

TOYOTA

SB-10056054-1240

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
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Date: 05/14/2014
 Action
 Retain
 Information

To: All Toyota Region General Managers/Vice Presidents

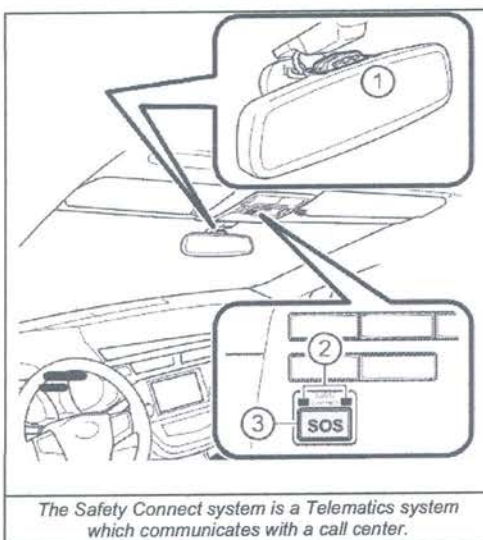
From: Bob Waltz, *BWaltz*
Group Vice President, Product Quality and Service Support

Subject: Limited Service Campaign E0K
Certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna Vehicles
Safety Connect System Disabled

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) to initialize and verify proper operation of the Safety Connect System. This LSC will cover 167 Avalon, Avalon Hybrid, Highlander, and Sienna vehicles (Certain 2014 Model Year).

Background

The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.



Limited Service Campaign (LSC) Remedy

Toyota dealers are requested to initialize and verify proper operation of the Safety Connect System by reprogramming the Data Communication Module (DCM) with the valid Mobile Identification Number/Mobile Directory Number at **NO CHARGE** to the vehicle owner. This LSC will remain available until **May 31, 2017**.

The following vital information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

1. Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers in mid-May 2014.

EOK DEALER STOCK VIN LIST

DEALER	VIN	DEALER	VIN
11009	4T1BD1EB2EU020971	45083	4T1BK1EB4EU092177
13047	4T1BD1EB8EU022692	31181	4T1BK1EB9EU092188
31158	4T1BD1EB6EU023372	19005	4T1BK1EB8EU092196
39056	4T1BD1EB0EU023383	37083	4T1BK1EB9EU092238
21072	4T1BD1EB5EU023542	14044	4T1BK1EB9EU092286
16056	4T1BK1EB7EU085708	37077	4T1BK1EB5EU092298
45074	4T1BK1EB6EU091564	41021	4T1BK1EB8EU092313
29031	4T1BK1EB1EU091701	31178	4T1BK1EB1EU092315
48039	4T1BK1EB4EU091868	34070	4T1BK1EB7EU092349
5011	4T1BK1EBXEU091955	45013	4T1BK1EBXEU092359
19060	4T1BK1EB7EU091976	48061	4T1BK1EB2EU092372
21043	4T1BK1EB2EU091979	16004	4T1BK1EB5EU092396
13061	4T1BK1EB8EU092022	48030	4T1BK1EB8EU092408
37176	4T1BK1EB2EU092033	48012	4T1BK1EB1EU092525
31110	4T1BK1EB1EU092038	14052	4T1BK1EB9EU092921
24053	4T1BK1EB5EU092043	48036	4T1BK1EB5EU093015
34085	4T1BK1EB8EU092067	12096	4T1BK1EB4EU093071
12137	4T1BK1EB6EU092083	34041	4T1BK1EB4EU093118
7005	4T1BK1EBXEU092099	37164	5TDDKRFH3ES007834
32085	4T1BK1EBXEU092118	19042	5TDDKRFHXES007992
31181	4T1BK1EB9EU092126	12130	5TDDKRFH6ES008928
45081	4T1BK1EB6EU092147		

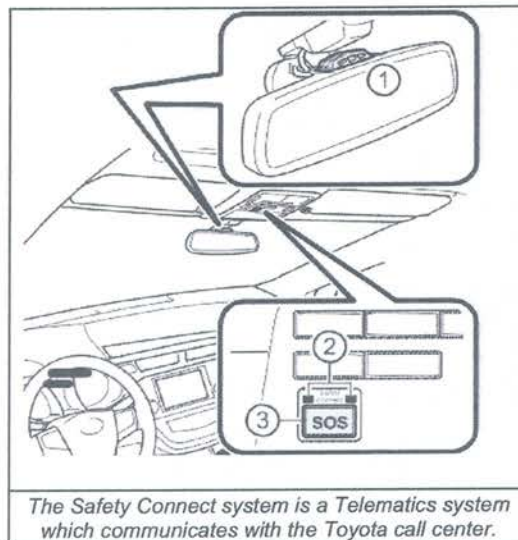
To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Limited Service Campaign E0K
Certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna Vehicles
Safety Connect System Disabled

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) to initialize and verify proper operation of the Safety Connect System. This LSC will cover 167 Avalon, Avalon Hybrid, Highlander, and Sienna vehicles (Certain 2014 Model Year).

Background

The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.



Limited Service Campaign (LSC) Remedy

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The following vital information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

1. Owner Notification

The owner notification will commence in late May, 2014, approximately one week after the dealer notification. In addition to owner mailings, Toyota's Customer Experience Center will contact customers whose vehicles are involved in this LSC.

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 LSC announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

(Owner Notification Continued . . .)

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 Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

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

To ensure customer satisfaction Toyota requests that dealers perform this remedy on any New or Used Vehicle in dealer inventory that is covered by this LSC prior to customer delivery.

3. Dealer Summary Reports

Summary Reports, containing the following will be enclosed in the dealer packet:

- A VIN list containing vehicles in Dealer Stock is located in the Appendix.
- The number of covered vehicles in your dealership’s primary marketing area.

4. Number and Identification of Covered Vehicles

There are 167 specific 2014 Avalon, Avalon Hybrid, Highlander, and Sienna vehicles covered by this LSC in the U.S.

Model	WMI	MY	VDS	START	FINISH	UIO
Avalon	4T1	2014	BK1EB	U085708	U093137	73
Avalon Hybrid	4T1	2014	BD1EB	U020971	U023545	20
Highlander	5TD	2014	DKRFH	S005618	S010058	51
			YKRFH	S005068	S006709	22
Sienna	5TD	2014	DK3DC	S073641	S073641	1

Please note that **not all vehicles in the VIN range are covered** by this LSC. If you are contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

5. Parts Ordering

Replacement parts are not required to perform the LSC E0K.

6. Remedy Procedures

Please refer to TIS for Technical Instructions. Technicians will need to utilize Techstream to initialize and verify proper operation of the Safety Connect System.

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

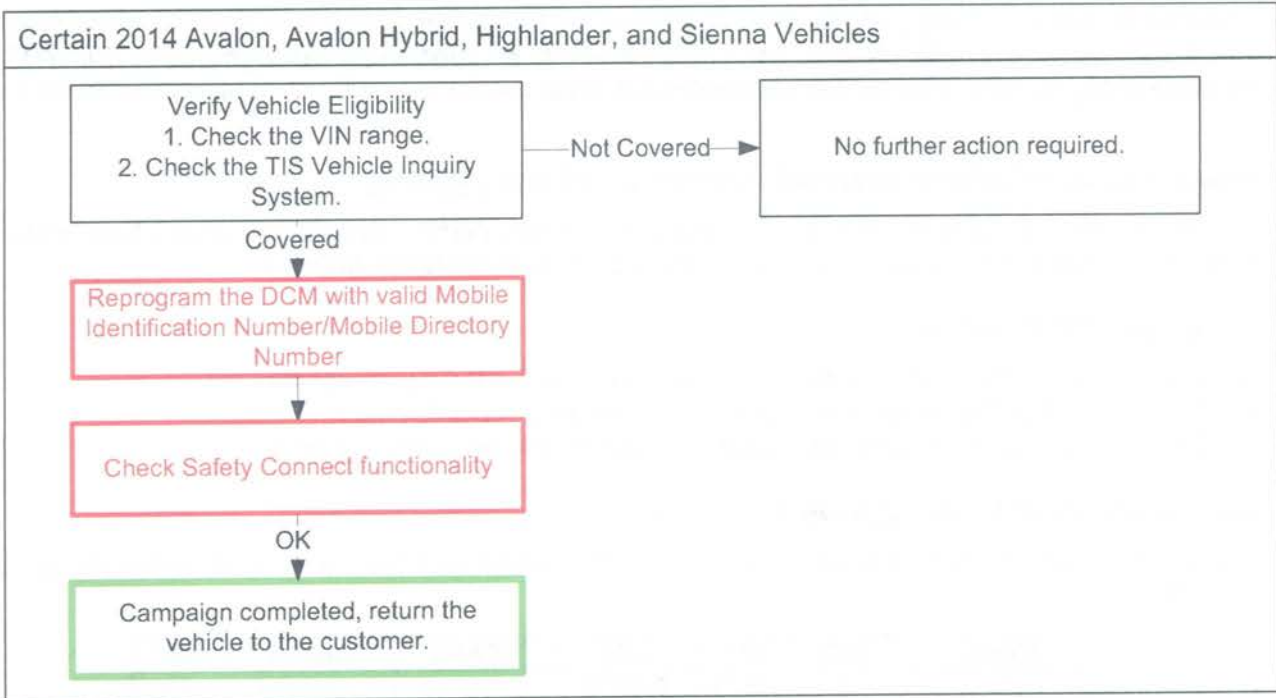
7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified (any specialty)**
- **Toyota 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.

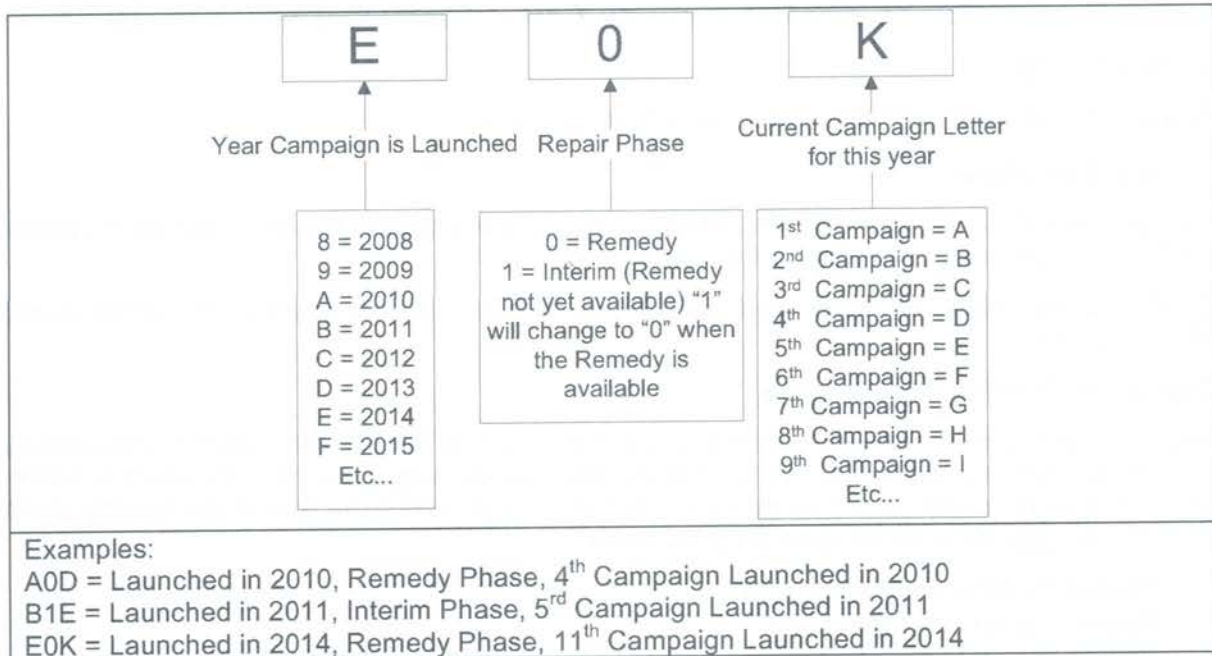
8. Warranty Reimbursement Procedure



LSC	Model	Op. Code	Description	Flat Rate
E0K	All Applicable Models	AGG41A	Re-program	0.3 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

9. Campaign Designation Decoder



10. 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.

11. 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)

12. Customer Contacts

A FAQ is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached 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 Standard Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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.

E0K DEALER STOCK VIN LIST

DEALER	VIN	DEALER	VIN
11009	4T1BD1EB2EU020971	45083	4T1BK1EB4EU092177
13047	4T1BD1EB8EU022692	31181	4T1BK1EB9EU092188
31158	4T1BD1EB6EU023372	19005	4T1BK1EB8EU092196
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31181	4T1BK1EB9EU092126	12130	5TDDKRFH6ES008928
45081	4T1BK1EB6EU092147		

**Certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna Vehicles
Safety Connect System Disabled
LIMITED TIME OFFER**

[VIN]

Dear Toyota Owner:

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.

What is the condition?

The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

The Safety Connect system is a Telematics system which communicates with a call center.

What is included in the Limited Service Campaign?

Any authorized Toyota dealer will initialize the Safety Connect System and verify proper operation at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will remain available until May 31, 2017***, and will only be available at an authorized Toyota dealer.

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 Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to initialize the Safety Connect System before **May 31, 2017**. The repair will take approximately 1 hour. 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 Limited 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.

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.

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 repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- 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.

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.



**Limited Service Campaign (LSC) – E0K
 Certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna Vehicles
 Safety Connect System Disabled**

Customer Frequently Asked Questions

Published mid-May 2014

Q1: What is the condition?

A1: The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

Q1a: What is Safety Connect?

A1a: Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide safety and security features to subscribers. Safety Connect is supported by Toyota’s designated response center, which operates 24 hours per day, 7 days per week. Safety Connect offers Automatic Collision Notification, Emergency Assistance, Roadside Assistance, and Stolen Vehicle Location at the touch of a button.

Q2: What is Toyota going to do?

A2: Owners of vehicles covered by this Limited Service Campaign will receive an owner notification letter by first class mail starting in late May, 2014. In addition to owner mailings, Toyota’s Customer Experience Center will contact customers whose vehicles are involved in this LSC.

Any authorized Toyota dealership will initialize the Safety Connect System and verify proper operation at **No Charge** to you.

Please see your local authorized Toyota dealer for additional details.

Q2a: How does Toyota obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Q3: Which and how many vehicles are covered?

A3: There are 167 vehicles covered by this LSC in the USA.

Model	Model Year	Production Range	UIO
Avalon	2014	November 11, 2013 through January 6, 2014	73
Avalon Hybrid	2014	November 11, 2013 through January 6, 2014	20
Highlander	2014	December 6, 2013 through January 8, 2014	73
Sienna	2014	October 7, 2013	1

Q3a: Are there any other vehicles covered by this Limited Service Campaign?

A3: No. This specific condition only affects certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna vehicles.

Q4: How long will the repair take?

A4: The software update will take approximately 1 hour to complete. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: When will this Limited Service Campaign expire?

A5: This Limited Service Campaign will remain available until **May 31, 2017**, at no charge to you.

Q6: What if an owner has additional questions?

A6: 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 Standard Time.

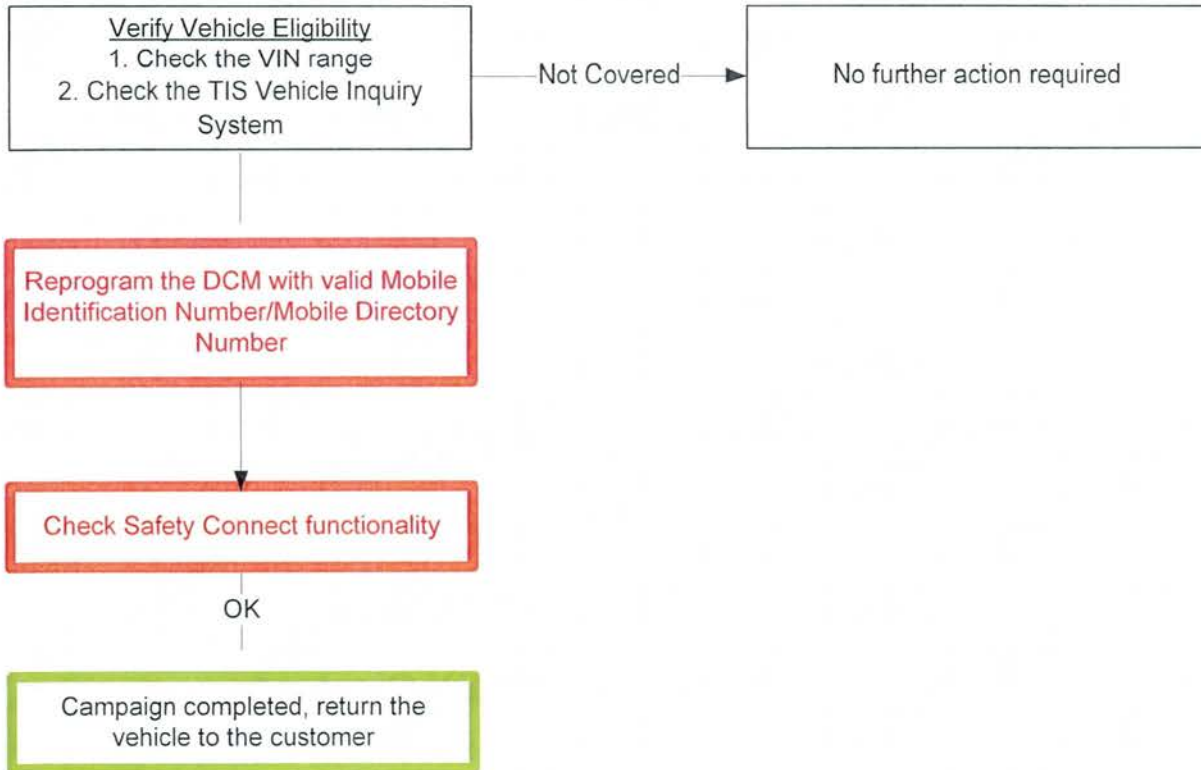
TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN E0K
SAFETY CONNECT SYSTEM Disabled

**CERTAIN 2014 MODEL YEAR AVALON, AVALON HYBRID,
HIGHLANDER, AND SIENNA VEHICLES**

All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- Toyota Certified (any classifications)
- Toyota Expert (any classifications)
- Master
- Master Diagnostic Technicians

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

WMI	MY	Model	VDS	MIN-MAX
4T1	2014	Avalon	BK1EB	U085708-U093137
		Avalon Hybrid	BD1EB	U020971-U02354
5TD	2014	Highlander	DKRFH	S005618-S010058
			YKRFH	S005068-S006709
		Sienna	DK3DC	S073641-S073641

NOTE:

- A small number of vehicles involved in this campaign may have a DCM that has previously been activated. File a warranty claim to mark them complete.
- Always check the TIS Vehicle Inquiry System to confirm the VIN is covered by this Limited Service Campaign, and that the campaign has not already been completed by another dealer.
- **TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer**

III. PREPARATION

A. PARTS

No parts are required to complete this campaign

B. TOOLS & EQUIPMENT

- Techstream 2.0 / TIS Techstream / Techstream Lite (Software 9.00 or Higher)
- GR8 Battery Diagnostic Station

IV. BACKGROUND

In certain 2014 Avalon, Avalon Hybrid, Highlander, and Sienna vehicles the Mobile Identification Number/Mobile Directory Number has expired or is no longer valid. The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

V. REPROGRAMMING THE DCM

1. CONNECT THE GR8

- a) Set the GR8 to Power Supply Mode to maintain 13.5 volts during ECU reprogramming
- b) **The charger must be connected directly to the battery**



- A battery charger set to power supply mode **MUST** be used during reprogramming
- ECU damage may occur if the correct battery charger setting is not used

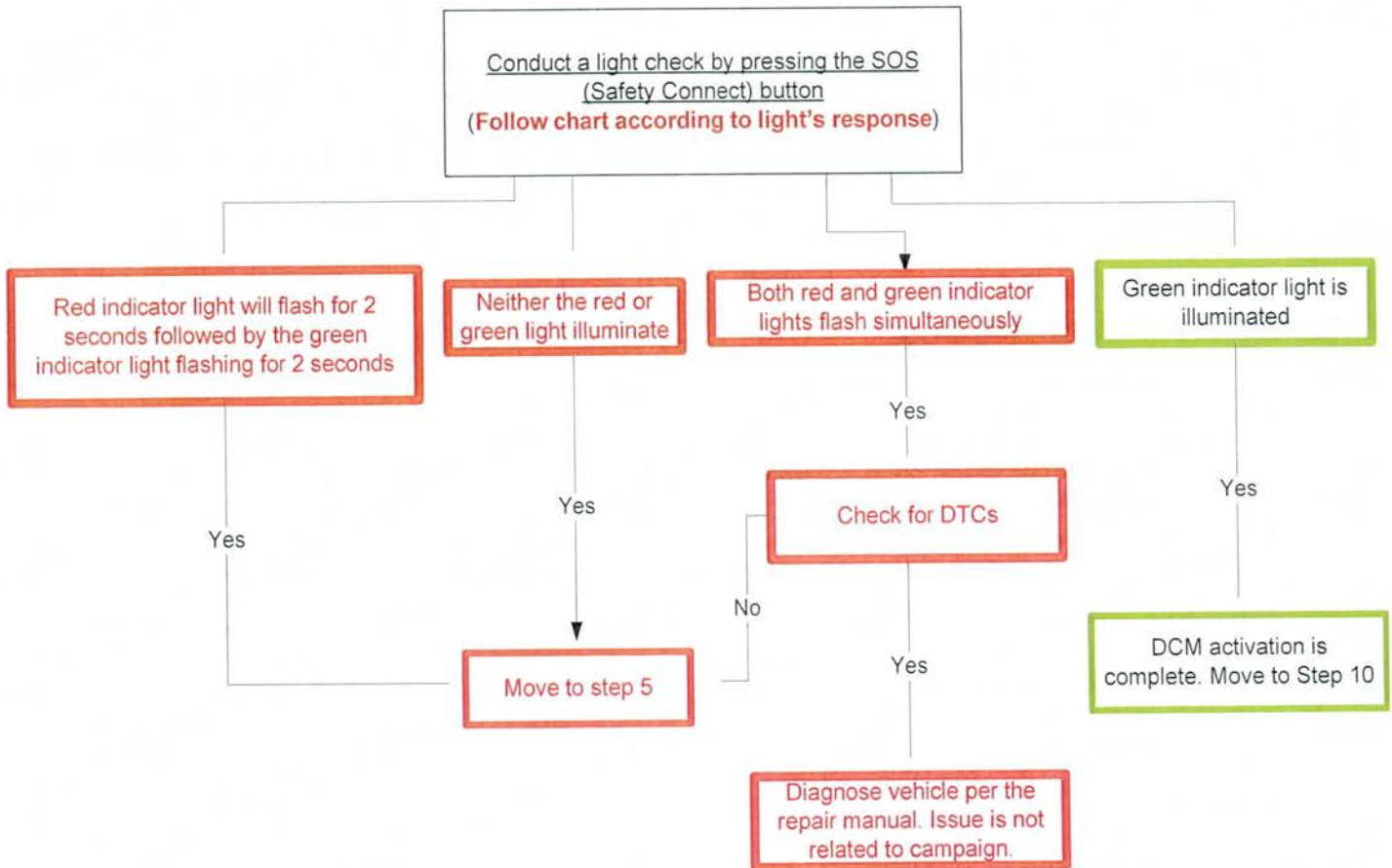
2. TURN OFF ALL ELECTRICAL ACCESORIES

a) Turn off all electrical accessories (i.e lights, audio and climate control systems)

3. CONFIRM THE IGNITION IS ON

4. VERIFY THE CONDITION

a) Conduct a light check by pressing the SOS (Safety Connect) button. Follow the flow chart according to the light's response.



5. CONNECT THE TECHSTREAM

6. CHOOSE TELEMATICS FROM THE SYSTEM SELECTION MENU

File Function Setup TIS User Help
System Select | Stored Data |

System Selection Menu

Select desired system and then press the arrow button to access the ECU.

System Yellow = ECU status unknown.
System White = ECU communication OK.
*System White w/Asterisk = ECU not supported or not responding.

All ECUs | Powertrain | Chassis | Body Electrical |

Engine and ECT	Cruise Control	KDSS	ABS/VSC/TRAC	Tire Pressure Monitor
PPS	Air Conditioner	SRS Airbag	Main Body	Back Door P/W
D-Door Motor	P-Door Motor	RL-Door Motor	RR-Door Motor	Driver Seat
Master Switch	D-SEAT SW	Sliding Roof	Combination Meter	Smart Key
Power Source Control	Occupant Detection	Remote Engine Starter	Starting Control	Navigation System
PM2 Gateway	Telematics			

This ECU controls the one to send/receive information by wireless.
Note: Telematics cannot communicate with scantool for approximately 20 seconds after IG ON.

TIS Search | Print | Main Menu

7. CHOOSE THE UTILITY OPTION AND CLICK THE NEXT BUTTON

File Function Setup TIS User Help
System Select | Stored Data | Telematics Live |

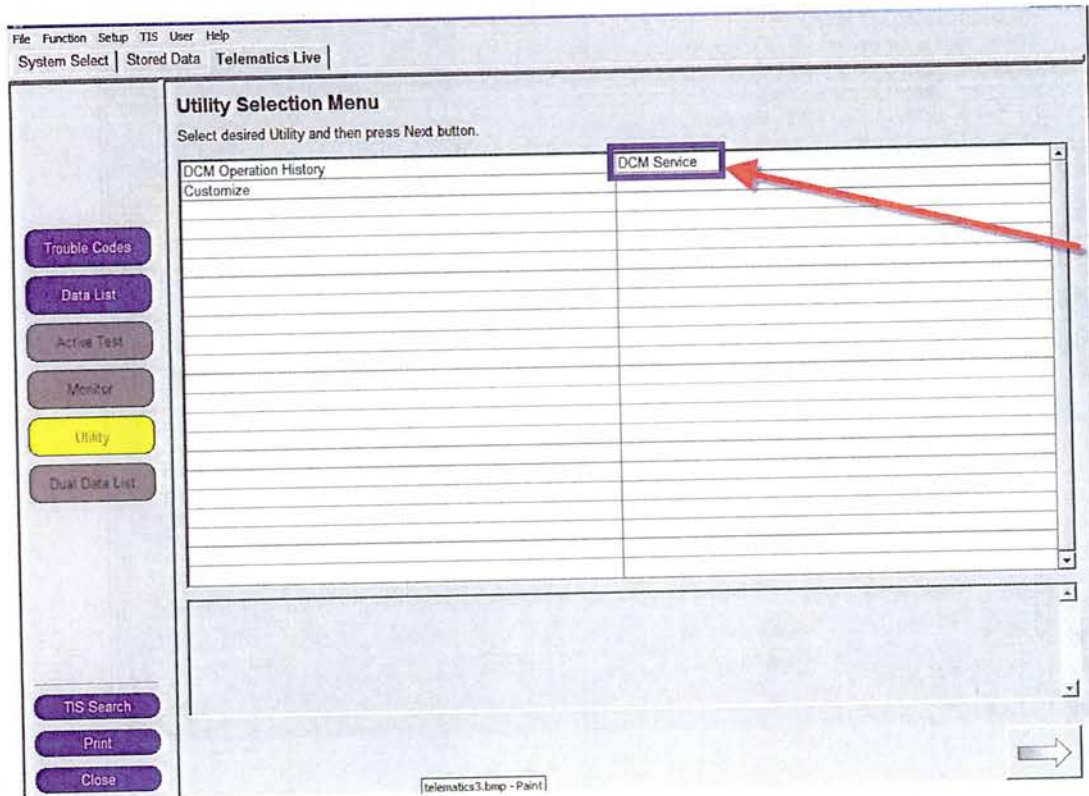
Diagnostic Code:

Code	Description	Current	Pending	History	Summary
None					

Trouble Codes | Data List | Active Test | Monitor | Utility | Dual Data List

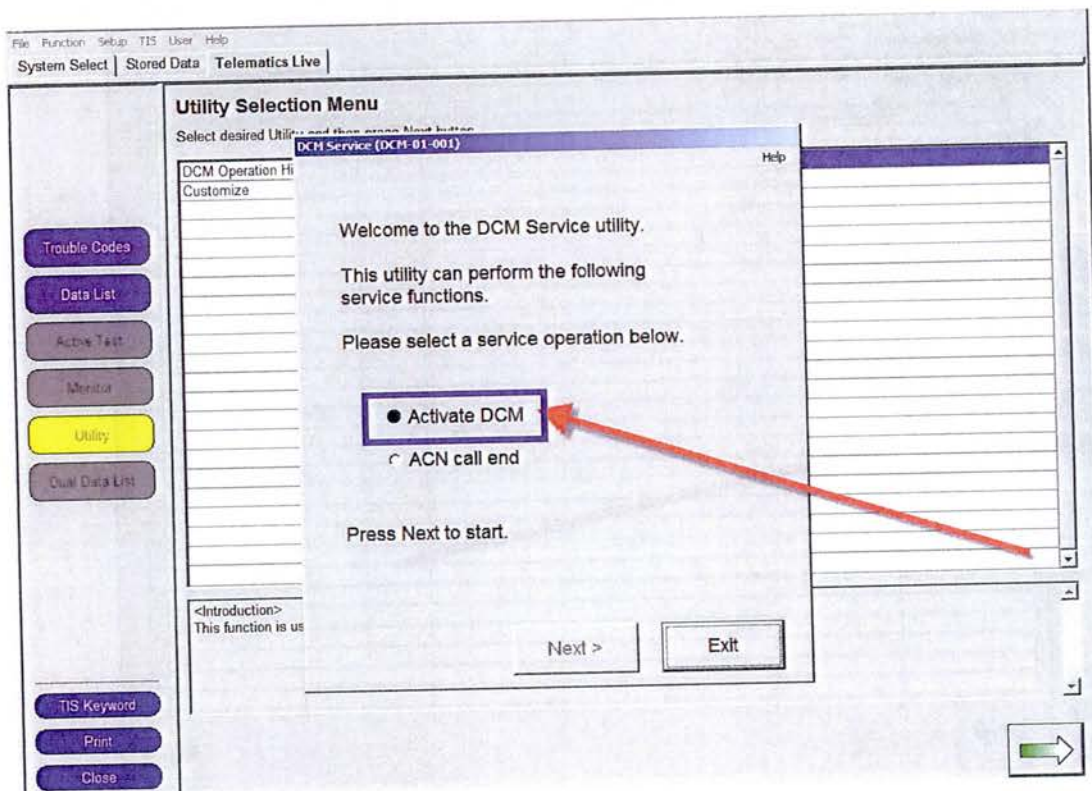
TIS Search | Print | Close

8. CLICK DCM SERVICE ON THE UTILITY MENU



9. CHOOSE ACTIVATE DCM

- a) Select Activate DCM and click next to reprogram the DCM



10. VERIFY THE DCM IS NOW ACTIVATED

- a) Press the SOS (Safety Connect) button and confirm the vehicle connects to the Toyota call center

11. PRINT CUSTOMER HEALTH CHECK REPORT

- a) From the Health Check Results screen select the Customer Health Check Report button (TIS will launch when button is pressed)

The screenshot shows the Techstream software interface. The main window displays 'Health Check Results' for a 2010 Prius ZZR. A callout box highlights a button labeled 'Customer Health Check Button' with an icon of a person holding a clipboard. The interface includes various data fields and a table of system components.

System	Monitor Status	DTC	Cur	Plan	Est	Estm	SB	Calibration	Upd
Engine and ECT	Inc							34715100	
Vehicle Control								846814781000	
Collision Control								898054781100	
Tire Pressure Monitor								898054781100	
ABS/SC/TBAC								898054781100	
EMPS								898054781100	
Occupant Detection								898054781100	
Air Conditioning								898054781100	
Combustion Meter								838004737004	
Main Brake								838004737004	
D-Door Motor								838004737004	
Smart Key								838004737004	
P-Door Motor								838004737004	
R-Door Motor								838004737004	
RL-Door Motor								838004737004	
Master Switch								838004737004	

- b) Log in to TIS
- c) Input Vehicle Mileage and Repair Order number
- d) Check the "Performed" campaign radio button for the applicable campaigns completed during this service event
- e) Select the Report button

The screenshot shows a 'Diagnostic Report' form. It includes the Toyota logo and the title 'Diagnostic Report'. Under 'Vehicle Information', there are fields for 'Mileage: 7787' and 'Repair Order: 77888'. A section titled 'Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? (Check for SSC door label if unsure.)' contains a list of campaigns. The '90B' campaign is highlighted with a red box, and its 'Performed' radio button is selected.

- f) Confirm Customer Health Check Report information is correct
- g) Print Customer Health Check Report from TIS
- h) Sign and provide to the customer

◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the Safety Connect System is operational
- Confirm the reflash completes successfully
- Confirm there are no DTCs in the ECU

If you have any questions regarding this update, please contact your regional representative

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

