
From: Quality Compliance
Sent: Wednesday, March 28, 2018 3:03 PM
Subject: Special Service Campaign J0D – 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: J0D_Dealer_Letter_Published_3.28.2018.pdf; J0D_Region_Letter_Published_3.28.2018.pdf; J0D_Technical_Intructions_Published_3.28.2018.pdf

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

Condition

The subject vehicles' transmission has improper programming that could lead a component to unnecessarily cycle and experience abnormal wear. If this component becomes damaged, the malfunction indicator lamp 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

Please reference the attachments for additional details.

Dealers will be notified on March 28, 2018 at approximately 3:30 P.M. Central Time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department