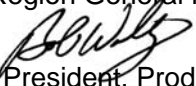




PRODUCT SUPPORT DIVISION

Volume: XIX
Number: TC14-045
Date: 10/1/2014
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz, 
Group Vice President, Product Quality and Service Support
Subject: Limited Service Campaign (LSC) E03
Certain 2012 – 2014 Model Year Camry Vehicles
Software Update for U760E Torque Converter Shudder

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2012 – 2014 Model Year Camry vehicles. This LSC will cover approximately 795,000 vehicles.

Background

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.

Limited Service Campaign (LSC) Remedy

Authorized Toyota dealerships are requested to perform a software update at **NO CHARGE** to the vehicle's owner.

This LSC will be available **until October 31, 2017**, and will only be available at an authorized Toyota Dealer.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early October, 2014.

2. Owner Notification Mailing Date

The owner notification will commence in mid-October, 2014, approximately one week after the Dealer Letter.

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

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

To ensure customer satisfaction, Toyota requests that dealers conduct this LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

4. Number and Identification of Covered Vehicles

There are approximately 795,000 Camry (Certain 2012-2014MY) vehicles covered under this LSC.

5. Parts Ordering Process (Dealer Ordering Solutions)

Replacement parts are not required for this LSC.

6. Region/District Summary Reports

We have enclosed the following LSC E03 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 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