


TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

September 8, 2016

To: All Toyota Region General Managers / Vice Presidents

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

Subject: Special Service Campaign (SSC) BST
Multiple Model and Model Years
Smart Stop Technology

Specific information for Region support is provided below.

Condition

In our continuing effort to ensure the best in customer satisfaction, Toyota has converted Limited Service Campaign (LSC) BST into Special Service Campaign (SSC) BST with no expiration date.

Toyota will install Smart Stop Technology on the involved model and model year vehicles. This feature will cut engine power in case of simultaneous application of both the accelerator and brake pedals at certain speeds and in certain driving conditions.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on September 8, 2016.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.