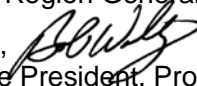




# PRODUCT SUPPORT DIVISION

Volume: XIX  
Number: TC15-019  
Date: 5/28/2015  
 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) F0N  
Certain 2014 Model Year Corolla Eco Vehicles (2ZR-FAE)  
Engine Software Update for Variable Valve Lift Control

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2014 Model Year Corolla Eco vehicles. This LSC covers approximately 20,200 vehicles.**

### Background

The subject vehicles may illuminate a Check Engine warning lamp due to software programming for continuous variable valve lift control. If this condition occurs, the vehicle may experience a reduction in power.

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 June 30, 2018**, 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 Late May, 2015.

#### 2. Owner Notification Mailing Date

The owner notification will commence in Early June, 2015, 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 20,200 Corolla Eco (Certain 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 F0N 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