

**Certain 2011 and 2012 Model Year Toyota Corolla Vehicles  
Missing Positive Temperature Coefficient (PTC) Heater Relays  
LIMITED SERVICE CAMPAIGN**

[VIN]

Dear Toyota Corolla Owner:

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 Limited Service Campaign, which includes your vehicle.

**What is the condition?**

In certain 2011 and 2012 Model Year Toyota Corolla vehicles manufactured at Toyota Motor Manufacturing, Mississippi, Inc. (TMMMS), the \*Positive Temperature Coefficient (PTC) Heater relays were not installed.

*\* The PTC heater is a supplemental electronic heating device, which assists in heating the passenger compartment while the engine is still cold.*

**What is included in the Limited Service Campaign?**

Any authorized Toyota dealer will install the two PTC heater relays and verify proper operation at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will be available until August 31, 2015***, and will only be available at an 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 install the PTC heater relays before **August 31, 2015**. The repair will take approximately 15 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 this owner letter to have the 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.*

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



Limited Service Campaign (LSC) - C0N  
Certain 2011 and 2012 MY Corolla Vehicles  
Missing Positive Temperature Coefficient (PTC) Heater Relays – Q&A

**Q1: What is the condition?**

A1: In certain 2011 and 2012 Model Year Toyota Corolla vehicles manufactured at Toyota Motor Manufacturing, Mississippi, Inc. (TMMMS), the Positive Temperature Coefficient (PTC) Heater relays were not installed.

**Q1a: What is the function of the Positive Temperature Coefficient (PTC) Heater?**

A1a: The PTC heater is a supplemental electronic heating device which assists in heating the passenger compartment while the engine is still cold.

**Q2: Are there any symptoms that the relays are missing?**

A2: No. However, some customers may feel that the passenger compartment heater takes an extended period of time to reach operating temperature.

**Q3: What is Toyota going to do?**

A3: Owners of the vehicles covered by this Limited Service Campaign (LSC) will receive an owner notification letter by first class mail starting in mid-October 2012. Any authorized Toyota dealer will install the two PTC heater relays and verify proper operation at **NO CHARGE** to the vehicle owner for a limited time. **The Limited Service Campaign will be available until August 31, 2015.**

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

A4: There are approximately 14,000 Corolla vehicles covered by this Limited Service Campaign in the U.S. The vehicles covered by this Limited Service Campaign were produced from mid-October 2011 through mid-March 2012.

**Q4a: Are there any other Toyota or Lexus vehicles covered?**

A4a: No, only certain 2011 and 2012 Model Year Toyota Corolla vehicles are covered by this Limited Service Campaign in the U.S.

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

A5: The repair will take approximately 15 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: When will this Limited Service Campaign Expire?**

A6: This Limited Service Campaign will be available until **August 31, 2015.**

**Q7: What if a customer has previously paid for repairs to his/her vehicle for this condition?**

A7: Owners that have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

**Q8: What if an owner has additional questions or concerns?**

A8: 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.