

TOYOTA

◀ **IMPORTANT UPDATE** ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated, refer to the details below.

DATE	TOPIC
04/07/2016	Limited Service Campaign turned into Special Service Campaign with NO Expiration Date Second Owner Mailing to Inform of Extension

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: **Special Service Campaign (SSC) F0A**
Certain 2012 – 2014 Model Year Tundra and Sequoia Vehicles
ECM Software Update

In our continuing efforts to ensure the best in customer satisfaction, Toyota has turned Limited Service Campaign (LSC) F0A into Special Service Campaign (SSC) F0A with no expiration date. This SSC covers certain 2012 – 2014 MY Tundra and Sequoia vehicles. This SSC will cover approximately 39,000 Sequoia and 247,000 Tundra vehicles equipped with a 5.7 liter gasoline or 5.7 Liter-Flex Fuel engines.

Background

In certain 2012 – 2014 Model Year Toyota Tundra and Sequoia vehicles equipped with a 5.7 Liter gasoline or 5.7 Liter-Flex Fuel engines, the Engine Control Module (ECM) may set a Diagnostic Trouble Code (DTC) if debris/ice becomes lodged in the air switching valve. If this occurs, the Malfunction Indicator (Check Engine) Light could illuminate and the vehicle could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode). If this occurs the vehicle’s power and speed will be reduced, which could inconvenience you and require immediate repair.

Special Service Campaign (SSC) Remedy

The ECM calibration has been updated to reduce the possibility of this condition occurring. Authorized Toyota dealer are requested to verify the vehicle’s ECM calibration and, if necessary, update the calibration software at **NO CHARGE** to the vehicle owner.

1. Owner Notification Mailing Date

The owner notification will commence in Mid-January 2015, approximately 1 week after the dealer notification.

Toyota will be mailing a second owner letter to customers, in mid-April, 2016, who have not had LSC F0A completed. The second owner letter will advise the customer the program has been extended with no expiration date.

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 SSC 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. Used Vehicles in Dealership Inventory (In-Stock Vehicles)

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

3. Number and Identification of Covered Vehicles

There are approximately 39,000 Sequoia and 247,000 Tundra vehicles equipped with a 5.7 liter gasoline or 5.7 Liter-Flex Fuel engine covered by this SSC.

4. **Dealer Summary Reports**

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

5. **Parts Ordering**

Replacement parts are not required for this SSC.

It is **critical** that [T-SB-0012-13](#) in addition to the Technical Instructions for this SSC are followed. This TSB outlines all steps necessary to prevent reprogramming failure. Toyota will not provide reimbursement coverage for reprogramming failures if this TSB is not followed. If you have a reprogramming failure that requires ECU replacement and the Technical Instructions **and** TSB were followed correctly, please create a case with the Technical Assistance Hotline documenting all information related to the failure. If sufficient reporting is received related to re-flash failure, there will be consideration for reimbursement.

NOTE: *There will be a limited inventory of ECUs available in the rare case that a reprogramming failure occurs.*

6. **Remedy Procedures**

Please refer to TIS for Technical Instructions. The Technical Instructions contain information on verifying the vehicle's ECM calibration and, if necessary, update the calibration software.

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

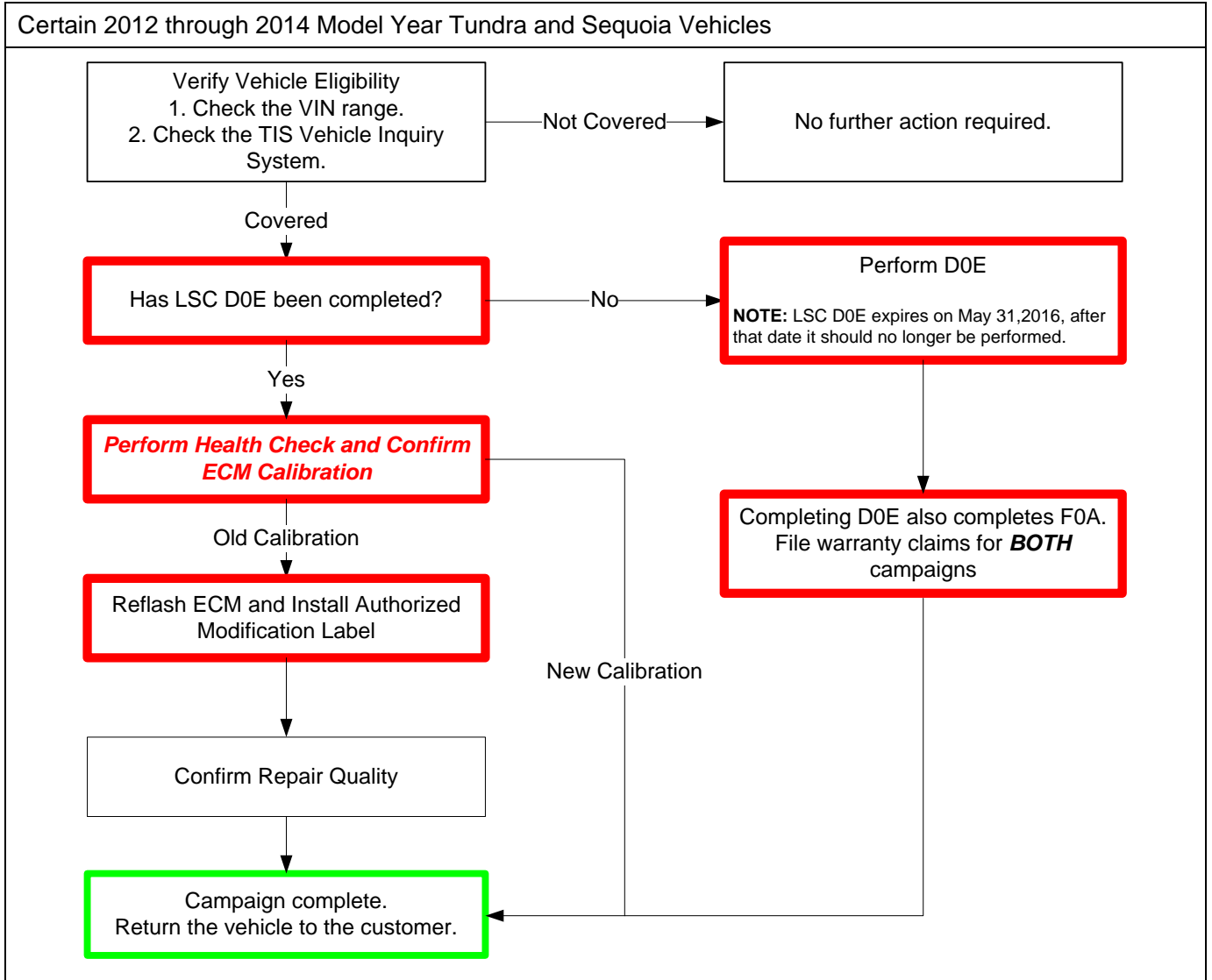
7. **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the SSC process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this SSC 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



SSC	Model	Op. Code	Description	Flat Rate
F0A	Tundra Sequoia	AGGF6A	Confirm ECM Calibration is Already Updated	0.3 hr/vehicle
		AGGF6B	Update ECM Software and Install Update Label	0.8 hr/vehicle

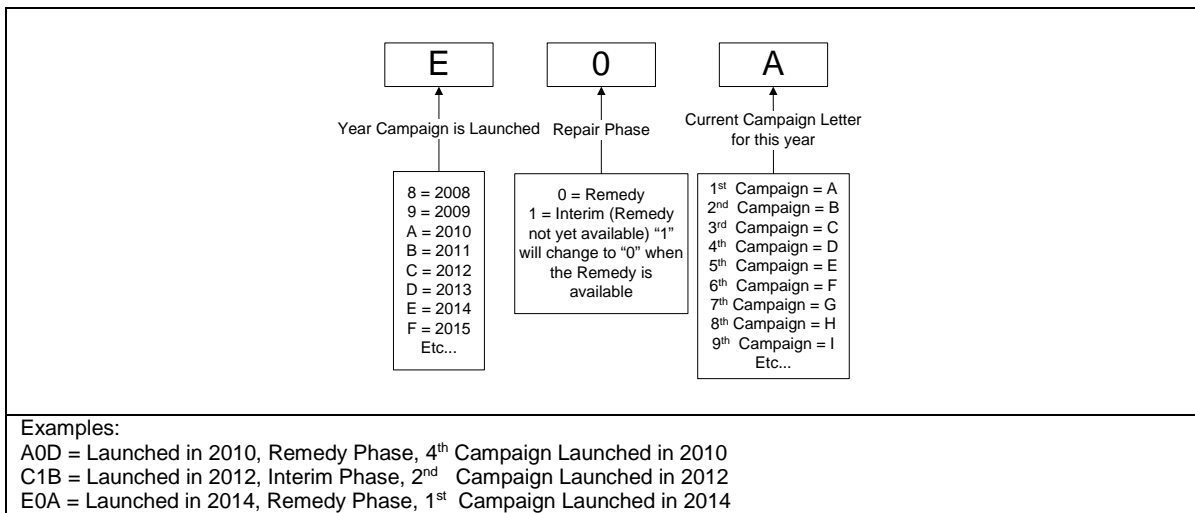
- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

9. Vehicles Emission Recall Proof of Correction Form (California only)

As this SSC includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. **It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VIN's will be submitted to the California state DMV February 28, 2015. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

10. Campaign Designation Decoder



11. 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.

12. 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.)

13. Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or SSC 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.



Special Service Campaign (SSC) – F0A
Certain 2012 – 2014 Model Year Tundra and Sequoia Vehicles
ECM Software Update – FAQ

Frequently Asked Questions
Published April 7, 2016

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
April 7, 2016	The previous FAQ has been superseded by the attached version. (LSC converted to SSC with NO Expiration Date)

Q1: What is the condition?

A1: In certain 2012 – 2014 Model Year Toyota Tundra and Sequoia vehicles equipped with a 5.7 Liter gasoline or 5.7 Liter-Flex Fuel engines, the Engine Control Module (ECM) may set a Diagnostic Trouble Code (DTC) if debris/ice becomes lodged in the air switching valve. If this occurs, the Malfunction Indicator (Check Engine) Light could illuminate and the vehicle could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode). If this occurs the vehicle’s power and speed will be reduced, which could inconvenience you and require immediate repair.

Q2: What is the cause of this condition?

A2: The current Air Injection System Control Logic may not clear itself of debris/ice that may become lodged at the air switching valve. If this condition occurs, the vehicle may set a DTC and could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode).

Q2a: What is an air switching valve?

A2a: The air switching valve is a component of the secondary air injection system, which is an emissions control system that operates briefly when a cold engine is first started. It provides oxygen directly to the exhaust stream, increasing the catalytic-converter efficiency, decreasing the vehicle’s overall emissions output.

Q3: Are there any symptoms that this condition exists?

A3: If the condition is present, your vehicle’s Check Engine Light will illuminate and the vehicle will enter “Fail-Safe” Mode. This mode reduces the vehicle’s power and speed, which could inconvenience you and require immediate repair.

Please note that the Check Engine Lamp may illuminate for reasons unrelated to this condition.

Q4: What is Toyota going to do?

A4: Owners of the vehicles covered by the original Limited Service Campaign (LSC) received an owner notification letter by first class mail starting in Mid-January 2015.

Toyota will be mailing a second owner letter to customers, in mid-April, 2016, who have not had LSC F0A completed. The second owner letter will advise the customer the program has been extended with no expiration date.

The ECM calibration has been updated to reduce the possibility of this condition occurring. Any authorized Toyota dealer will verify your vehicle’s ECM calibration and, if necessary, update the calibration software at **NO CHARGE** to you.

NOTE (Customers who live in the state of California and do not have this SSC performed):

The State of California requires the completion of Special Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no cost** Special Service Campaign, a vehicle in the state of CA may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

A Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q5: Which and how many vehicles are covered by this Special Service Campaign?

A5: There are approximately 286,000 Tundra and Sequoia vehicles covered by this Special Service Campaign.

Model	MY	Production Date Range	Approximate UIO
Tundra	Certain 2012 – 2014	Late August, 2011 – Early September, 2014	247,000
Sequoia			39,000

Q5a: Are there any other Toyota or Lexus vehicles covered?

A5a: No, only certain 2012 through 2014 Model Year Toyota Tundra and Sequoia vehicles, equipped with a 5.7 Liter gasoline or 5.7 Liter-Flex Fuel, are covered by this Special Service Campaign in the U.S.

Q6: How long will the repair take?

A6: Verifying the ECM calibration number and/or updating the software will take approximately 30 minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if an owner has additional questions or concerns?

A7: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Certain 2012 – 2014 Model Year Tundra and Sequoia Vehicles
ECM Software Update
SPECIAL SERVICE CAMPAIGN

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. In our continuing efforts to ensure the best in customer satisfaction, Toyota is extending this campaign for vehicles that were not repaired prior to the expiration of the original one; this extension includes your vehicle.

What is the condition?

In the subject vehicles, the Engine Control Module (ECM) may set a Diagnostic Trouble Code (DTC) if debris/ice becomes lodged in the air switching valve. If this occurs, the Malfunction Indicator (Check Engine) Light could illuminate and the vehicle could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode). If this occurs the vehicle’s power and speed will be reduced, which could inconvenience you and require immediate repair.

The ECM calibration has been updated to reduce the possibility of this condition occurring.

What is included in the Special Service Campaign?

Before you are inconvenienced by this condition, any authorized Toyota will perform the software update at **NO CHARGE** to you.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner’s Manual Supplement or Owner’s Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Special Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to have the software update performed. The software update will take approximately 30 minutes. However, depending upon the dealer’s work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Special Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

NOTE (Customers who live in the state of California and do not have this SSC performed):

The State of California requires the completion of Special Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no cost** Special Service Campaign, a vehicle in the state of CA may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

A Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the software update.
- If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, USA, INC.

SAMPLE