

TOYOTA

◀ **IMPORTANT UPDATE** ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
9/8/2016	-LSC BST has been converted to SSC BST with no expiration date . -This Dealer Letter has superseded the previous version.

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

Thank you for your cooperation.



Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

September 8, 2016

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

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

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 below listed 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.

Covered Vehicles

As of September 8, 2016, there are approximately 1.3 Million Toyota vehicles to which Smart Stop Technology has not been added.

Model Year	Model	Approximate Remaining. UIO
2009-2010	Corolla	339,300
2009-2010	Corolla Matrix	31,000
2008-2010	Land Cruiser	5,200
2008-2010	Highlander	89,500
2006-2010	RAV4	188,300
2003-2009	4Runner	363,100
2007-2010	Tundra	243,000

Owner Letter Mailing Date

Owners of covered vehicles were previously notified as part of LSC BST. Owners of covered vehicles that have not had LSC BST completed will be notified again as part of SSC BST starting in October 2016.

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 Special Service Campaign 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.

Used Vehicles in Dealership Inventory (In-Stock Vehicles)

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

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

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 repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any classification)
- Expert Technician (any classification)
- Master Technician
- Master Diagnostic Technician

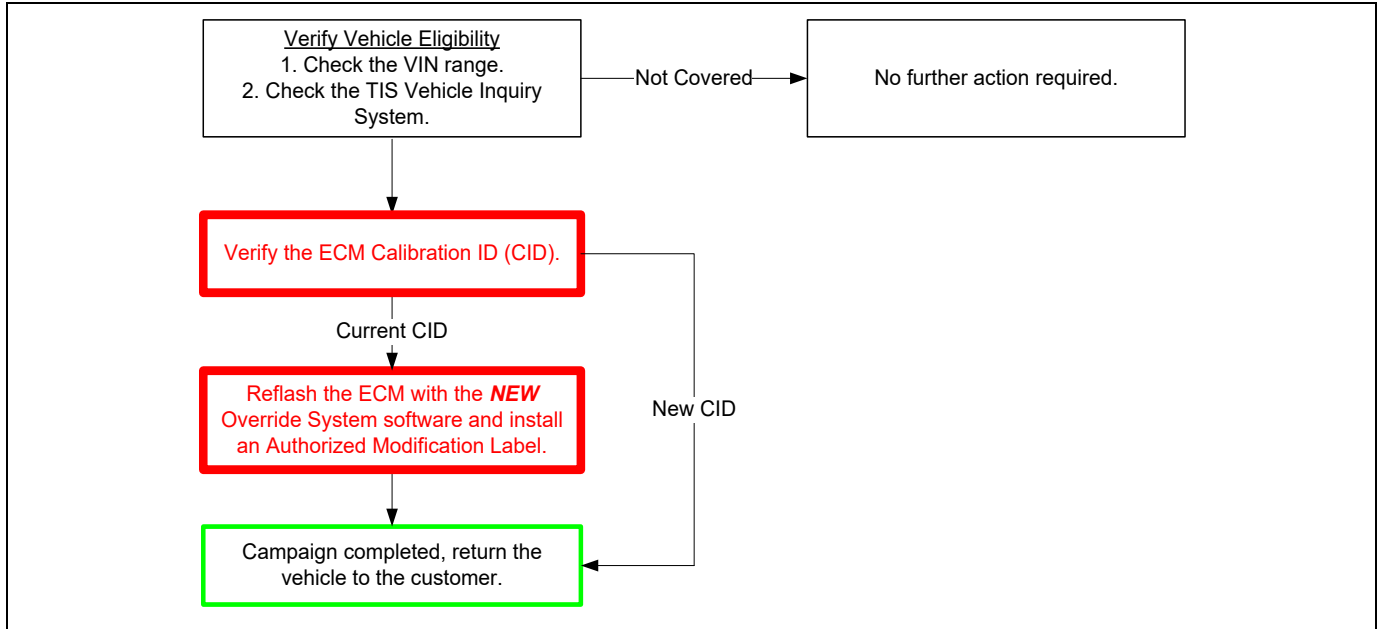
Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, 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.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedure

Opcode	Description	Flat Rate Hours
ELSBOS	Update ECM Software and Install Label	0.8 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

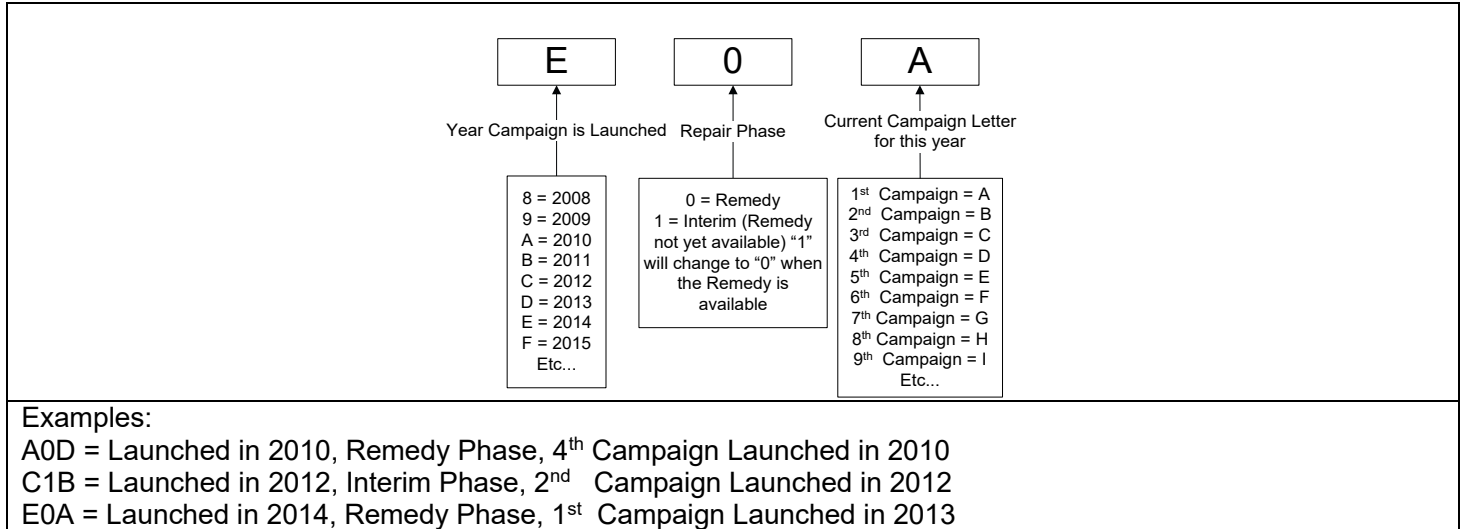
Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (859) 801-2592 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media contacts.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder

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 – BST
Multiple Models and Model Years
Smart Stop Technology**

**Frequently Asked Questions
Published September 8, 2016**

Q1: What is Toyota offering and why?

A1: Toyota will install Smart Stop Technology on the below listed model and model year vehicles. This feature will cut engine power in case of simultaneous application of both the accelerator and brake pedal at certain speeds and in certain driving conditions.

Q2: How does the Smart Stop Technology operate?

A2: Smart Stop Technology cuts engine power in case of simultaneous application of both the accelerator and brake pedals at certain speeds and in certain driving conditions.

When Smart Stop Technology is engaged, engine output is cut to the idle position, reducing the load on the brakes. System logic helps minimize the potential for Smart Stop to engage when it is not needed or might be inconvenient in certain driving conditions.

For example, the system will not activate in 4WD vehicles while driving in the low range. This system also allows the driver, for instance, to depress the brake pedal in conjunction with the accelerator pedal when starting on a steep hill. Activation is always canceled when the brake pedal is released.

Q3: Why is Toyota removing the expiration date?

A3: Toyota is dedicated to providing vehicles of outstanding quality and value. In our continuing effort to ensure the best in customer satisfaction, Toyota has extended this campaign.

Q4: Which and how many vehicles are covered by this Special Service Campaign?

A4: As of September 8, 2016, there are approximately 1.3 million vehicles to which Smart Stop Technology has not been added.

Model Year	Model	Approximate Remaining. UIO
2009-2010	Corolla	339,300
2009-2010	Corolla Matrix	31,000
2008-2010	Land Cruiser	5,200
2008-2010	Highlander	89,500
2006-2010	RAV4	188,300
2003-2009	4Runner	363,100
2007-2010	Tundra	243,000

Q4a: Are there any Lexus or Scion vehicles covered by this Special Service Campaign?

A4a: As of September 8, 2016, there are approximately 43,200 Lexus LX570 and RX350 vehicles to which Smart Stop Technology has not been added. Please reference the following table for Lexus models covered by this Special Service Campaign.

Model Year	Model	Approximate Remaining. UIO
2008 – 2010	LX 570	8,700
2010	RX 350	34,500

Q5: How will Toyota notify owners about this Special Service Campaign?

A5: Owners of covered vehicles were previously notified as part of LSC BST. Owners of covered vehicles that have not had LSC BST completed will be notified again as part of SSC BST starting in October 2016.

Q6: How long will it take to install the Smart Stop Technology software?

A6: The ECM software installation will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

Q7: What if an owner has additional questions or concerns about the SSC?

A7: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, or Saturday 7:00 am through 4:30 pm Central Time.

**Multiple Model and Model Years
Smart Stop Technology
Special Service Campaign**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. In our continuing efforts to ensure the best in customer satisfaction, Toyota is extending its offer to install Smart Stop Technology on your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is Toyota offering and why?

Any Toyota dealer will install Smart Stop Technology at **NO CHARGE** to you. 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.

The braking system equipped in your vehicle is designed to overcome the engine and stop the vehicle, even if the accelerator pedal is fully depressed. Toyota is offering the Smart Stop Technology, which builds on the capabilities of the existing braking system, to provide you with an additional measure of confidence.

What should you do?

Any authorized Toyota dealer will perform the ECM software update to include Smart Stop Technology at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment. The ECM software update will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.