

Product Quality and Service Support, Quality Compliance
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To: All Toyota Dealers
From: Quality Division – Product Quality and Service Support

**Special Service Campaign J0D
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**

****UPDATED FAQ AVAILABLE ON TIS****

- The FAQ for Special Service Campaign J0D has been updated. Please refer to the J0D Dealer Letter on TIS for the updated FAQ. The updated FAQ is also attached to this Dealer Daily Message for your reference.
 - The updated FAQ will assist dealership personnel in answering questions customers may have about the status of Special Service Campaign J0D.
- As you are aware, Special Service Campaign J0D was introduced to address a condition where an Electronic Control Unit (ECU) in the involved 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.
 - 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.
- Following completion of the Special Service Campaign J0D remedy, Toyota dealers received complaints from some customers describing harsh shifting and/or abnormal engine RPM between shifts (shift flare).
 - 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.
 - Our engineers are currently evaluating recovered components. Toyota is working to resolve this issue and intends to announce its plan to address the condition in J0D as soon as possible.
- For any involved vehicles that experience the symptoms described as part of the original J0D condition, technicians are advised to follow the applicable Repair Manual and Technical Service Bulletin T-SB-0289-17 (Toyota vehicles) or S-SB-0002-18 (Scion vehicles) for diagnosis and contact Technical Assistance (TAS) as needed for diagnostic or repair support.
- For any involved vehicles that received the originally issued J0D remedy that exhibit harsh shifting and/or shift flare, technicians should open a TAS case documenting the symptoms and then contact TAS for assistance.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



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?

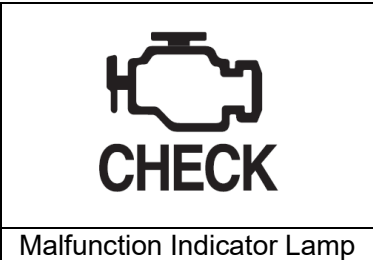
A1a: The Continuously Variable Transaxle (CVT) is affected. The CVT utilizes a continuous range of gear ratios to control the application of the engine’s power-output to the drive wheels.

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.