

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
August 20, 2015
Approved By: Tom Trisdale

To: All Toyota Dealers
From: Product Support Division

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.

- **Toyota will begin to notify owners whose vehicle is covered by this Special Service Campaign in Late August, 2015.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
 - If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
 - ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)
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