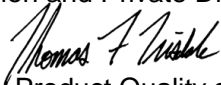

INTEROFFICE MEMORANDUM

Original Publication Date: March 28, 2018

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

Subject: Special Service Campaign J0D – **Remedy Notice**
Certain 2014 – 2017 Model Year Toyota Corolla Vehicles
Certain 2017 Model Year Toyota Corolla iM Vehicles
Certain 2016 Model Year Scion iM Vehicles
Continuously Variable Transaxle Software Update

Specific information for Region support is provided below.

Condition

The subject vehicles' transmission has improper programming that could lead a component to unnecessarily cycle and experience abnormal wear. If this component becomes damaged, the malfunction indicator lamp may illuminate in the instrument cluster and the vehicle could experience a reduction of speed. After reaching a pre-determined gear ratio, the vehicle can be operated up to approximately 37 mph.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on March 28, 2018

CVT Replacement for Vehicles that are out of Warranty:

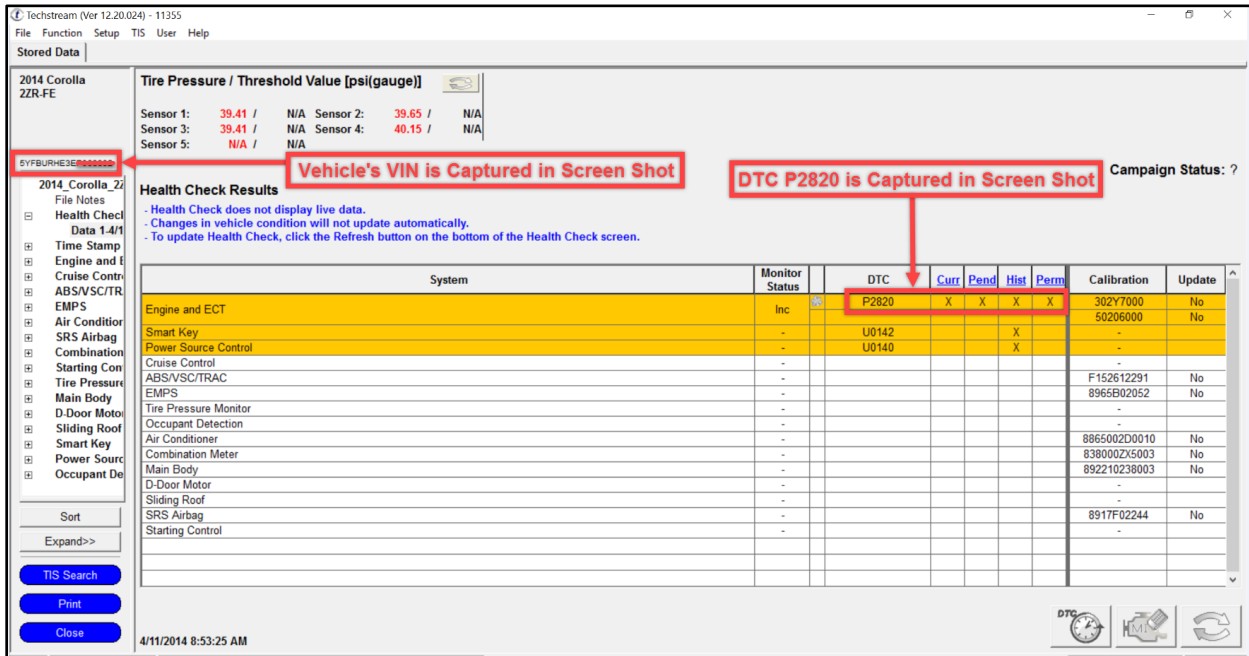
Where a CVT replacement is required, the majority of these replacements will be covered by Toyota's New Vehicle Powertrain Warranty. However, in limited cases where the vehicle is no longer cover by regular warranty and CVT assembly replacement is required, dealers are instructed to contact their DSPM to obtain **TWO** items:

- Authorization to replace the CTV assembly and,
- Warranty claim filing instructions.

Step 1 - Authorize CVT Assembly Replacement:

The dealer will provide the DSPM with the VIN, mileage, Date of First Use (DOFU), and a screenshot of the vehicle Health Check proving that DTC P2820 is present.

- The DSPM will examine the mileage and DOFU to ensure that the vehicle is not covered by Toyota’s New Vehicle Powertrain Warranty (out-of-warranty). **Note:** If the vehicle is still covered by warranty, advise the dealer that DSPM-authorization is not required to proceed with CVT assembly replacement. In this case, the dealer should refer to the Dealer Letter for complete instructions.
- The DSPM will examine the screen shot of the vehicle Health Check to confirm that DTC P2820 is present. An example of this screenshot is shown below:



Step 2 – Provide Dealer with Warranty Claim Filing Instructions:

These warranty claim filing instructions are only applicable to out-of-warranty vehicles requiring CVT assembly replacement. Vehicles that are still in-warranty require separate warranty claim filing instructions which are described in the Dealer Letter.

Toyota Corolla Vehicles:

<p>Replace the CVT Assembly AND Perform Software Update</p>	Op Code:	LGG11D
	Flat Rate Hours:	6.6
	Sublets Allowed:	<p>Engine Coolant: A maximum of 5.5 liters of Toyota Super Long Life Coolant can be claimed as sublet type “OF” at a <u>maximum</u> rate of \$34.00 per vehicle.</p> <p>CVT Fluid: A maximum of 2.7 liters of Toyota Genuine CVT Fluid FE can be claimed as sublet type “OF” at a <u>maximum</u> rate of \$62.00 per vehicle.</p> <p>Loaner Vehicle: A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a <u>maximum</u> of 2 days as sublet type “RT”. Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).</p> <p>Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.</p>

Scion iM and Toyota Corolla iM Vehicles

Replace the CVT Assembly AND Perform Software Update	Op Code:	LGG11F
	Flat Rate Hours:	8.5
	Sublets Allowed:	<p>Engine Coolant: A maximum of 5.8 liters of Toyota Super Long Life Coolant can be claimed as sublet type "OF" at a <u>maximum</u> rate of \$36.00 per vehicle.</p> <p>CVT Fluid: A maximum of 2.7 liters of Toyota Genuine CVT Fluid FE can be claimed as sublet type "OF" at a <u>maximum</u> rate of \$62.00 per vehicle.</p> <p>Loaner Vehicle: A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a <u>maximum</u> of 2 days as sublet type "RT". Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP). Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.</p>

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Warranty claim filing will be available within the week of April 6, 2018.

Please reference the attached Dealer Letter for 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.