

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

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. Owner Notification Mailing Date**

The owner notification will commence in mid-October, 2014, approximately 1 week after the dealer notification.

*Toyota makes significant effort 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 LSC announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

#### **2. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

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

#### **3. Number and Identification of Covered Vehicles**

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

Please note that **not all vehicles in the VIN range are covered** by this LSC. If you are contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

#### **4. Dealer Summary Reports**

Summary Reports, containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. (Please verify eligibility by confirming through TIS prior to performing repairs.)

#### **5. Parts Ordering**

Replacement parts are not required for this LSC.

**6. Remedy Procedures**

Please refer to TIS for Technical Instructions. Technicians will need to utilize Techstream to perform the software update for this LSC.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

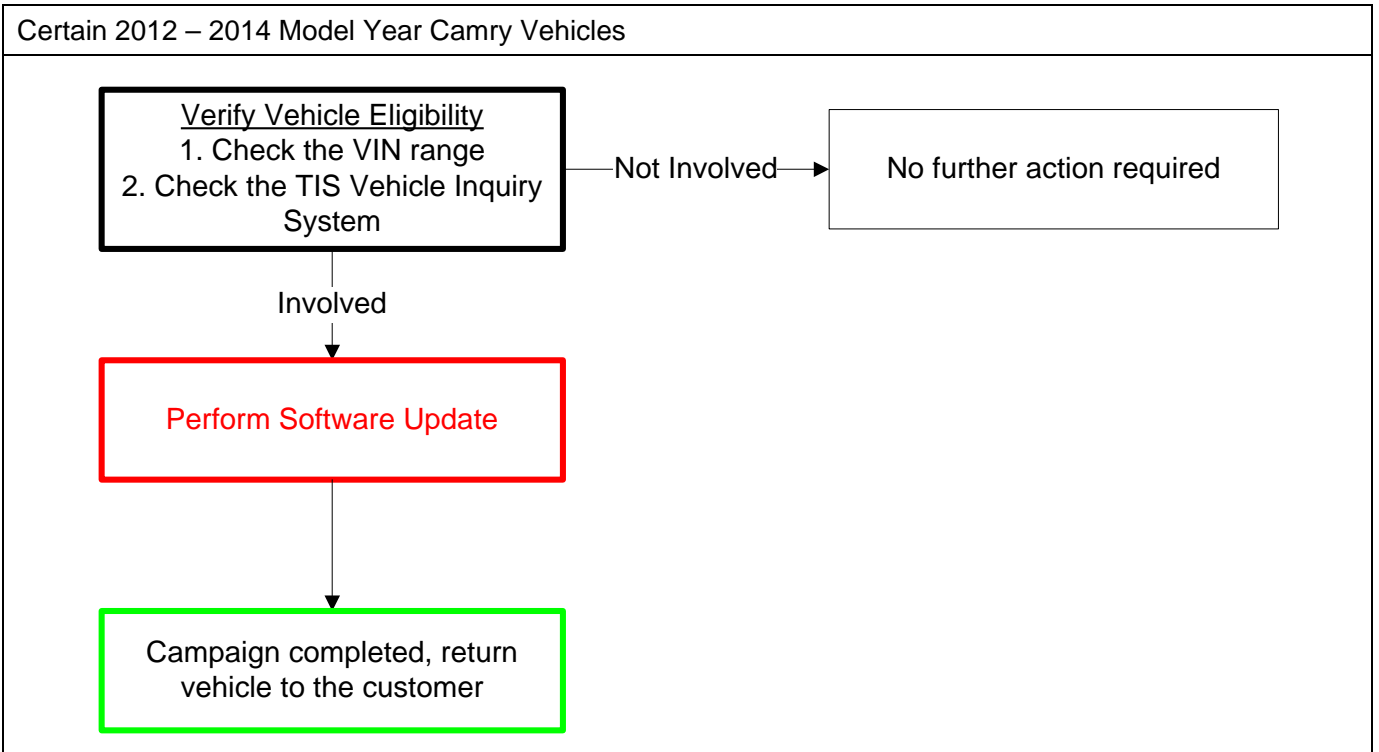
**7. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. 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 certification levels:

- **Certified any specialty**
- **Expert any specialty**
- **Master**
- **Master Diagnostic Technician**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

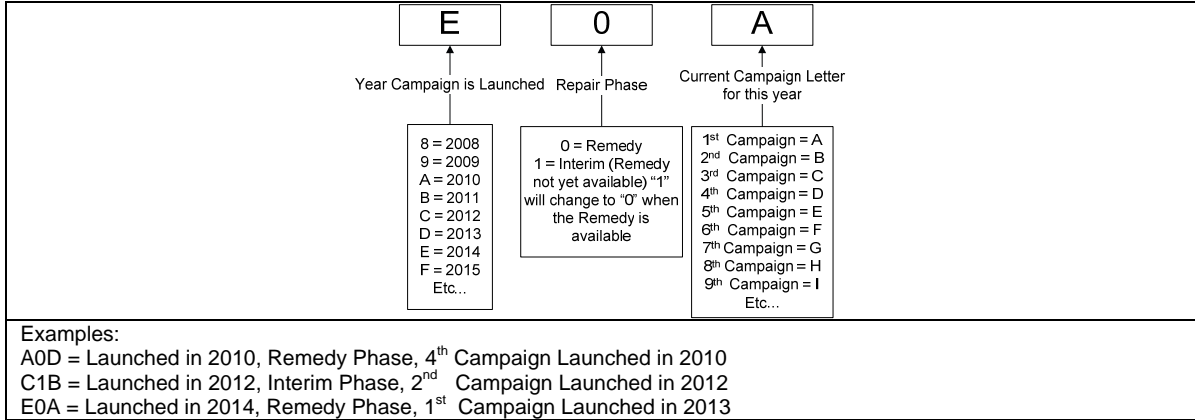
**8. Warranty Reimbursement Procedure**



LSC	Op. Code	Description	Flat Rate
E03	AGGA2A	Perform Software Update	0.6 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

**9. Campaign Designation Decoder**



**10. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, 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 delivery.

**11. Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**12. Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.***

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.