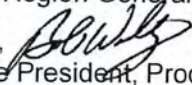


**TOYOTA****PRODUCT SUPPORT DIVISION**

Volume: XIX  
 Number: TC15-019  
 Date: 5/28/2015  
 Action  
 Retain  
 Information

**INTEROFFICE MEMORANDUM**

To: All Toyota Region General Managers/Vice Presidents  
 From: Bob Waltz,   
 Group Vice President, Product Quality and Service Support  
 Subject: Limited Service Campaign (LSC) F0N  
 Certain 2014 Model Year Corolla Eco Vehicles (2ZR-FAE)  
 Engine Software Update for Variable Valve Lift Control

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2014 Model Year Corolla Eco vehicles. This LSC covers approximately 20,200 vehicles.**

**Background**

The subject vehicles may illuminate a Check Engine warning lamp due to software programming for continuous variable valve lift control. If this condition occurs, the vehicle may experience a reduction in power.

Toyota has developed new engine control software logic to help prevent this condition from occurring.

**Limited Service Campaign (LSC) Remedy**

Authorized Toyota dealerships are requested to perform a software update at **NO CHARGE** to the vehicle's owner.

This LSC will be available **until June 30, 2018**, and will only be available at an authorized Toyota Dealer.

**1. Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in Late May, 2015.

**2. Owner Notification Mailing Date**

The owner notification will commence in Early June, 2015, approximately one week after the Dealer Letter.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

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

To ensure customer satisfaction, Toyota requests that dealers conduct this LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

**4. Number and Identification of Covered Vehicles**

There are approximately 20,200 Corolla Eco (Certain 2014MY) vehicles covered under this LSC.

**5. Parts Ordering Process (Dealer Ordering Solutions)**

Replacement parts are not required for this LSC.

## 6. Region/District Summary Reports

We have enclosed the following LSC F0N Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this LSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this LSC.

The attached Dealer Notification Letter contains additional details.

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

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

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

Subject: Limited Service Campaign (LSC) F0N  
Certain 2014 Model Year Corolla Eco Vehicles (2ZR-FAE)  
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Toyota has developed new engine control software logic to help prevent this condition from occurring.

This LSC will be available **until June 30, 2018**, and will only be available at an authorized Toyota Dealer.

#### **1. Owner Notification Mailing Date**

The owner notification will commence in Early June, 2015, approximately one week after the Dealer Letter.

*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 LSC 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.

#### **2. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers conduct the LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

#### **3. Number and Identification of Covered Vehicles**

There are approximately 20,200 Corolla Eco (Certain 2014MY) vehicles covered under this LSC.

If you are contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

#### **4. Dealer Summary Reports**

Summary Reports, containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. (Please verify eligibility by confirming through TIS prior to performing repairs.)

#### **5. Parts Ordering**

Replacement parts are not required for this LSC.

It is **critical** that [T-SB-0012-13](#) in addition to the Technical Instructions for this LSC are followed. This TSB outlines all steps necessary to prevent reprogramming failure. Toyota will not provide reimbursement

coverage for reprogramming failures if this TSB is not followed. If you have a reprogramming failure that requires ECU replacement and the Technical Instructions **and** TSB were followed correctly, please create a case with the Technical Assistance Hotline documenting all information related to the failure. If sufficient reporting is received related to re-flash failure, there will be consideration for reimbursement.

**NOTE:** There will be a limited inventory of ECUs available in the rare case that a reprogramming failure occurs.

**6. Remedy Procedures**

Please refer to TIS for Technical Instructions. Technicians will need to utilize Techstream to perform the software update for this LSC.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

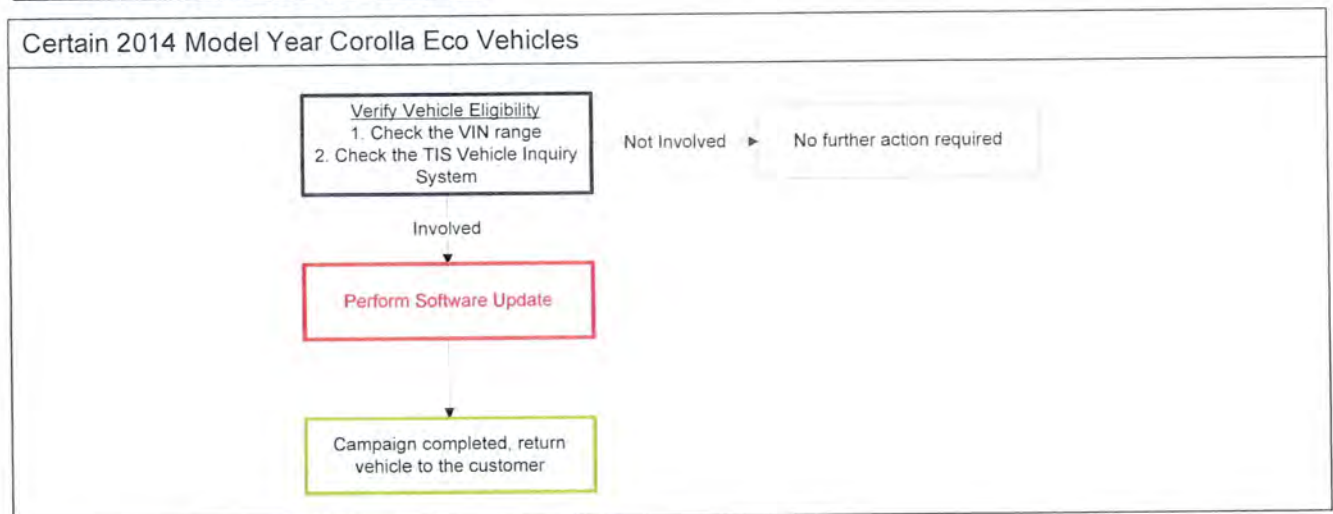
**7. Technician Training Requirements**

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

- **Certified any specialty**
- **Expert any specialty**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign 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.

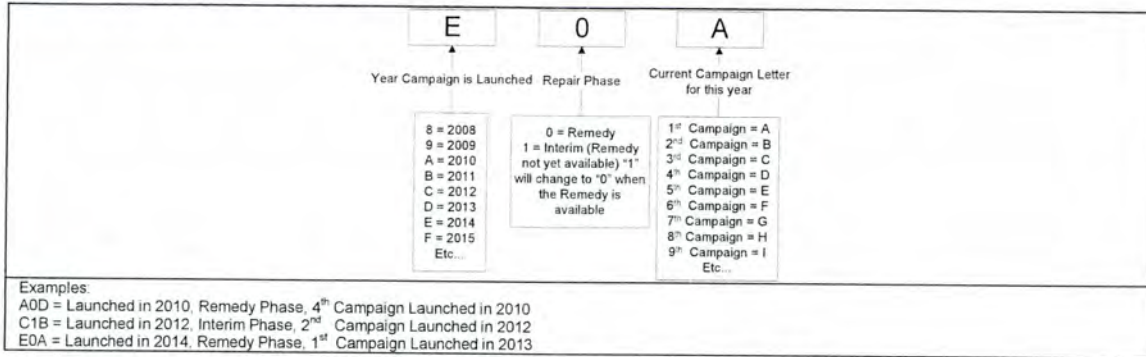
**8. Warranty Reimbursement Procedure**



LSC	Op. Code	Description	Flat Rate
F0N	BGG09A*	Check Calibration ID and Perform Software Update	0.6 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- \* In the event the vehicles software is already updated the above operation code can be filed to complete this LSC.

**9. Campaign Designation Decoder**



**10. Vehicles Emission Recall Proof of Correction Form (California only)**

As this LSC 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 VIN's will be submitted to the California state DMV July 31, 2015. 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.



**11. 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.

**12. 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**13. Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. 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).

***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 Limited Service Campaign.***

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




Limited Service Campaign F0N  
Certain 2014 Model Year Corolla Eco Vehicles (2ZR-FAE)  
Engine Software Update for Variable Valve Lift Control

## Customer Frequently Asked Questions

Published Mid-May, 2015

### **Q1: What is the condition?**

A1: The subject vehicles may illuminate a Check Engine (  ) warning lamp due to software programming for continuous variable valve lift control. If this condition occurs, the vehicle may experience a reduction in power.

Toyota has developed new engine control software logic to help prevent this condition from occurring.

### **Q1a: What is the continuous variable valve lift control?**

A1a: Continuous variable valve lift control is used to vary the engines valve lift to improve fuel economy or power output in accordance with driving conditions.

### **Q1b: Are there any Diagnostic Trouble Codes (DTC's) present if this condition occurs?**

A1b: Yes, if the vehicle has experienced the condition, the Engine Control Model (ECM) may have the following DTC's stored:

- P2646 – A Rocker Arm Actuator System Performance or Stuck Off (Bank 1)
- P265B – B Rocker Arm Actuator Position Sensor Circuit Range Performance (Bank 1)

### **Q2: What is Toyota going to do?**

A2: Owners of vehicles covered by this LSC will receive a notification letter by first class mail starting in Early June, 2015.

Any authorized Toyota dealer will update the Engine Control software at **NO CHARGE** to the vehicle owner. Please see your local authorized Toyota dealer for additional details.

### **NOTE (Customers who live in the state of California)**

The State of California requires the completion of Limited 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 cost** Limited Service Campaign, a vehicle in the state of CA may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Limited Service Campaign completed.

A 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 since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

### **Q2a: How does Toyota obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

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

A3: There are approximately 20,200 Corolla Eco (Certain 2014MY) vehicles covered under this Limited Service Campaign in the U.S.

Model Name	Model Year	Production Period
Corolla Eco	Certain 2014	Early July, 2013 through Mid-August, 2014

**Q3a: Are there any other Toyota or Lexus vehicles covered?**

A3a: No, this condition only affects certain 2014 MY Corolla Eco (2ZR-FAE) vehicles.

**Q4: When will this Limited Service Campaign Expire?**

A4: This Limited Service Campaign will be available until **June 30, 2018**.

**Q5: How long will the repair take?**

A5: The software update will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if you have previously paid for repairs to your vehicle for this specific condition?**

A6: Owners who have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

**Q7: What if an owner has additional questions?**

A7: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
May 29, 2015  
Approved By: Tom Trisdale

To: All Toyota Dealers  
From: Product Support Division

**Limited Service Campaign (LSC) F0N**  
Certain 2014 Model Year Corolla Eco Vehicles (2ZR-FAE)  
Engine Software Update for Variable Valve Lift Control

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2014 Model Year Corolla Eco vehicles. This LSC covers approximately 20,200 vehicles.

- **Toyota will begin to notify owners whose vehicle is covered by this Limited Service Campaign in Early June, 2015.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

**Customer and Media Contacts**

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)