

TOYOTA CUSTOMER SERVICES

Volume: XIX
Number: TC12-028
Date: 10/03/2012
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☐ Information

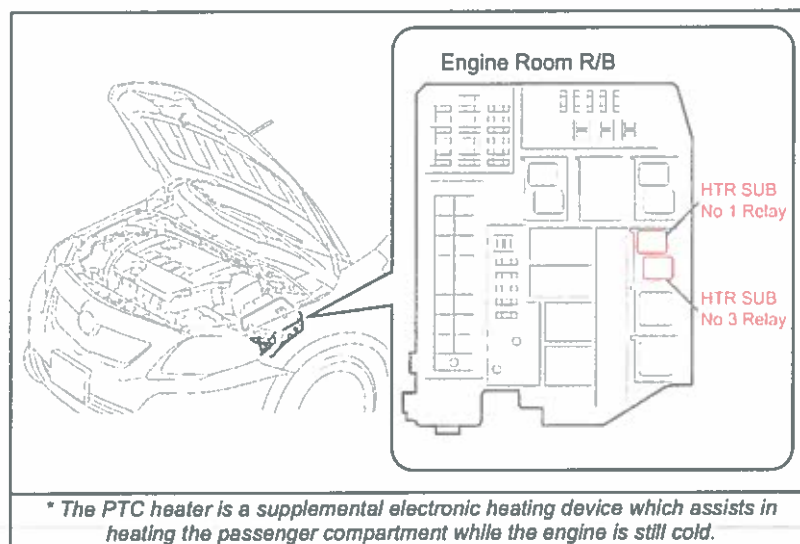
INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz, 
Vice President, Product Quality and Service Support
Subject: Limited Service Campaign C0N
Certain 2011 and 2012 Model Year Corolla Vehicles
Missing Positive Temperature Coefficient (PTC) Heater Relays

In our continuing efforts to assure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) to install and verify proper operation of the two PTC heater relays. This LSC will cover approximately 14,000 Corolla vehicles (certain 2011 and 2012 Model Year) manufactured at Toyota Motor Manufacturing, Mississippi, Inc. (TMMMS).

Background

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



Limited Service Campaign (LSC) Remedy

Toyota dealers are requested to install the two PTC heater relays and verify proper operation at **NO CHARGE** to the vehicle owner for a limited time. This LSC will be available until **August 31, 2015**.

All other terms of the New Vehicle Limited Warranty will remain in effect whether or not the customer takes advantage of this LSC. Additional details on the New Vehicle Limited Warranty coverage can be found in the Owner's Warranty and Service Guide booklet.

The following vital information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early October 2012. All dealership associates who are involved in this campaign should be familiar with its contents.

2. Owner Notification Mailing Date

The owner notification will commence approximately one week after the Dealer Letter is sent out.

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 Dealer Daily/TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

3. Vehicle Applicability and Coverage

This LSC will be available at **NO CHARGE** to vehicle owners until **August 31, 2015**. All other terms of the covered vehicle's applicable New Vehicle Limited Warranty will remain in effect whether or not the customer takes advantage of the LSC.

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

To ensure customer satisfaction Toyota requests that dealers perform the LSC Remedy on any New or Used Vehicle in dealer inventory that is covered by this LSC prior to customer delivery.

5. Number and Identification of Covered Vehicles

There are approximately 14,000 specific 2011 and 2012 Model Year Corolla vehicles covered by this LSC in the U.S.

6. Region/District Summary Reports

We have enclosed the following LSC C0N 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 remedy 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

G. Borst	D. Fordiani	B. Lyons	J. Stempkowski
J. Bracken	H. Fukui	E. Matsuda	S. Sugawara
G. Bryan	S. Goot	M. Michels	M. Templin
W. Burns	J. Hanson	A. Mito	J. Tetherow
D. Camden	S. Heyer	T. Morrison	P. Turner
B. Carter	K. Higgins	T. Nakagami	K. Ura
G. Christoff	C. Hostetter	M. Ozawa	P. Uribe
J. Colon	M. Hosoe	D. Pettitt	A. Vaish
B. Cooper	Y. Inaba	M. Phillips	R. Waltz
A. Coetzee	K. Ito	R. Pflughaupt	S. Watanabe
R. Daly	M. King	C. Reynolds	M. Kosugi
F. Davidson	K. Kusakawa	C. Roberts	M. Yamanami
T. Doi	J. Lang	R. Sakai	H. Yoshihashi
D. Esmond	J. Lentz	M. Setta	D. Zellers
W. Fay	R. Lofaso	R. Specht	