


# TOYOTA

## PRODUCT SUPPORT DIVISION

Volume: XIX  
Number: TC15-032  
Date: 8/20/2015  
 Action  
 Retain  
 Information

### INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents  
From: Bob Waltz,   
Group Vice President, Product Quality and Service Support  
Subject: Special Service Campaign (SSC) FOP  
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. Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in Late August, 2015.

#### **2. Owner Notification Mailing Date**

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

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

#### **3. Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

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

#### **4. Number and Identification of Covered Vehicles**

There are approximately 13,100 (Certain 2007 MY) Highlander Hybrid vehicles covered under this SSC.

#### **5. Parts Ordering Process (Dealer Ordering Solutions)**

Replacement parts are not required for this SSC.

## **6. Region/District Summary Reports**

We have enclosed the following SSC F0P Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this SSC.

The attached Dealer Notification Letter contains 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.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers