



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-1000

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

Subject: Special Service Campaign (SSC) F0P  
Certain 2007 Model Year Highlander Hybrid  
Engine Software Update for Air Fuel (A/F) Sensor Monitoring

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2007 Model Year Highlander Hybrid vehicles. This SSC covers approximately 13,100 vehicles.**

### **Background**

The subject vehicles may be unable to pass certain state emission testing requirements due to incomplete readiness of the required Air Fuel (A/F) sensor monitor.

Toyota has developed new engine control software logic to help prevent this condition from occurring.

### **Special Service Campaign (SSC) Remedy**

Authorized Toyota dealerships are requested to perform a software update at **NO CHARGE** to the vehicle's owner.

#### **1. Owner Notification Mailing Date**

The owner notification will commence in Late August, 2015, approximately one week after the Dealer Letter.

*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 new or 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 13,100 Highlander Hybrid (Certain 2007 MY) vehicles covered under this SSC.

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.

#### **4. Dealer Summary Reports**

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

- The number of covered vehicles in your dealership's primary marketing area. (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, is 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. Technicians will need to utilize Techstream to perform the software update for this SSC.

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

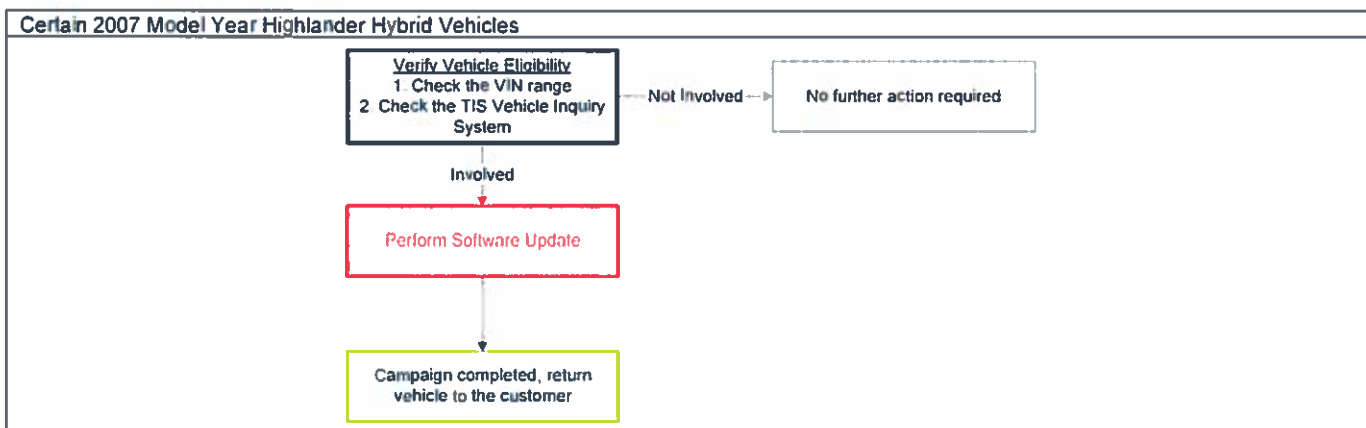
**7. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership 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 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 Special 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.

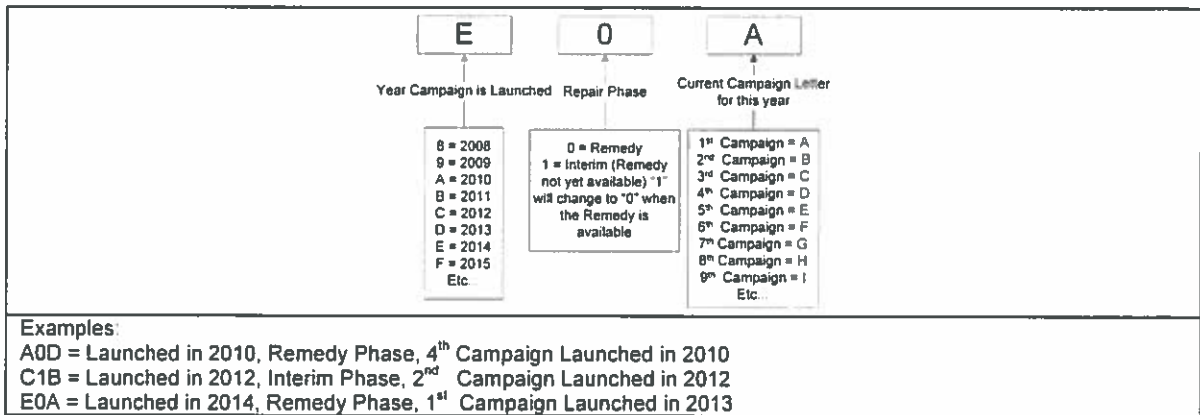
**8. Warranty Reimbursement Procedure**



SSC	Op. Code	Description	Flat Rate
F0P	BGG15A*	Check Calibration ID and Perform Software Update	0.6 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- \* In the event the vehicles software is already updated the above operation code can be filed to complete this SSC.

## 9. Campaign Designation Decoder



## 10. 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 September 31, 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.



## 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 Special Service Campaign.***

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.



**Special Service Campaign - F0P  
 Certain 2007 Model Year Highlander Hybrid  
 Engine Software Update for Air Fuel (A/F) Sensor Monitoring**

**Customer Frequently Asked Questions**

Published Late August, 2015

**Q1: What is the condition?**

A1: The subject vehicles may be unable to pass certain state emission testing requirements due to incomplete readiness of the required Air Fuel (A/F) sensor monitor.

Toyota has developed new engine control software logic to help prevent this condition from occurring.

**Q1a: What is Air Fuel (A/F) sensor monitoring?**

A1a: The A/F sensor monitor confirms proper functioning of the A/F sensor which is used to monitor the Air Fuel mixture for the engine.

**Q1b: Are there any Diagnostic Trouble Codes (DTCs) present if this condition occurs?**

A1b: No, this condition will not set any diagnostic trouble codes.

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

A2: Owners of vehicles covered by this SSC will receive a notification letter by first class mail starting in Late August, 2015.

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.

**NOTE (Customers who live in the state of California)**

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, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**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.

**Q3: Which and how many vehicles are covered by this Special Service Campaign?**

A3: There are approximately 13,100 Highlander Hybrid (Certain 2007MY) vehicles covered under this Special Service Campaign in the U.S.

Model Name	Model Year	Production Period
Highlander Hybrid	Certain 2007	Late July, 2006 through Early December, 2006