

**Certain 2010 Model Year Corolla and Corolla Matrix Vehicles Equipped with a 2ZR-FE Engine
Engine Accessory Belt Replacement – Limited Service Campaign
LIMITED TIME OFFER**



[VIN]

CSC-10034705-5485

Dear Toyota Owners:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to meet your product expectations, Toyota would like to announce a Limited Service Campaign Program, which includes your vehicle.

What is the condition?

On certain 2010 model year Corolla and Corolla Matrix vehicles equipped with the 2ZR-FE engine, that are assembled in North America, the engine accessory belt may have been improperly manufactured. On a small number of these vehicles, there is a possibility that the belt may prematurely deteriorate and detach from the pulleys. This condition will cause abnormal noises from the engine compartment, as well as illumination of the Malfunction Indicator Light (MIL ) and/or charging system warning light (battery ) . If the vehicle is continually operated under this condition, the engine may overheat.

What is included in this Limited Service Campaign?

Before you are inconvenienced by this condition, any Toyota dealer will inspect and, if necessary, replace the engine accessory belt at **NO CHARGE** to you for a limited time. This program will be offered until **October 31, 2013**, and will only be available at your authorized Toyota dealer.

All terms of your New Vehicle Limited Warranty will remain intact regardless of whether or not you take advantage of this Limited Service Campaign. Additional details on your vehicle's New Vehicle Limited Warranty coverage can be found in your Owner's Warranty and Service Guide booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to inspect and, if necessary, replace the engine accessory engine belt **before October 31, 2013**. The repair will take approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign you do not need an owner letter to have this campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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

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.



**Limited Service Campaign (LSC) A0L
 Certain 2010 Corolla and Corolla Matrix Vehicles Equipped with the 2ZR-FE Engine
 Engine Accessory Belt Replacement – Q&A**

Q1: What is the condition?

A1: On certain 2010 model year Corolla and Corolla Matrix vehicles equipped with the 2ZR-FE engine, that are assembled in North America, the engine accessory belt may have been improperly manufactured. On a small number of these vehicles, there is a possibility that the belt may prematurely deteriorate and detach from the pulleys. This condition will cause abnormal noises from the engine compartment, as well as illumination of the Malfunction Indicator Light (MIL) and/or charging (battery) system warning light. If the vehicle is continually operated under this condition, the engine may overheat.

Q1a: What is the purpose of the accessory belt?

A1a: The accessory belt is used to transfer rotational force from the engine to such things as the air conditioner, the alternator, and the water pump.

Q2a: Is the power steering pump also driven by this belt?

A2a: No. The 2010 model year Corolla and Corolla Matrix are equipped with Electronic Power Steering (EPS), therefore the accessory belt does not impact the power steering.

Q2: What is the cause of the condition?

A2: The engine accessory belts for these vehicles are manufactured at two facilities. The belts manufactured at one of the facilities may have been have been improperly manufactured.

Q3: Are there any warnings that this condition has occurred?

A3: This condition will cause abnormal noises from the engine compartment, as well as illumination of the Malfunction Indicator Light (MIL) and/or charging system warning light. If the vehicle is continually operated under this condition, the engine may overheat.

Q4: Which and how many vehicles are covered by this Limited Service Campaign?

A4: There are approximately 10,750 vehicles covered by this campaign. However, only approximately 8,500 of those vehicles actually have a belt that may not have been properly manufactured.

Model Year	Affected Vehicles	Approx UIO
2010	Corolla	9,400
2010	Corolla Matrix	1,350

Q4a: What are the various trim levels for Corolla and Corolla Matrix covered by this LSC?

A4a:

Vehicles Covered by the LSC

Model	Trim	Engine	Trans
Corolla 2010	4-Door Sedan Base	4 Cylinder 2ZR-FE	4AT / 5MT
	4-Door Sedan LE	4 Cylinder 2ZR-FE	4AT
	4-Door Sedan S	4 Cylinder 2ZR-FE	4AT / 5MT
	4-Door Sedan XLE	4 Cylinder 2ZR-FE	4AT
Matrix 2010	5-Door Sedan Base	4 Cylinder 2ZR-FE	4AT / 5MT

Vehicles Not Covered by this LSC

Model	Trim	Engine	Trans
Corolla 2010	4-Door Sedan XRS	4 Cylinder 2AZ-FE	4AT / 5AT / 5MT
Matrix 2010	5-Door Sedan XRS	4 Cylinder 2AZ-FE	5AT / 5MT
	5-Door Sedan S	4 Cylinder 2AZ-FE	4AT / 5AT / 5MT

Q5: Are there any other Toyota, Scion or Lexus vehicles involved?

A5: No. The condition only affects certain 2010 Toyota Corolla & Corolla Matrix vehicles equipped with the 2ZR-FE engine that are assembled in North America.

Q6: What is the production period of the vehicles covered by the LSC?

A6: The covered vehicles were produced from February, 2010 to March, 2010.

Q7: What is Toyota going to do?

A7: Owners of vehicles covered by this LSC will receive a notification by first class mail beginning in mid-October 2010. Any Toyota dealer will inspect the engine accessory belt and, if necessary, replace it at **NO CHARGE** to the customer.

Q7a: What will the inspection entail?

A7a: The inspection will entail verifying the production markings on the engine accessory belt to determine at which facility the belt was manufactured.

Q7b: Will all affected vehicles have the belt replaced?

A7b: The LSC will entail inspection of the fan belt prior to replacement. It is anticipated that roughly half of the fan belts in the covered vehicles will require replacement.

Q8: When will this Limited Service Campaign expire?

A8: This Limited Service Campaign will be offered until **October 31, 2013**.

Q9: How long will the repair take?

A9: The inspection and repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A10: If owners have any immediate concerns, they are requested to contact their local Toyota dealer for diagnosis, and if applicable, repair.

Owners with additional 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.