

Certified Technician (Drivetrain)
Expert Technician (Any specialty)
Master Technician
Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

CVT Assembly Replacement – DSPM Authorization Required (Out of warranty vehicles ONLY).

If the vehicle requires CVT assembly replacement and is out-of-warranty, you must obtain DSPM authorization prior to proceeding with CVT assembly replacement. Note: Vehicles that are still in-warranty do not require DSPM authorization for CVT assembly replacement.

Step 1:

Contact your DSPM and provide him/her with the VIN, current mileage, date of first use (DOFU), and a screenshot proving DTC P2820 is present. An example of this screen shot is shown in the Parts Ordering Process section. The DSPM will use this information to verify that the vehicle is out of warranty and DTC P2820 is present.

Step 2:

If the DSPM authorizes the repair, he/she will provide your dealership with a special OpCode to claim the cost of performing the repair.

Vehicles Emission Recall Proof of Correction Form (California only)

As this Special Service Campaign 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 VINs will be submitted to the California state DMV by May 31, 2018. 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.



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.

Parts Ordering Process- Non SET and GST Parts Ordering Process

Note: Parts are only required in the unlikely event that the vehicle has experienced the condition (DTC P2820 is present) and if it requires a CVT assembly replacement.

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.



If the parts are currently placed on MAC you will be required to submit a Customer Health Check/Diagnostic Report proving that DTC P2820 is present **OR**, a screenshot of the Vehicle Health Check proving that DTC P2820 is present. The screenshot must include the VIN and DTC P2820. Below is an example of this screenshot and the Customer Health Check/Diagnostic Report. **Only 1 of these 2 options is required for parts release.**

Example of Vehicle Health Check screenshot


Vehicle's VIN is Captured in Screen Shot

DTC P2820 is Captured in Screen Shot

System	Monitor Status	DTC	Curr	Pend	Hist	Perm	Calibration	Update
Engine and ECT	Inc	P2820	X	X	X	X	302Y7000 50206000	No
Smart Key	-	U0142			X		-	No
Power Source Control	-	U0140			X		-	No
Cruise Control	-						-	No
ABS/VSC/TRAC	-						F152612291	No
EMPS	-						8965B02052	No
Tire Pressure Monitor	-						-	No
Occupant Detection	-						-	No
Air Conditioner	-						8865002D0010	No
Combination Meter	-						838000Z55003	No
Main Body	-						892210238003	No
D-Door Motor	-						-	No
Sliding Roof	-						-	No
SRS Airbag	-						8917F02244	No
Starting Control	-						-	No

Parts Ordering Process Continued...

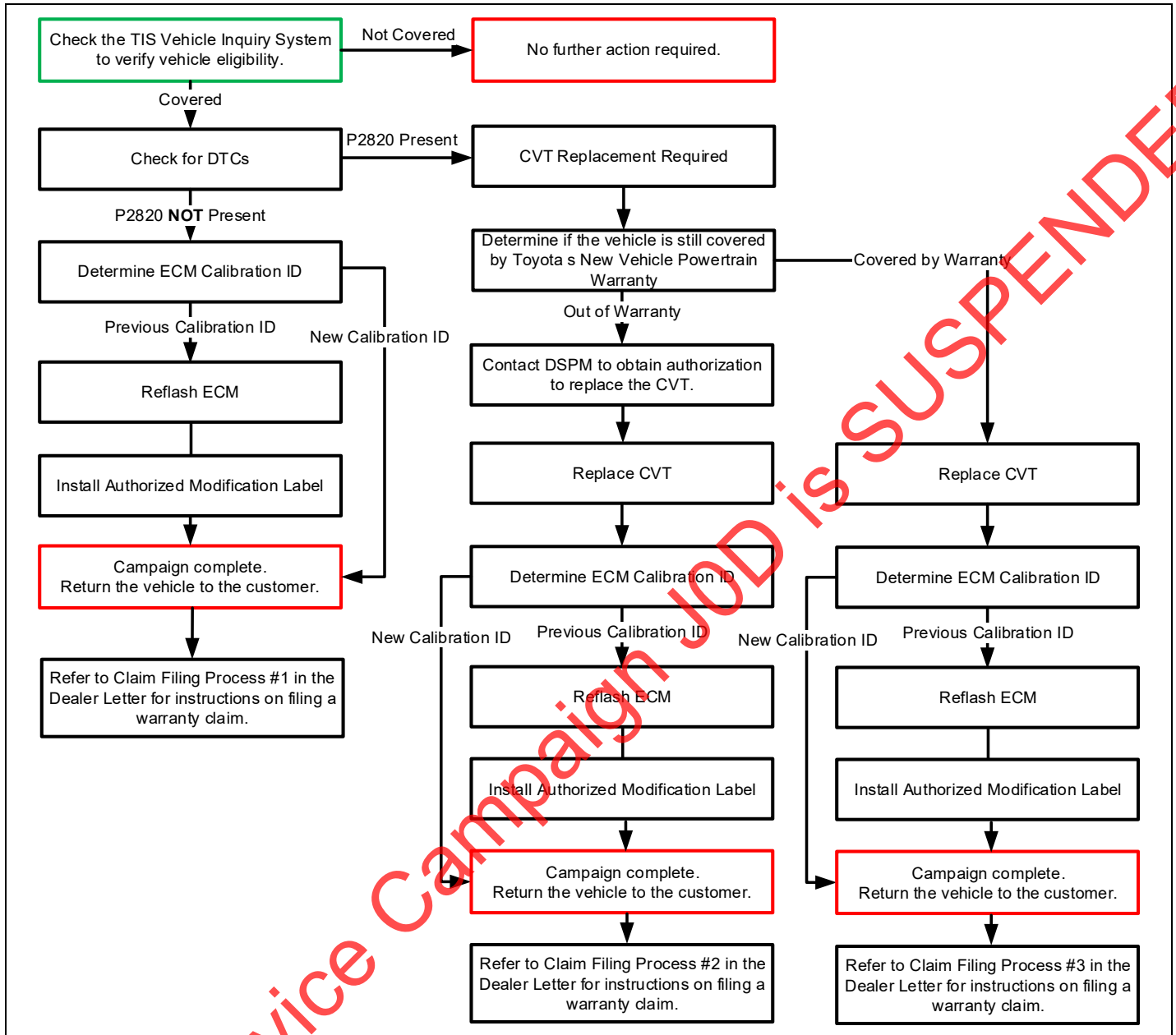
Example of Customer Health Check/Diagnostic Report.

		<h2>Diagnostic Report</h2>
<h3>Vehicle Information</h3>		
Vehicle: 2015 Corolla	VIN: 2T1BURHE5FC000000	Mileage: 34567
Repair Order: 12345		
<h3>Health Check Summary</h3>		
Checkpoints	Status	Comments
Powertrain Systems	ACTION REQUIRED	Diagnostic Codes(s) Detected P2820
Chassis Systems	All systems OK	
Electrical Systems	All systems OK	
Network Systems	All systems OK	
Service Campaigns	All systems OK	
Performed: 12/23/09, 8:58 AM		
Technician Signature: _____		MAIN STREET TOYOTA 4321 SOUTH MAIN STREET ANYTOWN, CA 90000 PHONE NUMBER: (555) 867-5309
Manager Signature: _____		

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

The applicable P/Ns and quantities can be found in [T-SB-0289-17](#) (Toyota vehicles) or [S-SB-0002-18](#) (Scion vehicles).

Warranty Reimbursement Procedure



Special Service Campaign J0D is SUSPENDED

Warranty Reimbursement Procedure Continued...**Claim Filing Process #1**

Opcode	Description	Flat Rate Hours
LGG11B	Perform software update	0.6
LGG11A	Vehicle has new calibration ID, software update not required	0.3

- The flat rate times include 0.1 hours of administrative cost per unit for the dealership.

Claim Filing Process #2

The DSPM will provide your dealership with a special OpCode for the repair.

Claim Filing Process #3

Step 1: File OpCode LGG11B for performing the software update or, if the vehicle already had the new calibration ID and doesn't require software update, file OpCode LGG11A. Filing either OpCode will close-out the campaign.

Step 2: File a warranty claim for replacing the CVT using the applicable OpCodes listed in [T-SB-0289-17](#) (Toyota vehicles) or [S-SB-0002-18](#) (Scion vehicles). **Filing this OpCode will not close-out the campaign.**

Note: Do not file the OpCodes, listed in the Service Bulletins, for performing the software update.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Media Contacts

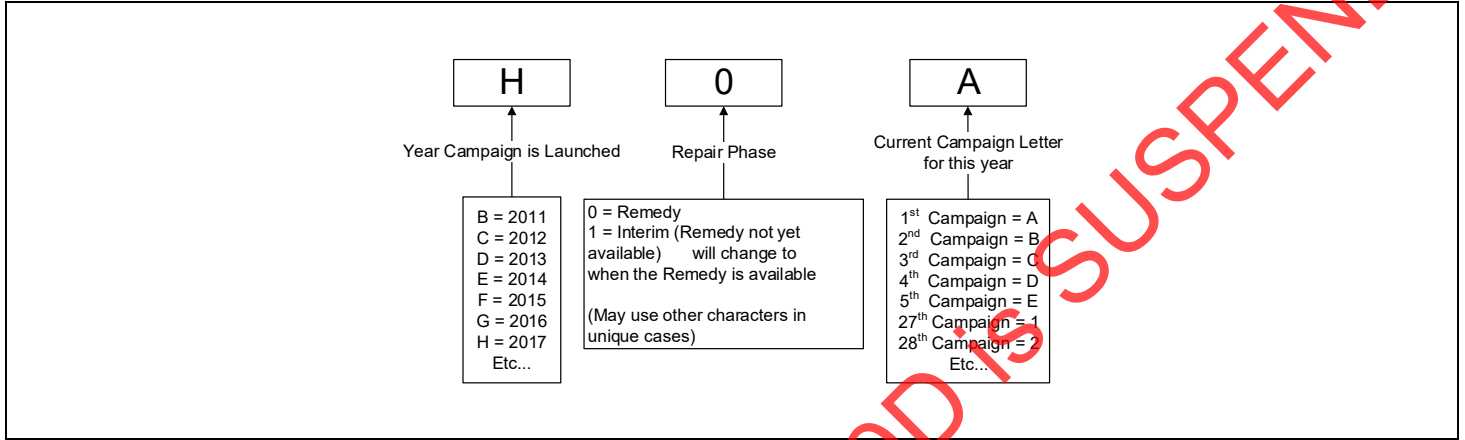
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 H0A = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

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 Special Service Campaign.

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

Special Service Campaign J0D is SUSPENDED



Special Service Campaign J0D – **Remedy Suspended**
Certain 2014 – 2017 Model Year Toyota Corolla Vehicles
Certain 2017 Model Year Toyota Corolla iM Vehicles
Certain 2016 Model Year Scion iM Vehicles
Continuously Variable Transaxle (CVT) Software Update

Frequently Asked Questions
Original Publication Date: March 28, 2018

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
May 7, 2018	<ul style="list-style-type: none">This document has been updated with Q&As related to the suspension status of Special Service Campaign J0D.Q1b and Q3b have been added.The condition, described in Q1, has been clarified.

The most recent updates will be highlighted with a red box.

Q1: What is the condition?

A1: An Electronic Control Unit (ECU) in the subject vehicles has improper programming that could lead a component in the Continuously Variable Transmission (CVT) to unnecessarily cycle and experience abnormal wear. If this component becomes damaged, the Malfunction Indicator Lamp (MIL) may illuminate in the instrument cluster and the vehicle could experience a reduction of speed. After reaching a pre-determined gear ratio, the vehicle can be operated up to approximately 37 mph.

Q1a: What transmissions are affected?

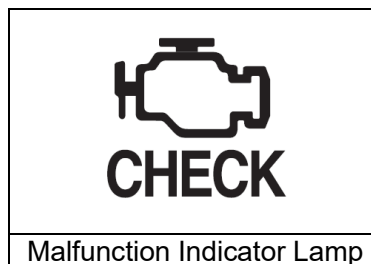
A1a: The Continuously Variable Transaxle (CVT) is affected. The CVT utilizes a continuous range of gear ratios to control the application of the engine's power-output to the drive wheels.

Q1b: Are there certain situations where this condition is more likely to occur?

A1b: This issue involves abnormal valve wear inside the CVT that could lead the control unit to detect a mismatch of the CVT gear ratio (commanded vs. actual). The potential for gear ratio mismatch is highest at lower vehicle speeds or during acceleration from a stop.

Q2: Are there any symptoms that this condition exists?

A2: If the condition exists, the malfunction indicator lamp, shown below, may illuminate in the instrument cluster and the vehicle could experience a reduction of speed. After reaching a pre-determined gear ratio, the vehicle can be operated up to approximately 37 mph.



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

A3: There are approximately 1,300,800 vehicles covered by this Special Service Campaign.

Model Name	Model Year(s)	Approximate UIO	Production Period
Toyota Corolla	2014 – 2017	1,263,300	Late April 2013 – Late July 2017
Toyota Corolla iM	2017	19,700	Mid-March 2016 – Mid-June 2017
Scion iM	2016	17,800	Early February 2015 – Early August 2016

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q3b: Are Model Year 2018 vehicles equipped with the same CVT involved in Special Service Campaign J0D?

A3b: Model Year 2018 Corolla and Corolla iM vehicles are not involved in Special Service Campaign J0D. Model Year 2018 Corolla and Corolla iM vehicles were produced with the updated software in the ECU, preventing the component within the CVT from unnecessarily cycling and causing abnormal wear.

Q4: What is Toyota going to do?

A4: Special Service Campaign J0D is currently suspended. Toyota is working to resolve issues with the software update. It intends to announce its plan to address the condition in J0D as soon as possible and will notify affected owners accordingly.

Q5: Why did Toyota suspend Special Service Campaign J0D?

A5: Following the completion of Special Service Campaign J0D, Toyota dealers received complaints from some customers stating that the vehicle experienced harsh shifting and/or abnormal engine RPM between shifts. These issues occurred close to the completion date of the campaign and/or within relatively low mileage from the completion of the campaign remedy, prompting Toyota to suspend the program while the cause of the post-repair conditions could be understood. Toyota is working to resolve this issue and intends to announce its plan to address the condition in J0D as soon as possible.

Q6: Can Special Service Campaign J0D be performed on my vehicle during this suspension?

A6: Because Special Service Campaign J0D is currently suspended, the previously announced remedy for J0D cannot be applied. Toyota is working to resolve issues with the software update; it intends to announce its plan to address the condition in J0D as soon as possible and will notify affected owners accordingly. We encourage you to keep your contact information up-to-date with Toyota to help ensure you receive these notifications. If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Q7: When did Toyota suspend Special Service Campaign J0D?

A7: Toyota launched Special Service Campaign J0D on March 28, 2018. Special Service Campaign J0D has been suspended since April 11, 2018.

Q8: Is Special Service Campaign J0D cancelled permanently?

A8: Toyota is working to resolve issues with the software update; it intends to announce its plan to address the condition in J0D as soon as possible and will notify affected owners accordingly.

Q9: Has Toyota sent any Owner Letters for Special Service Campaign J0D?

A9: Toyota had not yet notified owners about Special Service Campaign J0D when it was suspended. Toyota plans to send owner notifications when a remedy for the condition, described in Q1 of this document, is available. We encourage you to keep your contact information up-to-date with Toyota to help ensure you receive these notifications. If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Q10: *What if I experience the symptoms described in Q2, above, during the suspension?*

A10: Please visit your local Toyota dealer for diagnosis.

Q11: *What if I previously paid for repairs related to this Special Service Campaign?*

A11: When Toyota sends owner notifications, reimbursement consideration instructions will be provided in the owner letter.

Q12: *How does Toyota obtain my mailing information?*

A12: 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.

Q13: *What if I have additional questions or concerns?*

A13: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name	_____	Customer Email	_____
Customer Address	_____	Home Phone #	_____
	_____	Mobile Phone #	_____
	_____	Date	_____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address	_____	Dealer Code	_____
	_____	Dealer Phone Number	_____
	_____	Dealer Staff Name	_____
	_____	Dealer Staff Signature	_____