

# Poor Heater Performance When Ambient Temperature is Below -4°F (-20°C)

**Service Category** Vehicle Interior

**Section** Heating/Air Conditioning

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

| YEAR(S)     | MODEL(S) | ADDITIONAL INFORMATION  |
|-------------|----------|---|
| 2019 - 2020 | Camry    | VDS(s): A11AK, B11HK, B61HK, C11AK, C11BK, E11AK, E11BK, F11AK, F11BK, G11AK, G11BK, J11AK, J11BK, K61AK, K61BK, L11AK, L11BK, M11AK, M11BK |

## Introduction

Some 2019 – 2020 model year Camry vehicles may exhibit a sudden drop in heater performance ~27°F (15°C) when the vehicle is driven in ambient temperatures below -4°F (-20°C) and coolant temperature is 158°F (70°C) – 172°F (78°C). The Engine Control Module (ECM) (SAE term: Powertrain Control Module/PCM) logic has been modified to address this condition. Follow the Repair Procedure in this bulletin to address this condition.

## Warranty Information

| OP CODE | DESCRIPTION         | TIME | OFF          | T1 | T2 |
|---------|---------------------|------|--------------|----|----|
| 800269  | Reprogram ECM (PCM) | 0.7  | 89661-#####* | 7A | 99 |

\*Choose the correct OFF for the vehicle being repaired by searching for the parts in EPC using the EPC VIN filter. Warranty claims MUST be submitted with the correct 10-digit OFF.

### APPLICABLE WARRANTY

- This repair is covered under the Toyota Federal Emission Warranty. This warranty is in effect for 96 months or 80,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

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### Parts Information

| MODEL YEAR | WIM | PART NUMBER     |             | ENGINE | PART NAME                             | QTY |
|------------|-----|-----------------|-------------|--------|---------------------------------------|-----|
|            |     | PREVIOUS        | NEW         |        |                                       |     |
| 2019       | 4T1 | 89661-0X584     | 89661-0X585 | 4 Cyl. | Computer, Engine Control Module (ECM) | -   |
|            | JTN | 89661-33Y43     | 89661-33Y44 |        |                                       |     |
| 2020       | 4T1 | 89661-0X652     | 89661-0X653 |        |                                       |     |
| -          | -   | 00451-00001-LBL |             | -      | Authorized Modifications Label        | 1   |

**NOTE**

- The ECM (PCM) should NOT be replaced as part of the Repair Procedure.
- Authorized Modifications Labels may be ordered in packages of 25 from the Materials Distribution Center (MDC) through *Dealer Daily – Parts – Dealer Support Materials Orders*.

### Required Tools & Equipment

| SPECIAL SERVICE TOOLS (SST)       | PART NUMBER                 | QTY |
|-----------------------------------|-----------------------------|-----|
| DCA-8000 Battery Diagnostic Tool* | <a href="#">DCA-8000P T</a> | 1   |

\*Essential SST.

**NOTE**

Additional SSTs may be ordered by calling 1-800-933-8335.

| REQUIRED EQUIPMENT            | SUPPLIER | PART NUMBER  | QTY |
|-------------------------------|----------|--------------|-----|
| Techstream ADVI*              | ADE      | TSADVUNIT    | 1   |
| Techstream 2.0                |          | TS2UNIT      |     |
| Techstream Lite               |          | TSLITEPDLR01 |     |
| Techstream Lite (Green Cable) |          | TSLP2DLR01   |     |

\*Essential SST.

**NOTE**

- Only ONE of the Techstream units listed above is required.
- Software version 15.30.027 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.
- Use Techstream or an approved J2534 interface to perform flash reprogramming updates. Visit [techinfo.toyota.com](http://techinfo.toyota.com) for more information regarding J2534 reprogramming.

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### Calibration Information

| MODEL YEAR   | MODEL | ENGINE | ECU TYPE | CALIBRATION ID |  |
|--------------|-------|--------|----------|----------------|--|
|              |       |        |          | PREVIOUS       | NEW  |
| 2019         | Camry | 4 Cyl. | Engine   | 8966333Q6000   | <a href="#">8966333Q6500</a><br><a href="#">896653374200</a> |
| 8966333Q6100 |       |        |          |                |  |
| 8966333Q6200 |       |        |          |                |  |
| 8966333Q6300 |       |        |          |                |  |
| 8966333Q6400 |       |        |          |                |  |
| 896653374000 |       |        |          |                |  |
| 896653374100 |       |        |          |                |  |
| 2020         |       |        |          | 8966306Q4000   | <a href="#">8966306Q4300</a>                                 |
|              |       |        |          | 8966306Q4100   |  |
|              |       |        |          | 8966306Q4200   |  |

### Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a sudden drop in heater performance ~27°F (15°C) when the vehicle is driven in ambient temperatures below -4°F (-20°C) and coolant temperature is 158°F (70°C) – 172°F (78°C)?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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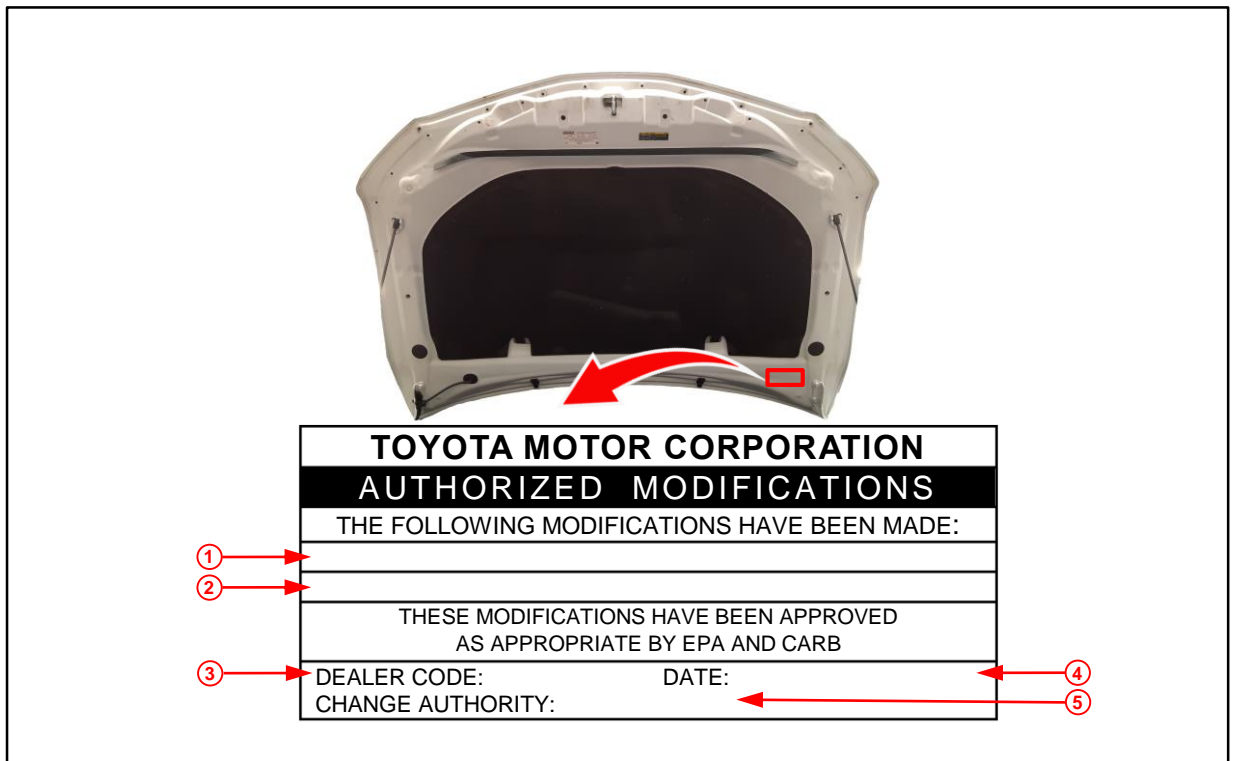
### Repair Procedure

- Use Techstream to confirm if the ECM (PCM) calibration has been updated and check for the Authorized Modifications Label affixed to the vehicle in the location shown below.

Is the calibration ID listed in Techstream and on the label the latest ECM (PCM) calibration?

- YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- NO** — Continue to step 3.

**Figure 1. Location of Authorized Modifications Label on 2019 – 2020 Camry**



|   |  |
|---|--|
| 1 | Replacement ECM (PCM) Part Number<br>e.g., 89661-0X585 |
| 2 | New Calibration ID e.g., 8966306Q4300                  |
| 3 | Dealer Code  |

|   |                |
|---|----------------|
| 4 | Date Completed |
| 5 | This SB Number |

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### Repair Procedure

- Flash reprogram the ECM (PCM).

#### NOTE

- The battery diagnostic tool MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic station, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

Follow the procedures outlined in Service Bulletin [T-SB-0134-16](#), *Techstream ECU Flash Reprogramming Procedure*, and flash the ECM (PCM) with the NEW calibration file update.

- Prepare and install the Authorized Modifications Label.
  - Using a permanent marker, enter the following information on the label:
    - ECM (PCM) part number [*Refer to the **Parts Information** section for the **NEW PART NUMBER**.*]
    - Calibration ID(s) [*Refer to the **Calibration Information** section for the **NEW CALIBRATION ID**.*]
    - Dealer Code.
    - Repair Date.
    - Change Authority [***This bulletin number**.*]
  - Install the Authorized Modifications Label onto the vehicle at the location shown in Figure 1. The Authorized Modifications Label is available through the MDC, P/N 00451-00001-LBL.
- Test-drive the vehicle to confirm proper heater performance, especially if the ambient temperatures are below -4°F (-20°C) and coolant temperature is 158°F (70°C) – 172°F (78°C).