

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
04/16/2019	<ul style="list-style-type: none">• UIO quantities and production ranges have been updated to reflect added vehicles.• Op codes to cover specific instances of ICS ECU failure during reprogramming have been included.

The most recent update in the attached Region Letter will be highlighted with a red box.

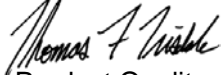
Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

INTEROFFICE MEMORANDUM

Original Publication Date: October 31, 2018

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

SPECIAL SERVICE CAMPAIGN J0R (Remedy Notice - Expansion)

**Certain 2018 Model Year Camry and Camry HV
Certain 2016 – 2018 Model Year Prius
Certain 2017 – 2018 Model Year Prius Prime
Intelligent Clearance Sonar (ICS) System Reprogram**

Specific information for Region support is provided below.

Condition

The involved vehicles are equipped with Intelligent Clearance Sonar (ICS). Due to improper software programming in the ICS system, the ICS system may improperly activate when an involved vehicle enters certain types of carwash facilities and is placed into neutral. If the ICS system activates, the ICS system will exhibit warnings and the system may apply the brakes.

Covered Vehicles

There are approximately 175,200 vehicles covered by this Special Service Campaign. Approximately 200 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Note: Toyota added approximately 48,100 vehicles to this campaign. These vehicles will be included in the campaign effective 4/16/2019 and will utilize the same repair described below.

Remedy

Any authorized Toyota dealer will reprogram the ICS Electronic Control Unit software **FREE OF CHARGE**.

Note: If the ICS ECU is damaged during reprogramming, the region should validate the repair was performed correctly by referencing the Technical Instructions before providing these op codes to the dealer. Key points that should be confirmed are:

- Using GR8 or DCA8000 in Power Supply Mode
- Disconnecting cooling fans
- Waiting ten seconds to cycle ignition after reprogramming completes

Op Code	Model	Description	Flat Rate Hours
J0R003	Camry	Attempt ICS Reprogramming + Replace ICS ECU	1.9 hrs/vehicle
J0R004	Prius		2.3 hrs/vehicle
J0R005	Prius Prime		2.6 hrs/vehicle

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

Note: The dealer only needs to file this op code to complete and close out the campaign.

Dealer Notification

The original Dealer Letter was sent to all Toyota dealers on October 31, 2018. The amended Dealer Letter with the changes described above will be sent to all Toyota dealers on April 16, 2019.

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.