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**From:** Quality Compliance  
**Sent:** Thursday, August 2, 2018 3:59 PM  
**Subject:** Special Service Campaign JSD – Remedy Notice, Certain 2014 – 2017 MY Toyota Corolla Vehicles, Certain 2017 MY Toyota Corolla iM Vehicles, Certain 2016 MY Scion iM Vehicles, Continuously Variable Transaxle (CVT) Software Update (Internal)  
**Attachments:** JSD\_Dealer\_Letter\_Published\_8.2.2018.pdf; JSD\_Region\_Letter\_Published\_8.2.2018.pdf; JSD\_Technical\_Instructions\_Published\_8.2.2018.pdf

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2014 – 2017 MY Toyota Corolla vehicles, certain 2017 MY Toyota Corolla iM vehicles, and certain 2016 MY Scion iM vehicles.**

### **Background**

Toyota previously announced Special Service Campaign J0D, which involved performing a software update to the CVT control software to address the condition described below. Following the completion of the software update in Special Service Campaign J0D, Toyota dealers received reports 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 Special Service Campaign J0D. Toyota has now identified the cause of these issues and has developed a new remedy. Special Service Campaign JSD, which replaces Special Service Campaign J0D, applies this new remedy. Owners of all vehicles previously involved in Special Service Campaign J0D, including those who have previously completed Special Service Campaign J0D, are requested to visit an authorized Toyota dealer to have Special Service Campaign JSD performed.

### **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 inspect the CVT control software and, if necessary, perform an update for that software at **NO CHARGE**. After inspecting the software and, if necessary, performing the software update, the CVT solenoid valve controlling the gear ratio in the CVT will be inspected\* and, if necessary, the CVT valve body assembly will be replaced at **NO CHARGE**. A portion of the CVT solenoid valve inspection process requires the dealer technician to test drive the vehicle for a certain distance and at certain speeds.

In the unlikely event that the vehicle is exhibiting the condition (i.e., *DTC P2820 is present*) before receiving this remedy, any authorized Toyota dealer will replace the CVT assembly at **NO CHARGE**.

**NOTE:** Toyota expects a majority of vehicles **WILL NOT** require CVT valve body assembly replacement. If parts are not immediately available to replace the CVT valve body assembly on the customer's vehicle, the customer should be offered a loaner vehicle until parts become available, if possible. Damage to the vehicle's transmission could occur if the vehicle is driven with the updated software prior to replacing the valve body assembly.

\*: Some vehicles may be exhibiting certain powertrain malfunctions unrelated to the condition covered by this Special Service Campaign, that may interfere with the dealer's ability to perform the solenoid valve inspection. These powertrain malfunctions **MUST** be diagnosed and repaired prior to performing this Special Service Campaign (**DO NOT** perform CVT software update or the CVT solenoid valve inspection until these malfunctions are diagnosed and, if necessary, repaired). Resolution of existing powertrain malfunctions are not covered as part of this Special Service Campaign and should be diagnosed and repaired under warranty if still covered. If the vehicle is not covered by warranty, the customer is responsible for the cost of diagnosis and repair.

**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.

<b>Model Name</b>	<b>Model Year</b>	<b>Approximate UIO</b>	<b>Production Period</b>
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

*Please reference the attachments for additional details.*

*Dealers will be notified on August 2, 2018 at approximately 4:30 P.M. Central Time.*

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA  
**Quality** | Quality Compliance Department