



Toyota Motor Sales, USA, Inc.
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Published December 8, 2016

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

Subject: Limited Service Campaign G02 – **Remedy Notice**
Certain 2015 - 2016 Model Year Camry Vehicles
Driving Support System ECU Software Update

Condition

In the involved vehicles, the Pre-Collision System (PCS) and Dynamic Radar Cruise Control (DRCC) may become disabled due to incorrect programming of the Driving Support System (DSS) Electronic Control Unit (ECU). Toyota has developed new software to correct this condition.

Remedy

Any authorized Toyota dealer will inspect and, if necessary, reprogram the Driving Support System ECU at **NO CHARGE** to the vehicle owner. Note that in some instances, the Pre-Collision System may also require recalibration.

This Limited Service Campaign will be available until **October 31, 2019**.

Covered Vehicles

There are approximately 8,600 2015 – 2016 Camry vehicles covered by this Limited Service Campaign. Also note that North American produced vehicles covered by this Limited Service Campaign were not distributed to Puerto Rico.

Model Name	Model Year	Production Period
Camry	2015 – 2016	Mid-September 2014 through Late October 2015

Owner Letter Mailing Date

Toyota will notify owners in January 2016. A sample of the owner notification letter has been included for your reference.

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 Limited Service Campaign 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.

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

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

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Limited Service Campaign has been completed on that vehicle.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly, technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

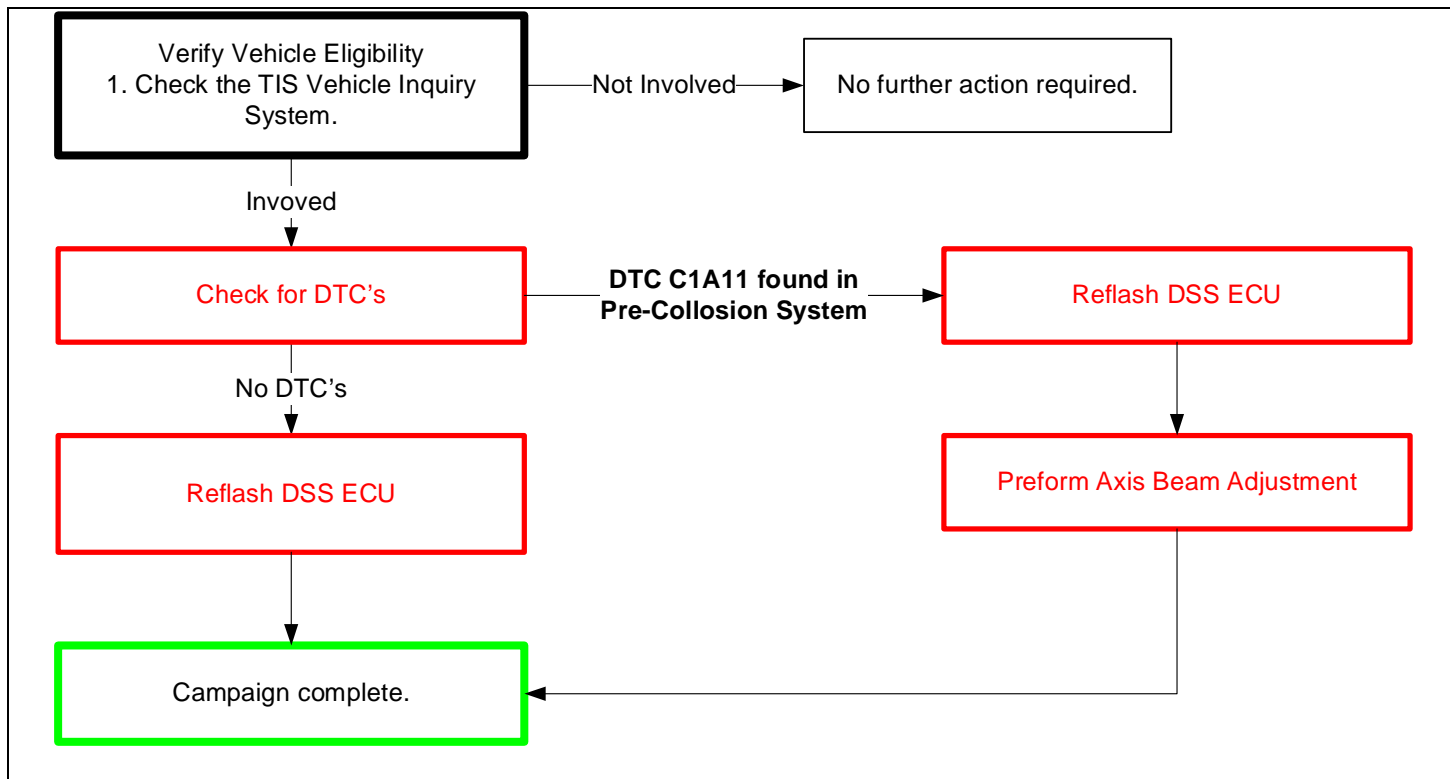
Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

This Limited Service Campaign will be available until **October 31, 2019**.

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.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG63A	Reprogram Driver Support ECU	0.6 hrs/vehicle
CGG63B	Reprogram Driver Support ECU and Perform Axis Beam Adjustment	1.3 hrs/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- This Limited Service Campaign expires on **October 31, 2019**.

Media Contacts

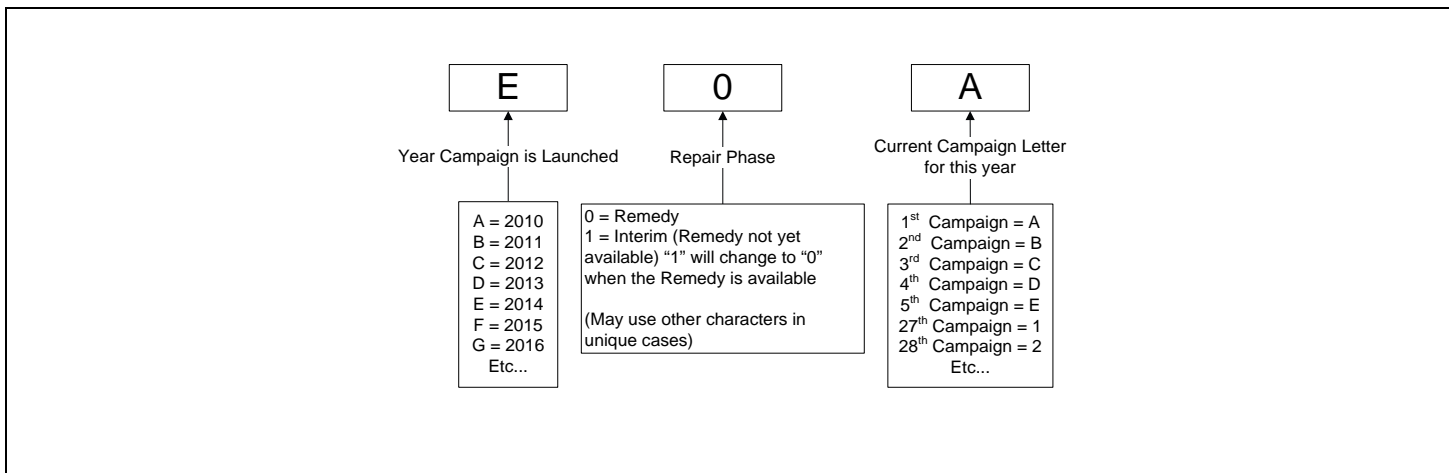
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

- A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
- C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
- E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

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.



Limited Service Campaign G02 – **Remedy Notice**
Certain 2015 - 2016 Model Year Camry Vehicles
Driving Support System ECU Software Update

Frequently Asked Questions
Published December 8, 2016

Q1: What is the condition?

A1: In the involved vehicles, the Pre-Collision System (PCS) and Dynamic Radar Cruise Control (DRCC) may become disabled due to incorrect programming of the Driving Support System (DSS) Electronic Control Unit (ECU). Toyota has developed new software to correct this condition.

Q1a: What is the function of PCS (Pre-Collision system)?

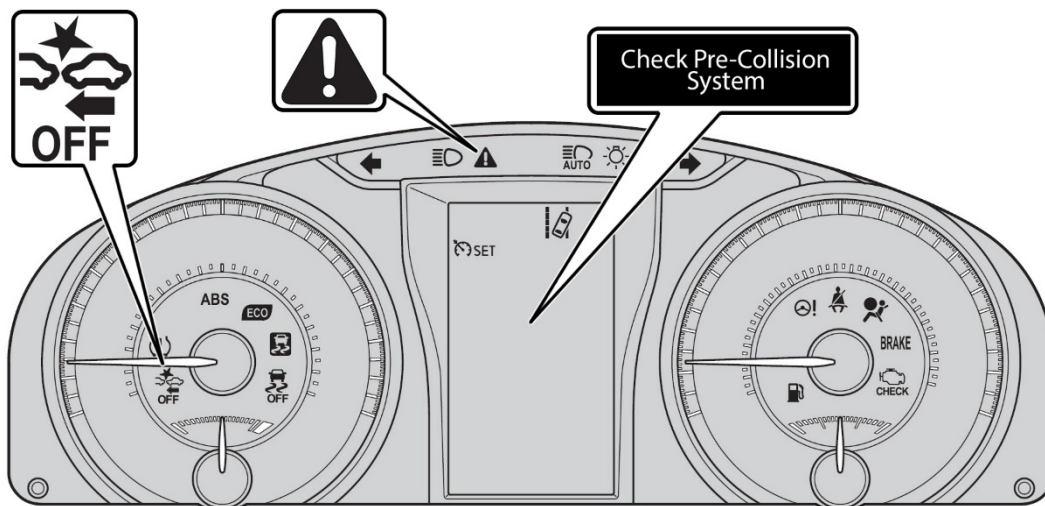
A1a: The Pre-Collision System detects potential collisions with obstacles like vehicles ahead or objects in the roadway using forward looking millimeter wave radar and inputs from other sensors. When the system's Electronic Control Unit (ECU) detects a potential collision, brakes are automatically applied and front seat belts may tighten.

Q1b: What is the function of Dynamic Radar Cruise Control?

A1b: Dynamic radar cruise control supplements conventional cruise control with a vehicle-to-vehicle distance control. In vehicle-to-vehicle distance control mode, the vehicle automatically accelerates or decelerates in order to maintain a set following distance from vehicles ahead.

Q1c: Are there any warnings that this condition occurs?

A1c: There are no advanced warnings prior to the occurrence of this condition. However, if the condition has occurred, the PCS (Pre-Collision System) warning light flashes, the master warning light illuminates, a warning message is displayed in the Multi-Information Display, and a buzzer sounds. Please reference the image below:



Q2: What is Toyota going to do?

A2: Owners of the vehicles covered by this Limited Service Campaign will receive an owner notification letter via first class mail in January 2016. Any authorized Toyota dealer will reprogram the Driving Support System ECU at **NO CHARGE** to the vehicle owner.

Q3: How long will the repair take?

A3: The repair typically takes approximately 45 minutes to complete, but could take up to 2 hours if Pre-Collision System recalibration is required. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q4: When will this Limited Service Campaign expire?

A4: This Limited Service Campaign will be available until October 31, 2019.

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

A5: This Limited Service Campaign covers certain 2015 - 2016 Model Year Toyota Camry vehicles. There are approximately 8,643 vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	Production Period
Camry	2015 – 2016	Mid-September 2014 through Late October 2015

Q5a: Are there any other Toyota, Lexus or Scion models covered by this Limited Service Campaign in the U.S.?

A5a: No. Only certain 2015 - 2016 Model Year Toyota Camry vehicles are covered by this Limited Service Campaign.

Q5b: Why are other vehicles that are equipped with Driving Support System ECU not covered by this Limited Service Campaign?

A5b: Only certain 2015 – 2016 Model Year Camry vehicles have the incorrect programming of the Driving Support System (DSS) ECU.

Q6: How does Toyota obtain my mailing information?

A6: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information based upon the DMV records. Please make sure your registration or title information is correct.

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

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Certain 2015 - 2016 Model Year Camry Vehicles
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Limited Service Campaign G02 – **Remedy Notice****

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

In the involved vehicles, the Pre-Collision System (PCS) and Dynamic Radar Cruise Control (DRCC) may become disabled due to incorrect programming of the Driving Support System (DSS) Electronic Control Unit (ECU). Toyota has developed new software to correct this condition.

What will Toyota do?

Any authorized Toyota dealer will inspect and, if necessary, reprogram the Driving Support System ECU at **NO CHARGE** to the vehicle owner. Note that in some instances, the Pre-Collision System may also require recalibration.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will reprogram the Driving Support System ECU at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the repair performed. The repair typically takes approximately 45 minutes to complete, but could take up to 2 hours if Pre-Collision System recalibration is required. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. This Limited Service Campaign will be offered until **October 31, 2019**.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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, U.S.A., INC.