



May 16, 2012

To: Area Managers
From: Don Fordiani - National Field and Dealer Operations Manager
Subject: Limited Service Campaign (LSC) CLC
Early 2013 Model Year GS 350 Vehicles
Heating, Ventilating, and Air Conditioning (HVAC) System Update

Lexus is initiating a Limited Service Campaign (LSC) CLC to update the air conditioner ECU with a new calibration in certain early 2013 model year GS 350 vehicles.

Background

Early 2013 model year GS 350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones.

Limited Service Campaign (LSC) Remedy

Lexus dealers are requested to update the air conditioner ECU calibration in affected vehicles at **NO CHARGE** to vehicle owners.

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

The following information is provided to inform you and your staff of the owner notification timing and your degree of involvement. Additional information may be found in the attached Lexus Q&A and customer notification letter.

Dealer and Owner Notification

Dealers will be notified via e-mail on Wednesday, May 16, 2012.

Lexus will begin sending the Limited Service Campaign owner notification in early June, 2012.

Please note that only owners of the covered vehicles will be notified. If your dealers are contacted by owners who have not yet received a notification, please have them *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.

Vehicle Applicability

This Limited Service Campaign will be available at **no charge** to vehicle owners until **June 30, 2015**. All terms of the affected vehicle's Lexus New Vehicle Limited Warranty will remain in effect whether or not the customer takes advantage of the Limited Service Campaign.

New and Used Vehicles in Dealer Stock

Dealers are requested to perform this LSC procedure on any vehicles in their inventory prior to sale or lease. Vehicle LSC completion can be verified through TIS.

Lexus Customer Convenience System (LCCS) Vehicles

Lexus requests that dealers verify whether their LCCS vehicles are covered by Limited Service Campaign CLC. If a vehicle is covered, please perform the LSC prior to loaning the vehicle to a customer.

Number and Identification of Covered Vehicles

There are approximately 4,000 Lexus GS 350 (2013 model year) vehicles covered by this Limited Service Campaign in the U.S.

| Model | WMI | Model Year | VIN Range | |
|--------|-----|------------|-----------|-------------------|
| | | | VDS | Range |
| GS 350 | JTH | 2013 | BE1BL | 5000150 - 5003419 |
| | | | CE1BL | 5000125 - 5002722 |

Please note that **not all vehicles in the VIN range may be covered** by this LSC. If a dealer is contacted by an owner who has not yet received the notification, please remind the dealer to ***verify coverage by confirming through Dealer Daily/TIS***. Dealers should perform the procedure as outlined in the Technical Instructions posted on TIS.

Parts Ordering

The air conditioner ECU calibration update procedure does not require any parts.

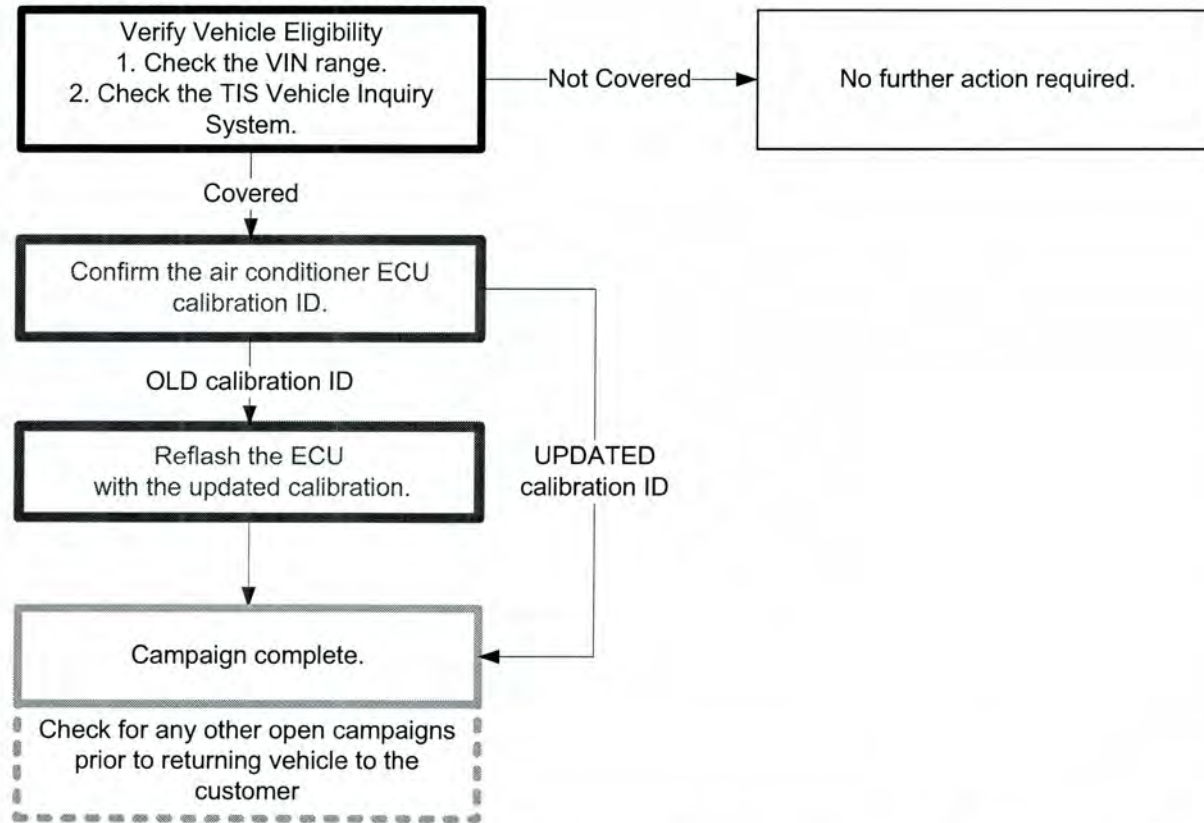
Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

Many GS 350 vehicles subject to Limited Service Campaign CLC may also be subject to CSC CLA (Engine Control Module Update) and/or Safety Recall CLD (VGRS ECU Calibration Update). It is important that your dealership perform all applicable repairs in a single service visit and correctly submit the associated warranty claims. Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick up and delivery) on the dealer claim for the LSC CLC remedy.

Warranty Reimbursement Procedure

I. OPERATION FLOW CHART



Lexus has identified a point of clarification needed with regard to the operation codes for this campaign. The operation code to be used for this campaign will be provided in the near future.

| LSC | Opcode | Description | Labor Hours |
|-----|--------|-------------|-------------|
| CLC | TBD | TBD | TBD |

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this LSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick up and re-delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

The affected VIN information will be downloaded and activated for dealerships to use on May 18, 2012.

The repair quality of covered vehicles is extremely important to Lexus. 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 redelivery.

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310-468-2552) in Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.)

Please review this entire package with your Service and Parts staff to familiarize them with its contents so they may properly implement this campaign as well as address any owner concerns that may arise regarding this Limited Service Campaign.

Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Attachments

CC: Assistant Area General Managers
Customer Satisfaction Managers
Customer Services Field Managers
Customer Services Operations Managers
District Service and Parts Managers
Field Technical Specialists
Field Product Engineers
Pre-Owned Managers
Vehicle Field Sales Managers



May 16, 2012

Subject: Limited Service Campaign (LSC) CLC
Early 2013 Model Year GS 350 Vehicles
Heating, Ventilating, and Air Conditioning (HVAC) System Update

Dear Dealer Principal:

Lexus is initiating a Limited Service Campaign (LSC) CLC to update the air conditioner ECU with a new calibration in certain early 2013 model year GS 350 vehicles.

Background

Early 2013 model year GS 350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones.

Limited Service Campaign (LSC) Remedy

Lexus dealers are requested to update the air conditioner ECU calibration in affected vehicles at **NO CHARGE** to vehicle owners.

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

The following information is provided to inform you and your staff of the owner notification timing and your degree of involvement. Additional information may be found in the attached Lexus Q&A and customer notification letter.

Owner Notification Letter Mailing Date

Lexus will begin sending the Limited Service Campaign owner notification in early June, 2012.

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received a notification, please **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.

Lexus tries very hard 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 Limited Service Campaign announcement, it is your responsibility to forward the owner letter to the customer who purchased the vehicle.

Vehicle Applicability

This Limited Service Campaign will be available at **no charge** to vehicle owners until **June 30, 2015**. All terms of the affected vehicle's Lexus New Vehicle Limited Warranty will remain in effect whether or not the customer takes advantage of the Limited Service Campaign.

New and Used Vehicles in Dealer Stock

Dealers are requested to perform this LSC procedure on any vehicles in their inventory prior to sale or lease. Vehicle LSC completion can be verified through TIS.

Lexus Customer Convenience System (LCCS) Vehicles

Lexus requests that dealers verify whether their LCCS vehicles are covered by Limited Service Campaign CLC. If a vehicle is covered, please perform the LSC prior to loaning the vehicle to a customer.

Number and Identification of Covered Vehicles

There are approximately 4,000 Lexus GS 350 (2013 model year) vehicles covered by this Limited Service Campaign in the U.S.

| Model | WMI | Model Year | VIN Range | |
|--------|-----|------------|-----------|-------------------|
| | | | VDS | Range |
| GS 350 | JTH | 2013 | BE1BL | 5000150 - 5003419 |
| | | | CE1BL | 5000125 - 5002722 |

Please note that **not all vehicles in the VIN range may be covered** by this LSC. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions posted on TIS.

Parts Ordering

The air conditioner ECU calibration update procedure does not require any parts.

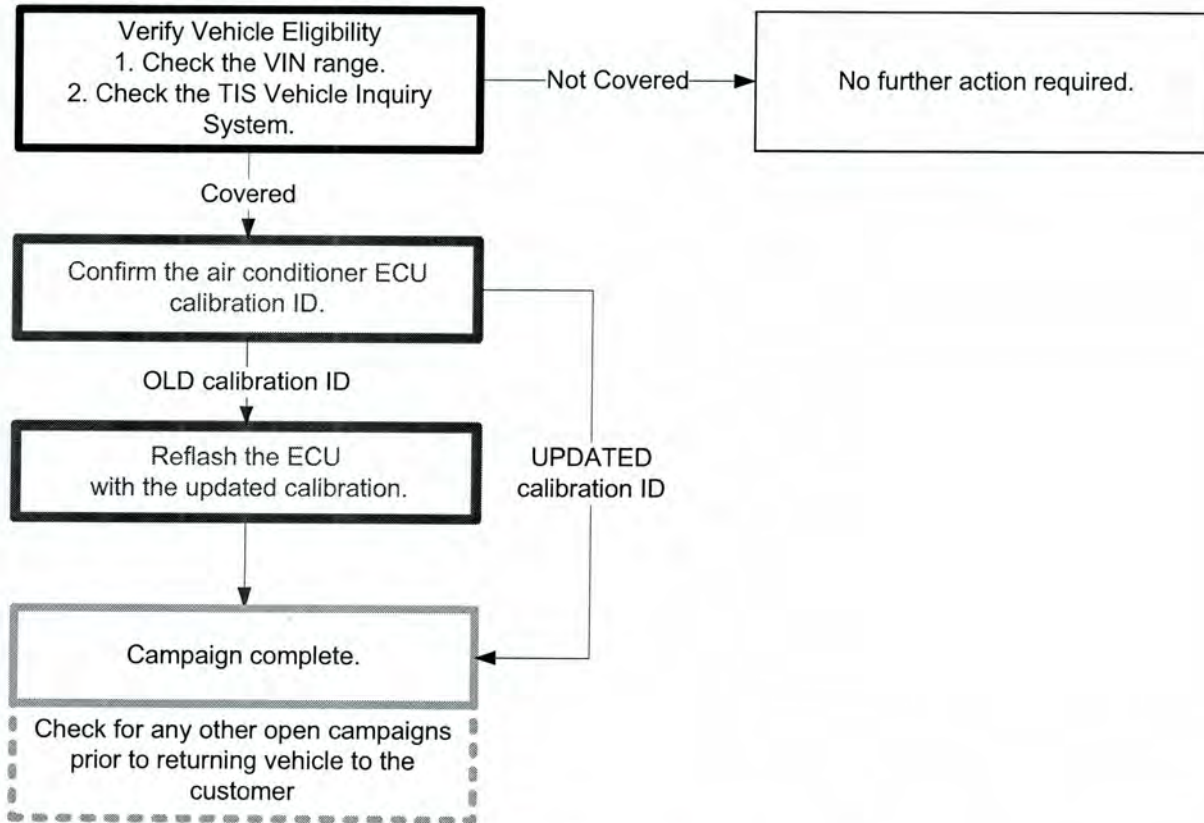
Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

Many GS 350 vehicles subject to Limited Service Campaign CLC may also be subject to CSC CLA (Engine Control Module Update) and/or Safety Recall CLD (VGRS ECU Calibration Update). It is important that your dealership perform all applicable repairs in a single service visit and correctly submit the associated warranty claims. Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick up and delivery) on the dealer claim for the LSC CLC remedy.

Warranty Reimbursement Procedure

I. OPERATION FLOW CHART



The operation code to be used for this campaign will be provided in the near future.

| LSC | Opcode | Description | Labor Hours |
|-----|--------|-------------|-------------|
| CLC | TBD | TBD | TBD |

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this LSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick up and re-delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

The affected VIN information will be downloaded and activated for dealerships to use on May 18, 2012.

The repair quality of covered vehicles is extremely important to Lexus. 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 redelivery.

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310-468-2552) in Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.)

Please review this entire package with your Service and Parts staff to familiarize them with its contents so they may properly

implement this campaign as well as address any owner concerns that may arise regarding this Limited Service Campaign.

Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Sincerely,

Don Fordiani
National Field and Dealer Operations Manager

Attachments

CC: Customer Satisfaction Manager
General Manager
Parts Manager

Sales Manager
Service Manager
Warranty Administrator



Limited Service Campaign CLC - Q&A
Early 2013 Model Year GS 350 vehicles
Heating, Ventilating, and Air Conditioning (HVAC) System Update

Q1: What is the condition?

A1: Early 2013 model year Lexus GS350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones. A new Air Conditioner ECU calibration update is available to address this condition.

Q2: What is Lexus going to do?

A2: Any authorized Lexus Dealer will update the Air Conditioner ECU with a new calibration at **NO CHARGE** to the customer until June 30, 2015. The owner notification letters will begin mailing in Early June, 2012.

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

A3: There are approximately 4,000 early 2013 model year GS 350 vehicles involved in US markets.

| Model Name | Model Year | Production Period | Number of Vehicles (Approx.) |
|------------|------------|----------------------------------|------------------------------|
| GS 350 | Early 2013 | December, 2011 to February, 2012 | 4,000 |

Q3a: When will this Limited Service Campaign Expire?

A3a: This Limited Service Campaign will be available until June 30, 2015

Q4: Are there any other Toyota or Lexus vehicles covered by this Limited Service Campaign?

A4: No, only Early 2013 Model Year GS 350 Vehicles are covered by this Limited Service Campaign.

Q5: How long will the update take?

A5: The update 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.

Q6: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A6: Owners are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time for reimbursement consideration.

Q7: What if an owner has additional questions?

A7: Owners with questions are asked to please contact Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Early 2013 Model Year Lexus GS350 Vehicles
Heating, Ventilating, and Air Conditioning (HVAC) System Update
Limited Service Campaign

[VIN]

Dear Lexus GS 350 Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Limited Service Campaign, which includes your vehicle.

What is the condition?

Early 2013 model year Lexus GS350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones. A new Air Conditioner ECU calibration update is available to address this condition.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Lexus dealer will update the Air Conditioner ECU calibration at **no charge** to you for a limited time. This program will be offered until June 30, 2015, and will only be available at an authorized Lexus dealer.

All terms of your New Vehicle Limited Warranty will remain in effect whether or not you take advantage of this Limited Service Campaign. Additional details on the 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 Lexus dealer to make an appointment to have the Air Conditioner ECU calibration updated **before June 30, 2015**. The repair will take approximately 30 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.

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

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair. If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 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.

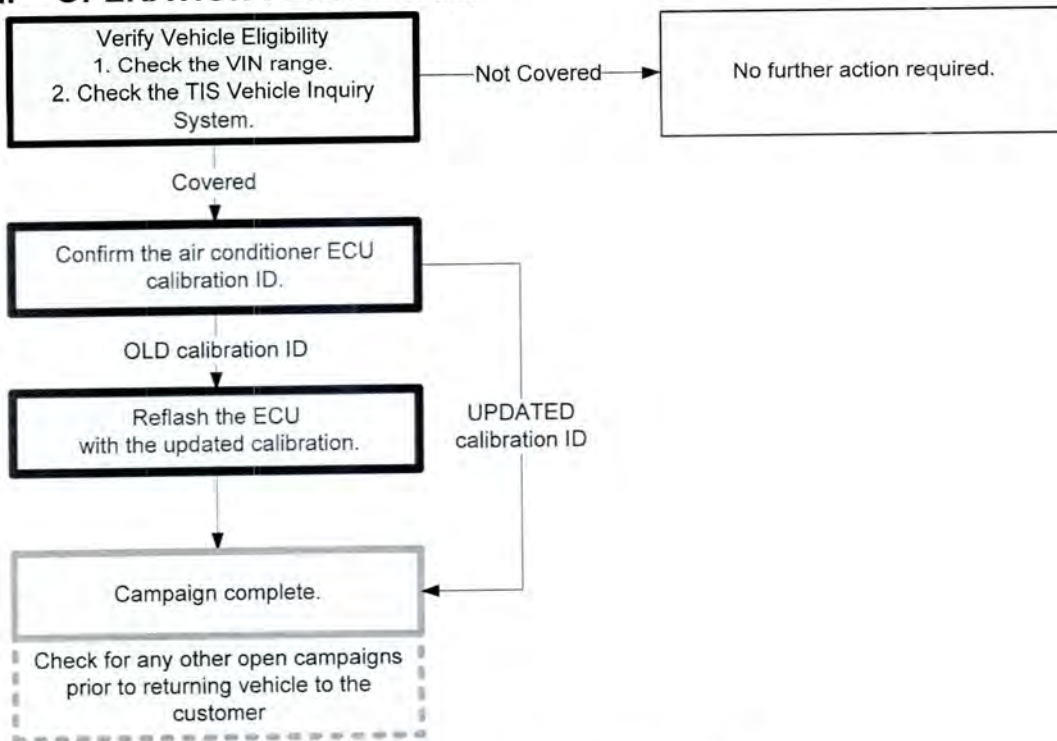
Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION
TOYOTA MOTOR SALES, USA, INC.

TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN CLC
AIR CONDITIONER ECU REFLASH
EARLY 2013 MODEL YEAR GS350

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

| WMI | Year | VIN Range | |
|-----|------|-----------|-----------------|
| | | VDS | Range |
| JTH | 2013 | BE1BL | 5000150-5003419 |
| | | CE1BL | 5000125-5002722 |

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Limited Service Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

*No parts are needed for this campaign.

B. TOOLS & EQUIPMENT

- TIS Techstream
- Techstream Lite
- GR8 Battery Diagnostic Station

IV. BACKGROUND

Early 2013 model year GS 350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones.

NOTE: The HVAC system utilizes a 'Memory Call Control' feature. This feature memorizes the HVAC settings in accordance with the ID code of the electrical key transmitter sub-assembly. If a customer has multiple keys, the HVAC settings (along with other settings) are customizable and memorized for each key individually.

TECHSTREAM SOFTWARE

Techstream software version 7.11.010 (or later) **MUST** be used for this reflash procedure. This software is currently posted as a beta version. This software has been fully validated to work for this reflash, all other functions have also been fully validated. To update to the latest version, follow this link to [TIS](#).

The screenshot shows the TIS Techstream website. The navigation bar includes Home, TIS, TAS, PRS, QAT, and LEXUS. Below the navigation bar are tabs for Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. Under Tech Assistance, there are sub-tabs for ScanTool, Calibrations, Immobilizer Reset, Telematics, and Tools & Equipment. The main content area is divided into two columns. The left column is titled 'Techstream Software' and features the TIS techstream logo. It contains information about Techstream 7.11.010 BETA Software, a link to download software (highlighted with a red box and an arrow), and information about Techstream 7.10.030 Software. The right column is titled 'Techstream Reference Documents' and lists various documents such as 'Customer Health Check/Diagnostic Report Quick Reference', 'Techstream Software Installation Process', 'Known Bugs List', 'New Features Version 7.10', 'New Features Archive', 'Feedback Report', and 'TIS techstream New Users Demo'. There is also an image of a diagnostic tool.

This reflash cannot be completed with an older version of Techstream software, if attempted the following error message will be displayed.

The screenshot shows the Calibration Update Wizard (CUW) software interface. The main window is titled 'Calibration Update Wizard - Screen S701-02'. The title bar also shows 'CUW'. The main content area is titled 'Vehicle ECU Calibration Update Wizard'. A smaller window titled 'Calibration Update Wizard - Screen S701-36 [010000000]' is open, displaying an error message: 'Error: J2534 device is not installed in this PC. Please start CUW again after installing it.' Below the error message is an 'OK' button. The main window contains the text: 'This application is designed for... des.' and a note: 'NOTE: If you are using a serial mouse, either plug the diagnostic tester into a different COM port or disconnect the serial mouse and reboot your machine.' Below the note is the instruction: 'Click "File Open" and select a calibration file to update the Vehicle ECU.' At the bottom of the main window, there is a language dropdown menu set to 'English', and buttons for 'File Open', 'Setup', 'Next', and 'Cancel'. The copyright notice at the bottom reads: 'Copyright (C) 2000-2005 TOYOTA MOTOR CORPORATION. All Rights Reserved.'

V. ECU CALIBRATION ID VERIFICATION

1. CONFIRM THE AIR CONDITIONER ECU CALIBRATION ID

- Perform a health check.
- Confirm the current calibration ID in the ECU.

| CURRENT CALIBRATION ID | ACTION REQUIRED |
|------------------------|--|
| 8865030P6012 | Proceed to STEP VI. ECU REFLASH PROCEDURE |

NOTE: If the calibration ID currently in the air conditioner ECU is *NOT* listed above, the vehicle is not affected and the campaign is complete.

VI. ECU REFLASH PROCEDURE

1. CONNECT THE GR8

- Set the GR8 to Power Supply Mode to help maintain 13.5 volts during ECU reprogramming.



- A battery charger set to power supply mode *MUST* be used during reprogramming.
- ECU damage may occur if the correct battery charger setting is not used.

2. REFLASH THE ECU

- Click yes on the health check results screen, or follow the links below to begin the reflash process.

| CURRENT CALIBRATION ID | UPDATED CALIBRATION ID |
|------------------------|------------------------|
| 8865030P6012 | 8865030P6013 |

NOTE:

- For general reprogramming procedures, refer to [L-SB-0015-10](#).
- Confirm the latest version of Techstream software is being used.



- If the Techstream does not have sufficient battery power the reflash will fail.
- Confirm the DLC3 cable is in good condition before attempting reflash.

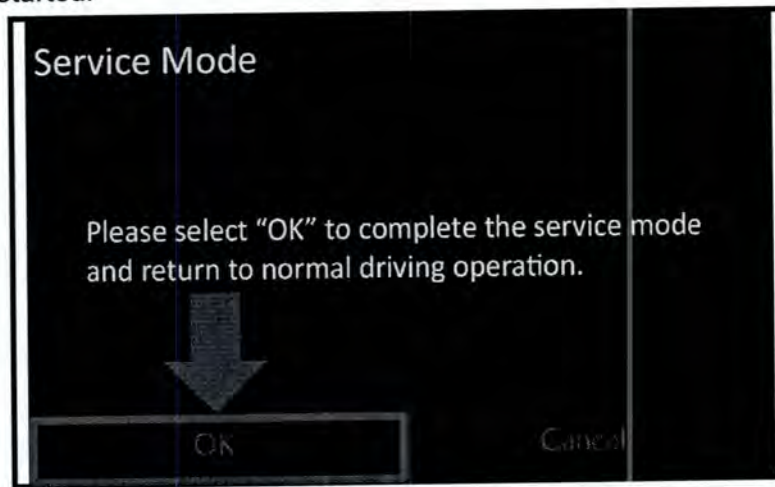
3. CHECK FOR DTCs

NAVIGATION SYSTEM STATUS CONFIRMATION

After completing the reflash the navigation system will be in 'Service Mode'. To remove the system from 'Service Mode', follow these steps.

- Disconnect Techstream.
- Turn vehicle off.
- Turn vehicle on.
- After initializing, the navigation screen will indicate service mode. Select OK.

NOTE: If these steps are not followed, or cancel is selected, the vehicle will return to 'Service Mode' every time the vehicle is restarted.



4. CHECK FOR ANY OTHER OPEN CAMPAIGNS

- Check for any other open campaigns prior to returning vehicle to the customer.

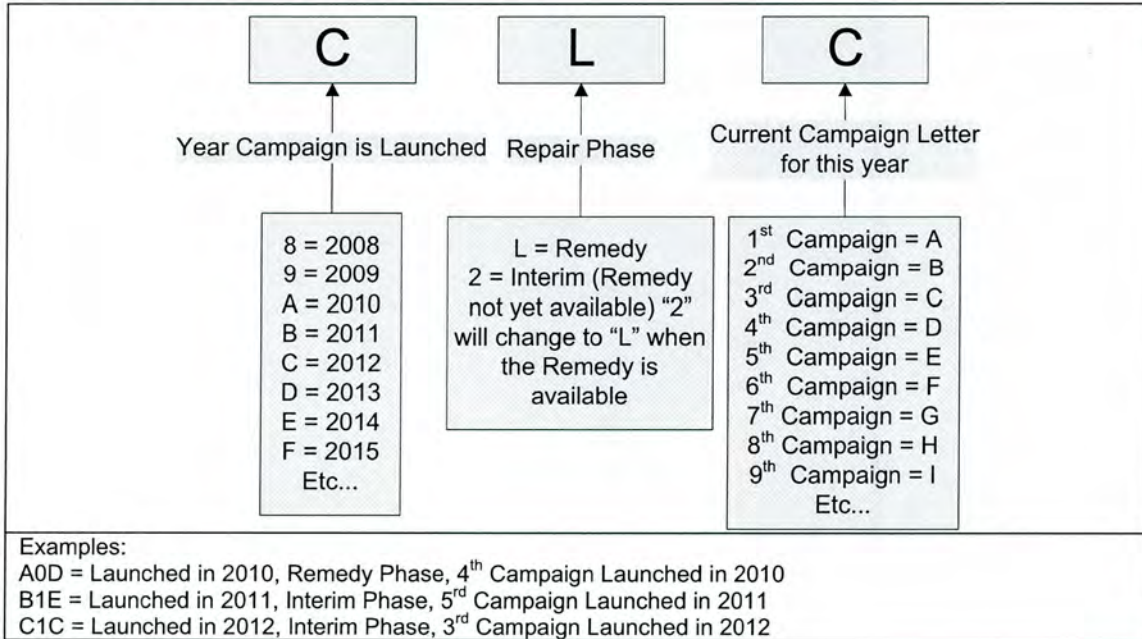
◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the reflash completes successfully
- Confirm there are no DTCs in the ECU
- Confirm navigation system is removed from service mode

If you have any questions regarding this update, please contact your regional representative

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN CLC
AIR CONDITIONER ECU REFLASH
EARLY 2013 MODEL YEAR GS350

UPDATED MAY 21, 2012

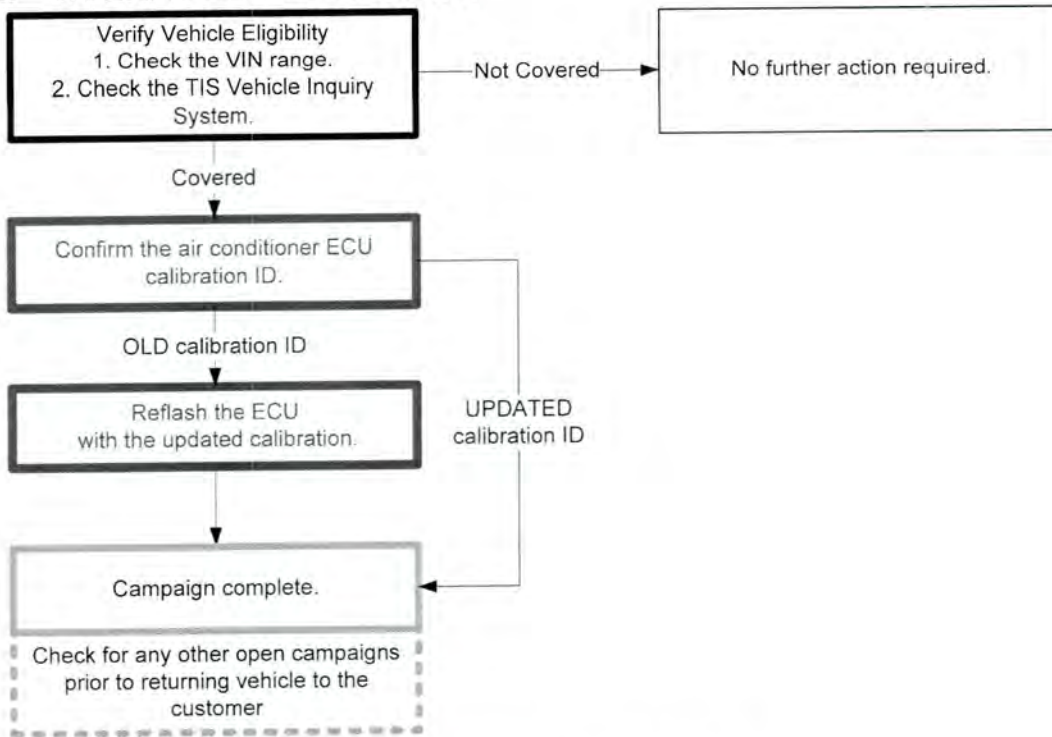
TECHNICAL INSTRUCTION UPDATE NOTICE:

Updated 5/21/12

- Techstream software update information has been updated

Previous versions of these Technical Instructions should be discarded.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

| WMI | Year | VIN Range | |
|-----|------|-----------|-----------------|
| | | VDS | Range |
| JTH | 2013 | BE1BL | 5000150-5003419 |
| | | CE1BL | 5000125-5002722 |

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Limited Service Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

*No parts are needed for this campaign.

B. TOOLS & EQUIPMENT

- TIS Techstream
- Techstream Lite
- GR8 Battery Diagnostic Station

IV. BACKGROUND

Early 2013 model year GS 350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones.

NOTE: The HVAC system utilizes a 'Memory Call Control' feature. This feature memorizes the HVAC settings in accordance with the ID code of the electrical key transmitter sub-assembly. If a customer has multiple keys, the HVAC settings (along with other settings) are customizable and memorized for each key individually.

TECHSTREAM SOFTWARE

Techstream software version 7.11.010 (or later) **MUST** be used for this reflash procedure. To update to the latest version, follow this link to [TIS](#).

The screenshot shows the Techstream software website. At the top, there is a navigation bar with links for Home, TIS, TAS, PRS, and QAT. Below this is a secondary navigation bar with links for Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. The main content area is divided into two columns. The left column is titled "Techstream Software" and features the TIS techstream logo. Below the logo, there is a section for "Techstream 7.11.010 Software" which includes a description of the new version and a link to "Update - (v6.2 and Later)". A black arrow points to this link. The right column is titled "Techstream Reference Documents" and lists several documents, including "Customer Health Check/Diagnostic Report Quick Reference", "Techstream Software Installation Process", "Known Bugs List", and "New Features Version 7.10". At the bottom of the page, there is a "TIS techstream" logo and an image of a diagnostic tool.

This reflash cannot be completed with an older version of Techstream software, if attempted the following error message will be displayed.

The screenshot shows the Calibration Update Wizard (CUW) interface. The main window is titled "Vehicle ECU Calibration Update Wizard" and "Calibration Update Wizard - Screen S701-02". A smaller error dialog box is overlaid on top, titled "Calibration Update Wizard - Screen S701-36 [010000000]". The error message reads: "Error: J2534 device is not installed in this PC. Please start CUW again after installing it." Below the error message is an "OK" button. The main window also contains a "NOTE: If you are using a serial mouse, either plug the diagnostic tester into a different COM port or disconnect the serial mouse and reboot your machine." and a "Click 'File Open' and select a calibration file to update the Vehicle ECU." instruction. At the bottom of the main window, there is a language dropdown menu set to "English" and buttons for "File Open", "Setup", "Next", and "Cancel". The copyright notice at the bottom reads: "Copyright (C) 2000-2005 TOYOTA MOTOR CORPORATION. All Rights Reserved."

V. ECU CALIBRATION ID VERIFICATION

1. CONFIRM THE AIR CONDITIONER ECU CALIBRATION ID

- a) Perform a health check.
- b) Confirm the current calibration ID in the ECU.


| CURRENT CALIBRATION ID | ACTION REQUIRED |
|------------------------|--|
| 8865030P6012 | Proceed to STEP VI. ECU REFLASH PROCEDURE |

NOTE: If the calibration ID currently in the air conditioner ECU is *NOT* listed above, the vehicle is not affected and the campaign is complete.

VI. ECU REFLASH PROCEDURE

1. CONNECT THE GR8

- a) Set the GR8 to Power Supply Mode to help maintain 13.5 volts during ECU reprogramming.

| | |
|---|--|
|  | <ul style="list-style-type: none"> A battery charger set to power supply mode <i>MUST</i> be used during reprogramming. ECU damage may occur if the correct battery charger setting is not used. |
|---|--|


2. REFLASH THE ECU

- a) Click yes on the health check results screen, or follow the links below to begin the reflash process.

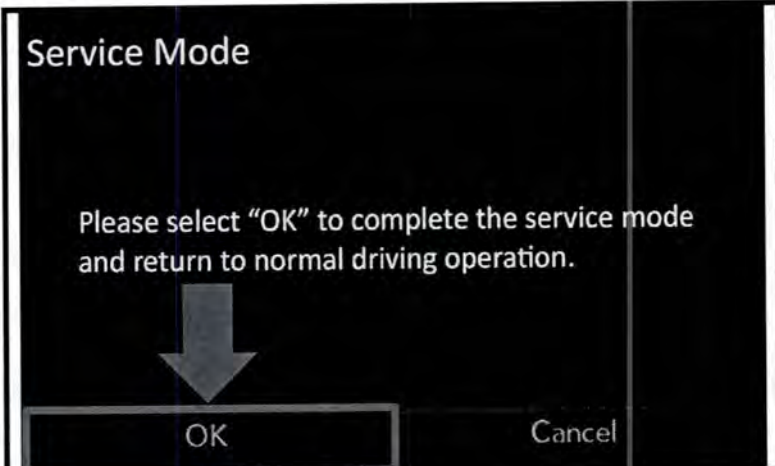
| CURRENT CALIBRATION ID | UPDATED CALIBRATION ID |
|------------------------|------------------------|
| 8865030P6012 | 8865030P6013 |

NOTE:

- For general reprogramming procedures, refer to [L-SB-0015-10](#).
- Confirm the latest version of Techstream software is being used.

| | |
|---|---|
|  | <ul style="list-style-type: none"> If the Techstream does not have sufficient battery power the reflash will fail. Confirm the DLC3 cable is in good condition before attempting reflash. |
|---|---|

3. CHECK FOR DTCs

| NAVIGATION SYSTEM STATUS CONFIRMATION |
|--|
| <p>After completing the reflash the navigation system will be in 'Service Mode'. To remove the system from 'Service Mode', follow these steps.</p> <ol style="list-style-type: none"> a) Disconnect Techstream. b) Turn vehicle off. c) Turn vehicle on. d) After initializing, the navigation screen will indicate service mode. Select OK. <p>NOTE: If these steps are not followed, or cancel is selected, the vehicle will return to 'Service Mode' every time the vehicle is restarted.</p> <div style="text-align: center;">  </div> |

4. CHECK FOR ANY OTHER OPEN CAMPAIGNS

- a) Check for any other open campaigns prior to returning vehicle to the customer.

◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the reflash completes successfully
- Confirm there are no DTCs in the ECU
- Confirm navigation system is removed from service mode

If you have any questions regarding this update, please contact your regional representative

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

