



**Limited Service Campaign E03  
 Certain 2012-2014 MY Camry Vehicles  
 Software Update for U760E Torque Converter Shudder**

**Customer Frequently Asked Questions**

Published Early October, 2014

**Q1: What is the condition?**

A1: The subject vehicles may exhibit a brief intermittent shudder during torque converter flex lock up. This shudder may be observed while driving under light throttle conditions between approximately 25 – 50 mph.

Toyota has developed new Engine Control software logic to help prevent this condition from occurring.

**Q1a: What is Torque Converter Flex Lock Up?**

A1a: Torque converter flex lock up is used to partially lock the torque converter under light throttle driving conditions to improve fuel economy.

**Q1b: What is a Torque Converter?**

A1b: The torque converter is a part that links the engine and transmission and uses transmission fluid to transfer power.

**Q2: What is Toyota going to do?**

A2: Owners of vehicles covered by this LSC will receive a notification letter by first class mail starting in Mid-October, 2014.

Any authorized Toyota dealer will update the Engine Control software at **NO CHARGE** to the vehicle owner. 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 by this Limited Service Campaign?**

A3: There are approximately 795,000 Certain (2012-2014MY) Camry vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	Production Period
Camry	Certain 2012-2014	Late July, 2011 through Mid-January, 2014

**Q3a: Are there any other Toyota or Lexus vehicles covered?**

A3a: No, this condition only affects 2012-2014 MY Camry vehicles.

**Q3b: Why are other vehicles with the U760e transmission not covered by this LSC?**

A3b: Other vehicles utilizing the U760e transmission have different software logic.

**Q4: When will this Limited Service Campaign Expire?**

A4: This Limited Service Campaign will be available until **October 31, 2017**.

**Q5: How long will the repair take?**

A5: The software update will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if you have previously paid for repairs to your vehicle for this specific condition?**

A6: Owners who have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

**Q7: What if an owner has additional questions?**

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.