

Certain 2012 – 2014 Model Year Camry Vehicles
Software Update for U760E Torque Converter Shudder

LIMITED TIME OFFER

[VIN]

Dear Toyota Camry 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?

The subject vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

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

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Toyota will perform the software update at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will remain available until November 30, 2017***, and will only be available at an authorized Toyota dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to have the software update performed before **November 30, 2017**. The software update will take approximately 45 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 software update.
- 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.
- 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 Standard Time.

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

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Limited Service Campaign remedy before reimbursement consideration requests can be processed.

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.

SAMPLE

THIS LSC EXPIRES ON OCTOBER 31, 2017

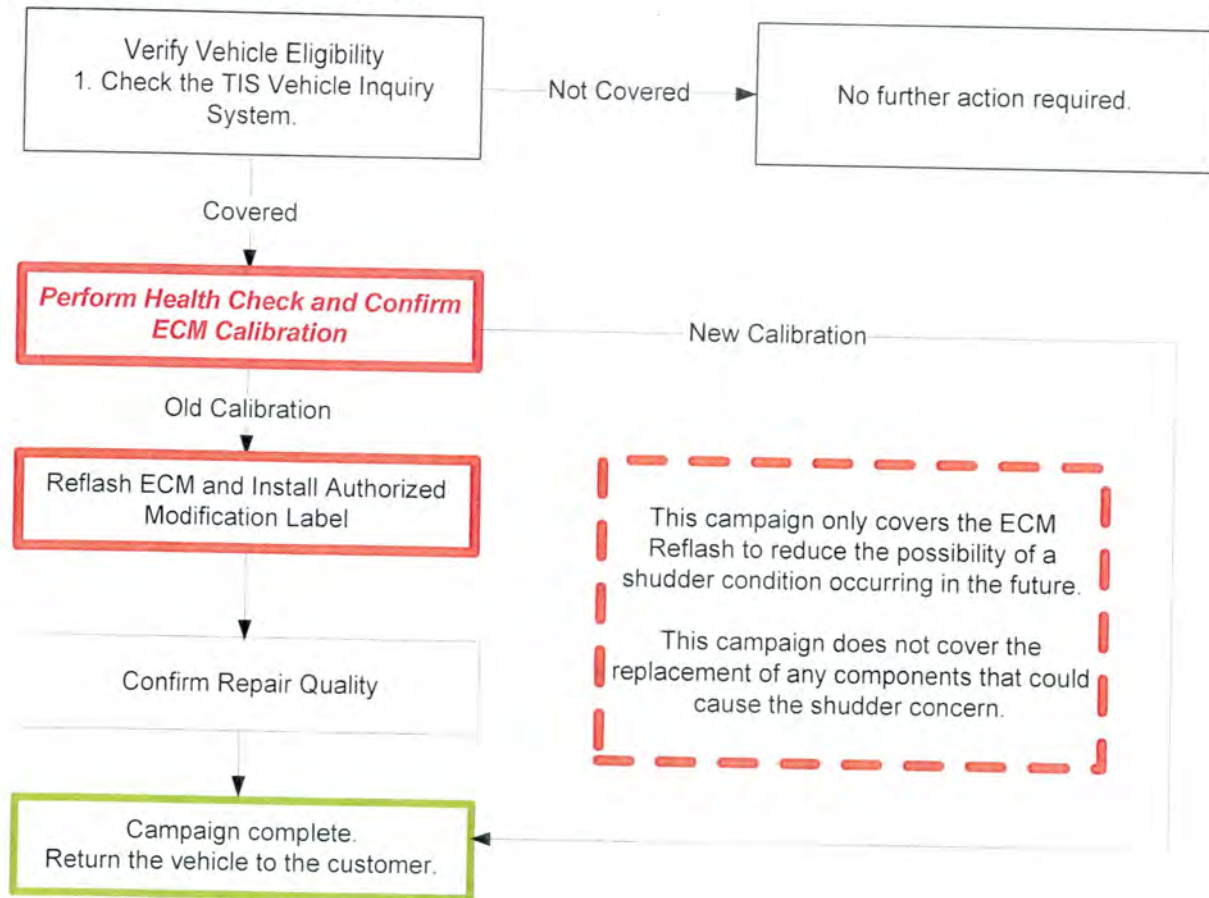
**TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN E03
U760 ATM ECM SOFTWARE UPDATE
CERTAIN
2012 - 2014 MY CAMRY**

All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. 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 certifications levels:

- Toyota Certified (any classifications)
- Toyota Expert (any classifications)
- Master
- Master Diagnostic Technicians

THIS LSC EXPIRES ON OCTOBER 31, 2017

I. OPERATION FLOW CHART



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IDENTIFICATION OF AFFECTED VEHICLES

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this LSC 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 was completed by another dealer.**

II. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
00451-00001-LBL*	Authorized Modification Label	1

*Labels can be ordered in packs of 25 from the MDC through the Dealer Daily Website

B. TOOLS, SUPPLIES & EQUIPMENT

- Standard Hand Tools
- Techstream 2.0 / TIS Techstream / Techstream Lite
- GR8 Battery Diagnostic Station
- T-SB-0034-14

III. BACKGROUND

Some 2012 – 2014 Camry vehicles equipped with a U760 transmission may intermittently exhibit a brief shudder, while driving under light loads at approximately 25 to 50 mph. The torque converter and Engine Control Module/ECM (SAE term: Powertrain Control Module/PCM) logic have been modified to reduce the possibility of this condition occurring.


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IV. ECM CALIBRATION ID VERIFICATION AND DTC CHECK

A. CONFIRM ECM CALIBRATION ID

- 1) Perform a health check
- 2) Confirm the calibration ID in the ECM.

EMISSION SPEC	GRADE	ECM (CPU)	CALIBRATION	
			PREVIOUS	NEW
ULEV	Base, LE, XLE	Main	30679000	30679400
			30679100	
Sub		30679200	50611400	
		30679300		
PZEV	Base, LE, XLE	Main	50611000	50611400
			50611100	
Sub		50611200	30680400	
		50611300		
PZEV	Base, LE, XLE	Main	30680000	30680400
			30680100	
Sub		30680200	50611400	
		30680300		
ULEV	SE	Main	50611000	50611400
			50611100	
Sub		50611200	306A3400	
		50611300		
PZEV	SE	Main	306A3000	306A3400
			306A3100	
Sub		306A3200	50612400	
		306A3300		
PZEV	SE	Main	50612000	306A4400
			50612100	
Sub		50612200	50612400	
		50612300		



- If the ECM has already been calibrated with the new calibration the campaign is complete.

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V. ECM REFLASH PROCEDURE

A. CONNECT THE GR8

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



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

B. REFLASH THE ECM

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

NOTE:

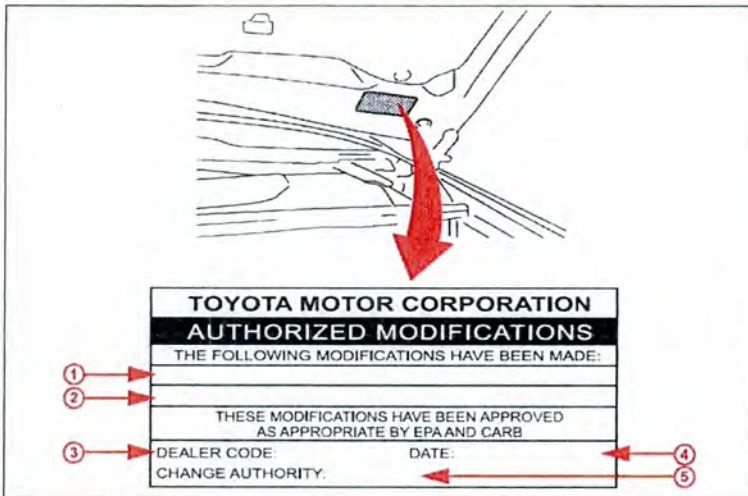
- For general reprogramming procedures, refer to [T-SB-0012-13](#).
- Confirm the latest version of Techstream software is being used.



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

C. ATTACH THE AUTHORIZED VEHICLE MODIFICATION LABEL

- a) Fill out the label.
- b) Affix the label to the under-side of the hood.



1	ECM P/N
2	New Calibration ID
3	Dealer Code
4	Date Completed
5	Campaign Code (E03)

1. CHECK FOR DTCs

Note: This campaign only covers the ECM Reflash to reduce the possibility of a shudder condition occurring in the future.

◀ VERIFY REPAIR QUALITY ▶

- Confirm the ECM Calibration has been updated successfully
- Confirm *that an* Authorized Modification Label has been installed
- If you have any questions regarding this LSC, please contact your regional representative

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VI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

E	0	Z
Year Campaign is Launched	Repair Phase	Current Campaign Letter for this year
8 = 2008 9 = 2009 A = 2010 B = 2011 C = 2012 D = 2013 E = 2014 F = 2015 Etc	0 = Remedy 1 = Interim (Remedy not yet available) '1' will change to '0' when the Remedy is available	1 st Campaign = A 2 nd Campaign = B 3 rd Campaign = C 4 th Campaign = D 5 th Campaign = E 6 th Campaign = F 7 th Campaign = G 8 th Campaign = H 9 th Campaign = I Etc
Examples: A0D = Launched in 2010, Remedy Phase, 4 th Campaign Launched in 2010 C1B = Launched in 2012, Interim Phase, 2 nd Campaign Launched in 2012 D0B = Launched in 2013, Remedy Phase, 1 st Campaign Launched in 2013		