

Original Publication Date: August 2, 2018

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

Subject: Special Service Campaign JSD – **Remedy Notice**
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

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.

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 early August 2018. Owners of all vehicles, including those who have previously completed Special Service Campaign J0D will be notified. A sample of the owner notification letter is included for your reference.

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 JSD" 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. **Reminder:** Per the Technical Instructions for this Special Service Campaign, the Techstream data file generated from performing the solenoid valve inspection must be saved for record keeping. Please refer to the Technical Instructions for more information on this requirement.

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 March 31, 2019. 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 – Valve Body Assembly Replacement

Note: This process is applicable to all Toyota dealerships in the continental United States including SET and GST dealerships.


Valve body assembly replacement is only required in the unlikely event that the results of the solenoid valve inspection process determine that valve body assembly replacement is required.

Valve body assembly replacement is only required in the unlikely event that the results of the solenoid valve inspection process determine that valve body assembly replacement is required. If a vehicle requires valve body assembly replacement, the dealership is required to create a TAS case and include the Techstream data file generated from the solenoid valve inspection procedure. The TAS case should also include your dealership’s valve body assembly parts order information: Order the valve body assembly and gasket kit on a single order reference. Only 1pc of the valve body assembly and 1pc of the gasket kit should be placed on a single order reference number (Order reference number may not be required for SET dealerships). TAS will review the Techstream data file to ensure that valve body assembly replacement is required. If TAS confirms that valve body assembly replacement is required, TAS will authorize the valve body assembly replacement and forward your dealer’s parts order information to the PTSG (Parts Technical Support Group) who is responsible for releasing your dealer’s parts order. Refer to the Technical Instructions for instructions on obtaining TAS authorization. Reference the Toyota Special Activities MAC report on Dealer Daily for the most up-to-date and detailed parts ordering information.

Dealer is not required to email PTSG (PRaproject@toyota.com) for part order release

Parts Ordering Process – CVT Assembly Replacement Continued...

Example of Customer Health Check/Diagnostic Report.


		<i>Diagnostic Report</i>	
Vehicle Information			
Vehicle: 2015 Corolla	VIN: 2T1BURHE5FC000000	Mileage: 34567	
Repair Order: 12345			
Health Check Summary			
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 and 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.

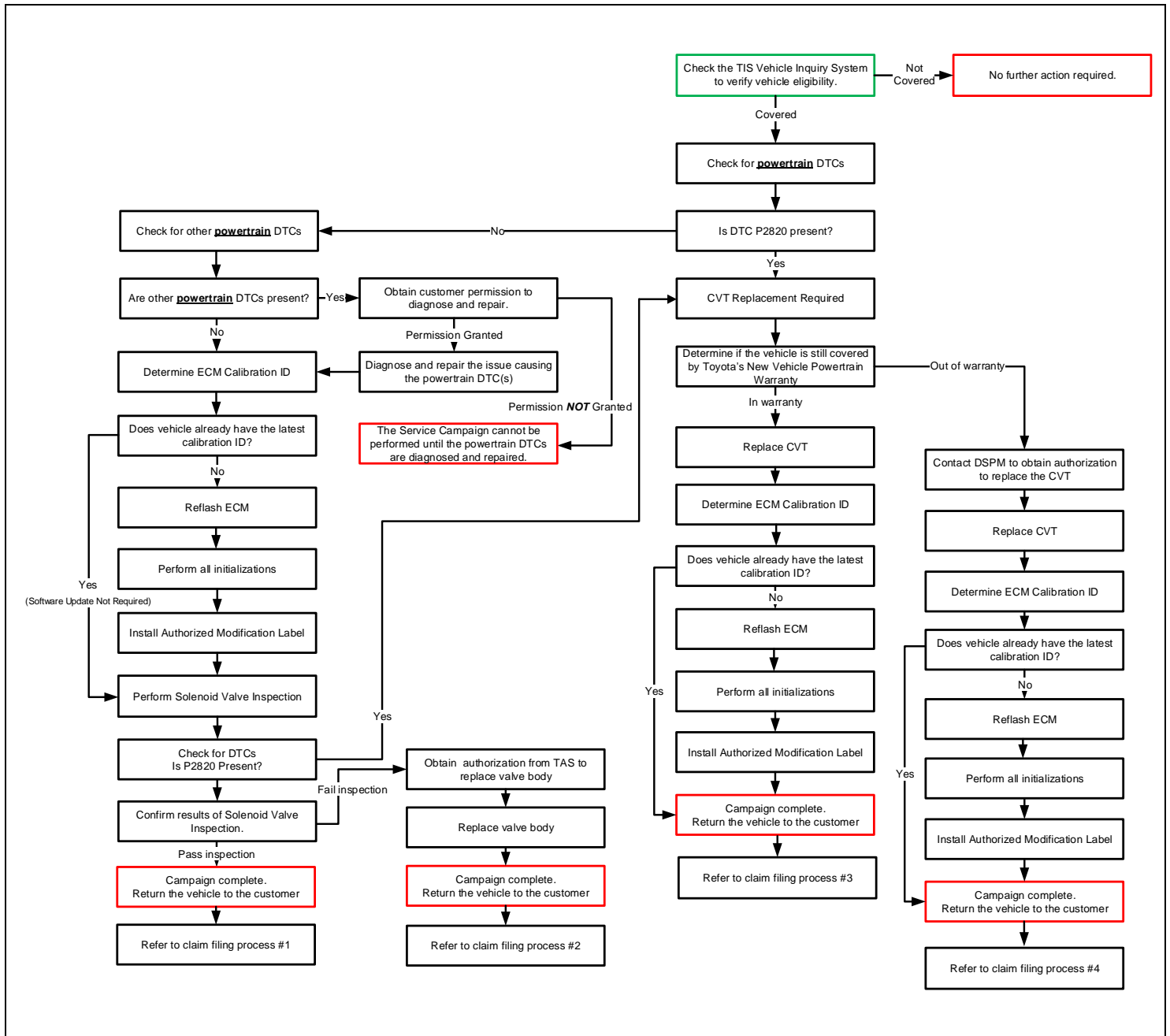
The applicable P/Ns and quantities for CVT assembly replacement can be found in [T-SB-0289-17](#) (Toyota vehicles) or [S-SB-0002-18](#) (Scion vehicles).

Campaign Special Service Tools

The SST below was provided to your dealership near the launch of the remedy on August 2, 2018. This SST is intended to assist technicians when performing valve body assembly replacement.

Name	Sample Image	Qty.
Guide Bolt Kit		1

Warranty Reimbursement Procedure



Warranty Reimbursement Procedure Continued...**Claim Filing Process #1** (Valve body assembly replacement **not** required)

Opcode	Description	Flat Rate Hours
JSD003	Perform software update + Perform solenoid valve inspection + Valve body assembly replacement NOT required	1.0
JSD001	Software update not required (vehicle already had latest software calibration) + Perform solenoid valve inspection + Valve body assembly replacement NOT required	0.7

- The flat rate times include 0.1 hours of administrative cost per unit for the dealership.
- If local traffic conditions prevent the dealer from performing the solenoid valve inspection when the customer arrives, the customer may be placed in a loaner vehicle or, alternative transportation, through the Toyota Rent-A-Car (TRAC) for a maximum of 1 day. The cost of this loaner vehicle can be claimed at a maximum rate of \$35.00 per day as sublet type "RT" under OpCodes JSD003 or JSD001.
 - **Rentals greater than 4 days or \$35.00 per day require DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

Claim Filing Process #2 (Valve body assembly replacement **required**)

Opcode	Description	Flat Rate Hours
JSD004	Perform software update + Perform solenoid valve inspection + Replace valve body assembly	4.1
JSD002	Software update not required (vehicle already had latest software calibration) + Perform solenoid valve inspection + Replace valve body assembly	3.8

- The flat rate times include 0.1 hours of administrative cost per unit for the dealership.
- The cost of up to 8.0 liters of CVT fluid can be claimed at maximum rate of \$188.00 per vehicle as sublet type "OF" under OpCodes JSD004 or JSD002.
- **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.** A loaner vehicle or, alternative transportation, through the Toyota Rent-A-Car (TRAC) can be claimed at a maximum rate of \$35.00 per day as sublet type "RT" for a maximum of 2 days under OpCode JSD004 and for a maximum of 1 day under OpCode JSD002.
- If the remedy parts are not available due to prolonged back order situation, a loaner vehicle or, alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed at maximum rate of \$35.00 per day as sublet type "RT" for a maximum of 60 days under OpCode JSD004 or JSD002.
 - **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

Warranty Reimbursement Procedure Continued...**Claim Filing Process #3** (CVT assembly replacement required, vehicle is in-warranty)**Option #1 - DTC P2820 was present upon vehicle's arrival at the dealership:**

If the vehicle is in-warranty, and had DTC P2820 present upon the vehicle's arrival at the dealership, follow the 2 steps below to file a warranty claim for replacing the CVT assembly.

Step 1: File OpCode JSD019 to close the campaign. Because the vehicle is still in-warranty, this OpCode pays \$0.00 and is only intended to close the campaign and to cause TIS to show that the campaign has been completed.

Step 2: File a regular warranty claim for the cost of replacing the CVT assembly and updating the software (if necessary). Use the applicable OpCodes listed in [T-SB-0289-17](#) (Toyota vehicles) or [S-SB-0002-18](#) (Scion vehicles). **Filing these OpCodes will not close-out the campaign. Therefore, the OpCode in Step 1 must be filed to close the campaign.**

Option #2 - DTC P2820 was present after the solenoid valve inspection was performed:

If the vehicle is in-warranty, and did not have DTC P2820 present upon arrival at the dealership, but DTC P2820 was present after performing the solenoid valve inspection, follow the 2 steps below to file a warranty claim for replacing the CVT assembly.

Step 1: File one of the two OpCodes below for the cost of performing the software update, if necessary, and for performing the solenoid valve inspection.

OpCode	Description	Flat Rate Hours
JSD021	Perform software update + Perform solenoid valve inspection	1.0
JSD020	Software update not required (vehicle already had latest software calibration) + Perform solenoid valve inspection	0.7

- The flat rate times include 0.1 hours of administrative cost per unit for the dealership.
- If local traffic conditions prevent the dealer from performing the solenoid valve inspection when the customer arrives, the customer may be placed in a loaner vehicle or, alternative transportation, through the Toyota Rent-A-Car (TRAC) for a maximum of 1 day. The cost of this loaner vehicle can be claimed at a maximum rate of \$35.00 per day as sublet type "RT" under OpCodes JSD021 or JSD020.
 - **Rentals greater than 4 days or \$35.00 per day require DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

Step 2: File a regular warranty claim for the cost of replacing the CVT assembly. Use the applicable OpCode listed in [T-SB-0289-17](#) (Toyota vehicles) or [S-SB-0002-18](#) (Scion vehicles). **Filing this OpCode will not close-out the campaign. Therefore, one of the OpCodes in Step 1 must be filed to close the campaign.**

Claim Filing Process #4 (CVT assembly replacement required, vehicle is out-of-warranty)

The DSPM who approved the out-of-warranty CVT assembly replacement will provide your dealership with a special OpCode for the cost of replacing an out-of-warranty vehicle's CVT assembly.

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.

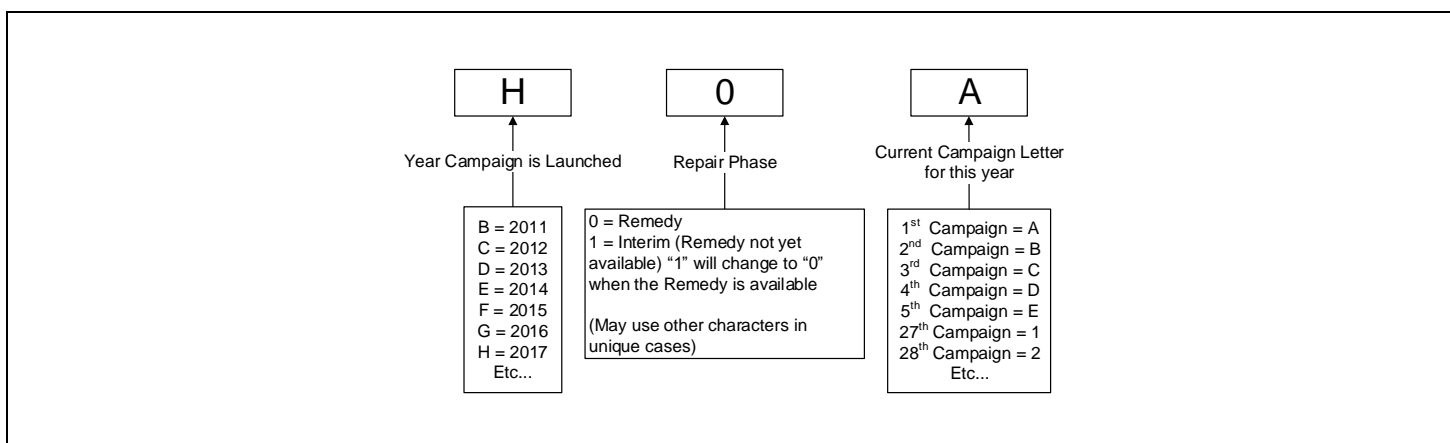
Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 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 JSD – *Remedy Notice*
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: August 2, 2018

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?*

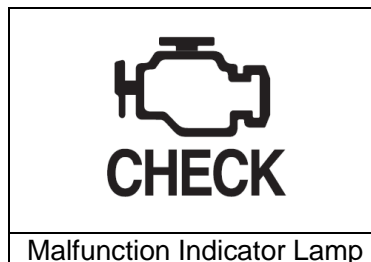
A1a: The Continuously Variable Transmission (CVT) is affected. The CVT utilizes a continuous range of gear ratios to control the application of the engine's power-output to the drive wheels.

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: What is Toyota going to do?

A3: 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. 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.

Q4: Is Special Service Campaign JSD related to Toyota's previous Special Service Campaign J0D?

A4: Toyota previously announced Special Service Campaign J0D which involved performing a software update to the CVT control software to address the condition in Q1, above. 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.

Q4a: What if I had Special Service Campaign J0D performed on my vehicle?

A4a: If your vehicle has Special Service Campaign J0D completed, we request that you visit an authorized Toyota dealership to have Special Service Campaign JSD performed. All owners who previously had Special Service Campaign J0D completed on their vehicle will receive an owner notification letter for Special Service Campaign JSD, requesting them to visit an authorized Toyota dealer to have Special Service Campaign JSD completed.

Q4b: If I already had J0D performed on my vehicle, why is it necessary for my vehicle to have this Special Service Campaign performed?

A4b: The remedy in this Special Service Campaign (JSD) is an updated version of previous Special Service Campaign J0D and involves an additional inspection step and, if necessary, an additional repair. Even if you already had Special Service Campaign J0D completed on your vehicle, it is necessary to have this Special Service Campaign (JSD) completed as well.

Q5: Which and how many vehicles are covered by this Special Service Campaign?

A5: There are approximately 1,300,800 vehicles covered by this Special Service Campaign.

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

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q5b: Are Model Year 2018 vehicles equipped with the same CVT involved in Special Service Campaign JSD?

A5b: Model Year 2018 Corolla and Corolla iM vehicles are not involved in Special Service Campaign JSD. 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.

Q6: How long will the repair take?

A6: Inspecting the software, performing the software update if necessary, and performing the CVT solenoid valve inspection will take approximately one hour. In limited cases, should the results of the CVT solenoid valve inspection determine that the CVT valve body assembly needs to be replaced, the repair will take an additional three and one half hours.

In the unlikely event that your vehicle has experienced the condition before receiving this repair and requires replacement of the CVT assembly, the total repair time will be seven hours for Toyota Corolla vehicles and approximately nine hours for Toyota Corolla iM and Scion iM vehicles.

Note: Your dealer may provide you with a loaner vehicle depending on which repair mentioned above is necessary for your vehicle.

Q7: What if I previously paid for repairs related to this Special Service Campaign (JSD)?

A7: When Toyota sends owner notifications, reimbursement consideration instructions will be provided in the owner letter.

Q8: How does Toyota obtain my mailing information?

A8: 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.

Q9: What if I have additional questions or concerns?

A9: 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.

TOYOTA

**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
Special Service Campaign (Remedy Notice)**

[VIN]

Dear Toyota Customer:

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 Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. Please contact your authorized Toyota dealer to make an appointment to have this Special Service Campaign performed. Please note that, even if your authorized dealer recently applied a software update for your Continuously Variable Transmission, your vehicle may still be involved in this campaign.

What is the 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.

What will Toyota do?

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. Additionally, in the unlikely event that your vehicle has experienced the condition before receiving this repair, any authorized Toyota dealer will replace the CVT assembly at **NO CHARGE**.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform this Special Service Campaign on your vehicle at **NO CHARGE**.

Please contact your authorized Toyota dealer to make an appointment to have this Special Service Campaign performed. Inspecting the software, performing the software update if necessary, and performing the CVT solenoid valve inspection will take approximately one hour. In limited cases, should the results of the CVT solenoid valve inspection determine that the CVT valve body assembly needs to be replaced, the repair will take an additional three and one half hours.

In the unlikely event that your vehicle has experienced the condition before receiving this repair and requires replacement of the CVT assembly, the total repair time will be seven hours for Toyota Corolla vehicles and approximately nine hours for Toyota Corolla iM and Scion iM vehicles.

Note: Your dealer may provide you with a loaner vehicle depending on which repair mentioned above is necessary for your vehicle.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may 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.

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.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

What if you live in California and don't have this Special Service Campaign performed?

The state of California requires the completion of Safety Recalls / 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 CHARGE** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special 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, because 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 ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

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, U.S.A., INC.

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	_____