

Original Publication Date: March 28, 2019

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

SPECIAL SERVICE CAMPAIGN K0B (Remedy Notice)

**Certain 2018 – 2019 Model Year Tacoma and Tundra
Millimeter Wave Radar Sensor**

Model / Years	Production Period	Approximate Total Vehicles
2018 – 2019 Tacoma	Late June 2017 – Mid-December 2018	280,200
2018 – 2019 Tundra	Early August 2017 – Mid-December 2018	160,600

Condition

The involved vehicles are equipped with a Pre-Collision System (PCS) that may automatically apply the brakes if the system detects a potential collision. Due to the mounting of one of the system's sensors, it is possible for water to enter the sensor. This can lead to PCS deactivation or inadvertent brake activation resulting in limited deceleration for a short duration of time.

Please refer to the Owner's Manual for additional information regarding the PCS system operation.

Remedy

Any authorized Toyota dealer will update the PCS software and apply sealer to the millimeter wave radar sensor in the front grille. In the rare case that the vehicle is currently exhibiting the condition, dealers will diagnose the sensor and replace the sensor, as necessary, **FREE OF CHARGE**.

Covered Vehicles

There are approximately 440,800 vehicles covered by this Special Service Campaign. Approximately 8,000 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in late March 2019. A sample of the owner notification letter has been included for your reference.

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.

Dealer Inventory Procedures

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email, state "Disclosure Form K0B" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Customer Handling, Parts Ordering, and Remedy Procedures

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.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process – Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on TIS, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Vehicle	Model	Description	Part Number	Size
Tacoma	SR	EPT Sealer (Repair A)	88278-0C010	Large
	SR5			
	TRD			
	TRD Off Road			
	Limited	EPT Sealer (Repair B)	88278-0C020	Small
	TRD Pro			

Vehicle	Model	Description	Part Number	Size
Tundra	SR	EPT Sealer (Repair A)	88278-0C010	Large
	SR5			
	Platinum			
	TRD Pro	EPT Sealer (Repair B)	88278-0C020	Small
	Limited			
	1794			

NOTE: If the condition has occurred, and replacement of the millimeter wave radar sensor is required, refer to the Electronic Parts Catalog (EPC) for applicable part number.

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 specialty)**
- **Expert Technician (any specialty)**
- **Master Technician**
- **Master Diagnostic Technician**

Always check which technicians can perform the repair 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

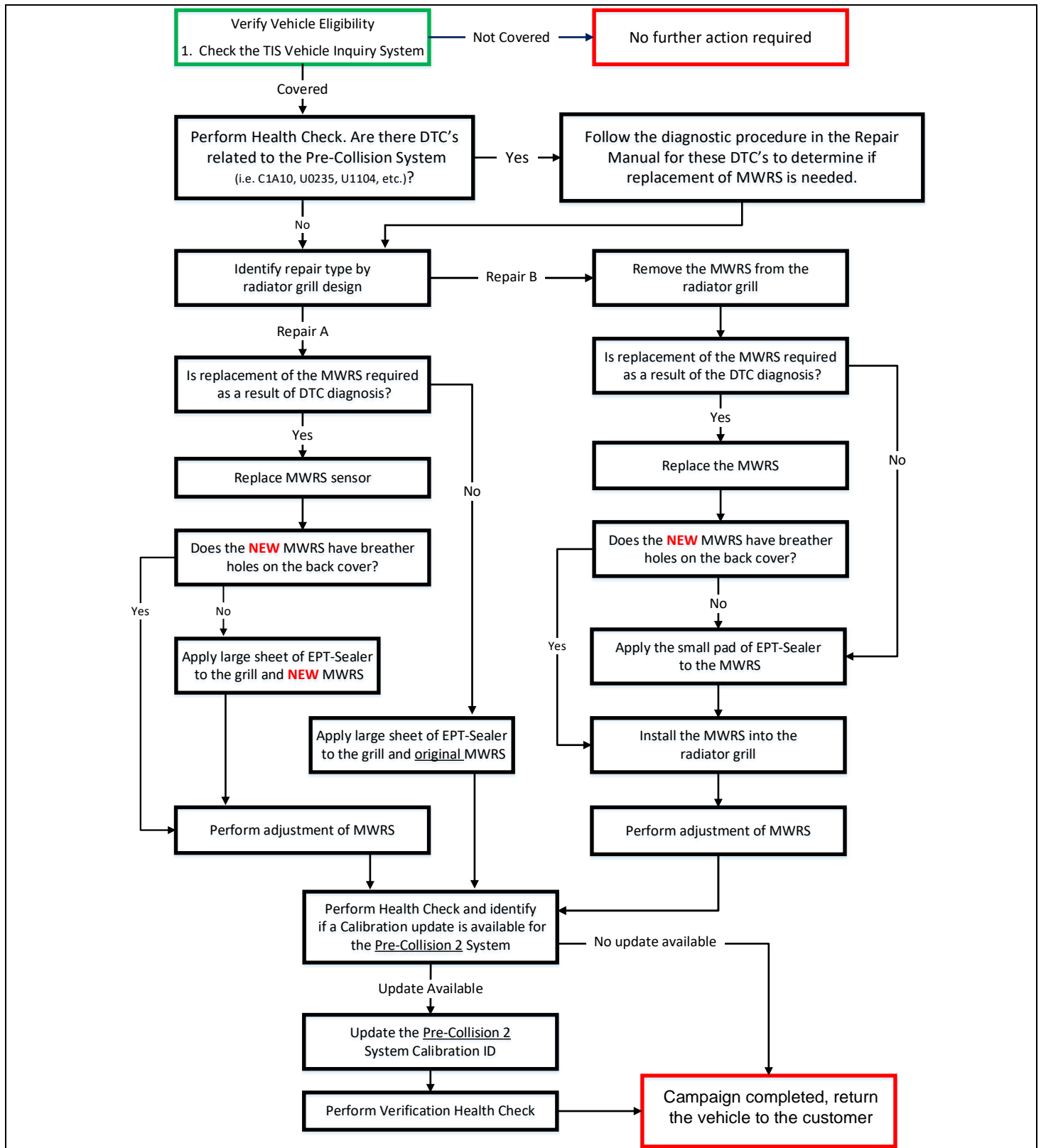
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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 Procedures

Warranty Reimbursement Procedure



MWRS = Millimeter Wave Radar Sensor (located behind the Toyota emblem in the radiator grille)
EPT-Sealer = A foam pad that is used to seal against water and dirt.

Operation	
1	Confirm the millimeter wave radar sensor Calibration ID
2	Reprogram the millimeter wave radar sensor
3	Apply the EPT-sealer to the radiator grille
4	Apply the EPT-sealer to the breather
5	Adjust the millimeter wave radar sensor assembly
6	Replace the millimeter wave radar sensor assembly

NO Replacement of Millimeter Wave Radar Sensor Assembly:

Operation						Repair Type	Op. No.	Flat Rate Time (hours / vehicle)
1	2	3	4	5	6			
•		•				Repair A	K0B001	0.5
•	•	•				Repair A	K0B002	0.8
•			•	•		Repair B	K0B003	1.1
•	•		•	•		Repair B	K0B004	1.4

Replacement of Millimeter Wave Radar Sensor Assembly:

Operation						Repair Type	Op. No.	Flat Rate Time (hours / vehicle)
1	2	3	4	5	6			
•				•	•	Repair A or B	K0B005 + K0B888	0.2 + 0.8
•		•		•	•	Repair A	K0B006 + K0B888	0.5 + 0.8
•	•	•		•	•	Repair A	K0B007 + K0B888	0.8 + 0.8
•			•	•	•	Repair B	K0B008 + K0B888	0.5 + 0.8
•	•		•	•	•	Repair B	K0B009 + K0B888	0.8 + 0.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare cases that the condition has occurred, if the diagnosis of the sensor determines the vehicle requires replacement of the millimeter wave radar sensor, follow the technical instructions to determine if the new sensor requires application of the sealer and an update to the calibration ID.
- ***If the vehicle required replacement of the millimeter wave radar sensor, file op code K0B005, K0B006, K0B007, K0B008, or K0B009 in combination with op code K0B888.***
- K0B888 is for replacement of the millimeter wave radar sensor and does not close the campaign.
- File op codes in order listed above if sensor replacement was necessary.

NOTE: Refer to the tables in the "Parts Ordering Process" section to determine applicable part number.

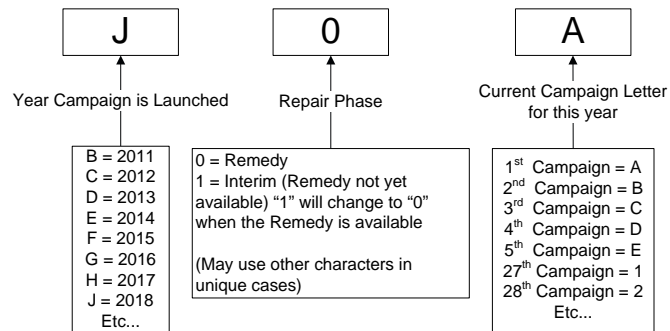
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder

**Examples:**

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

J0A = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 K0B (Remedy Notice)

Certain 2018 – 2019 Model Year Tacoma and Tundra
Millimeter Wave Radar Sensor

Frequently Asked Questions

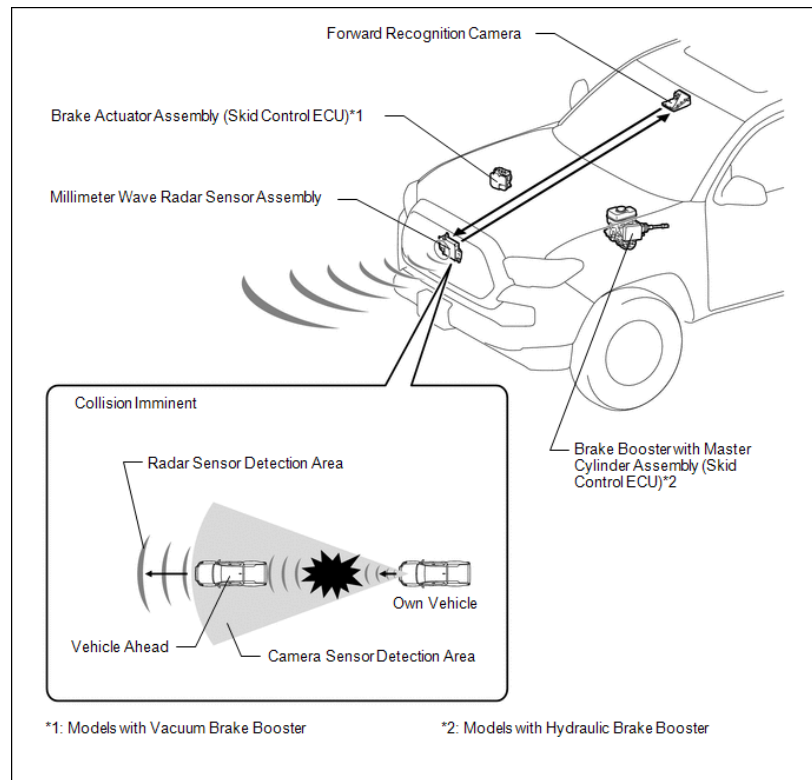
Original Publication Date: March 28, 2019

Q1: What is the condition?

A1: The involved vehicles are equipped with a Pre-Collision System (PCS) that may automatically apply the brakes if the system detects a potential collision. Due to the mounting of one of the system’s sensors, it is possible for water to enter the sensor. This can lead to PCS deactivation or inadvertent brake activation resulting in limited deceleration for a short duration of time.

Q1a: What is the function of the PCS?

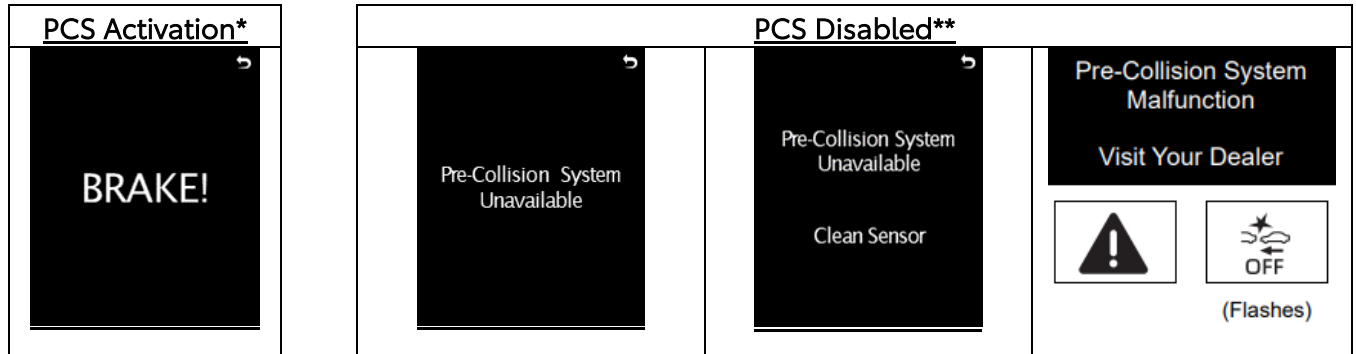
A1a: PCS detects potential collisions with obstacles like vehicles ahead or objects in the roadway using a (front mounted) millimeter wave radar and inputs from other vehicle sensors. When the system’s Electronic Control Unit (ECU) detects a potential collision, a warning message will appear, a buzzer will sound, and the brakes may be automatically applied.



Q2: Are there any warnings that this condition exists?

A2: If PCS activation occurs without any obstacles ahead such as vehicles or objects in the roadway, you may be experiencing the condition described above. If this occurs, the vehicle will sound a warning buzzer and a message on the multi-information display will be displayed while PCS is activated. The brakes could also be automatically applied and Brake Assist Mode may be activated.

If PCS has become deactivated, various PCS warning lights and messages will be displayed in the instrument cluster and multi-information display indicating that the PCS system is unavailable. To learn more about the vehicle's PCS, refer to the owner's manual.



*Audible buzzer can be heard during PCS activation.

**PCS may become disabled temporarily during certain conditions. Please refer to the Owner's Manual for additional information regarding the PCS system operation.

Q3: What is Toyota going to do?

A3: Any authorized Toyota dealer will update the PCS software and apply sealer to the millimeter wave radar sensor in the front grille. In the rare case that the vehicle is currently exhibiting the condition, dealers will diagnose the sensor and replace the sensor, as necessary, **FREE OF CHARGE**.

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

A4: There are approximately 440,800 vehicles covered by this Special Service Campaign. Approximately 8,000 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model Name	Model Year	Production Period	Approximate Total Vehicles
Tacoma	2018 – 2019	Late June 2017 – Mid-December 2018	280,200
Tundra	2018 – 2019	Early August 2017 – Mid-December 2018	160,600

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q4b: Why are other vehicles with PCS not involved?

A4b: Other Toyota and Lexus vehicles equipped with PCS either have different front grille assembly designs as the involved vehicles, or a sensor of a different design.

Q5: How long will the repair take?

A5: The repair takes approximately one and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I previously paid for repairs related to this Special Service Campaign?

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: How does Toyota obtain my mailing information?

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please 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.



Certain 2018 – 2019 Model Year Tacoma and Tundra
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Special Service Campaign (Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes 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 the condition?

The involved vehicles are equipped with a Pre-Collision System (PCS) that may automatically apply the brakes if the system detects a potential collision. Due to the mounting of one of the system's sensors, it is possible for water to enter the sensor. This can lead to PCS deactivation or inadvertent brake activation resulting in limited deceleration for a short duration of time.

Please refer to the Owner's Manual for additional information regarding the PCS system operation.

What will Toyota do?

Any authorized Toyota dealer will update the PCS software and apply sealer to the millimeter wave radar sensor in the front grille. In the rare case that the vehicle is currently exhibiting the condition, dealers will diagnose the sensor and replace the sensor, as necessary, **FREE OF CHARGE**.

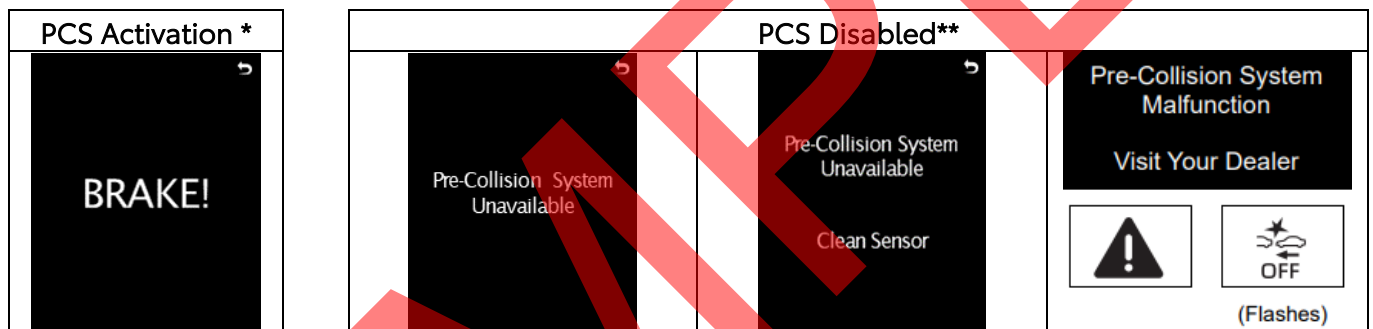
What should you do?

Before you are inconvenienced by this condition, please contact your authorized Toyota dealer to make an appointment to have the remedy performed. The remedy will take approximately one and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If PCS activation occurs without any obstacles ahead such as vehicles or objects in the roadway, you may be experiencing the condition described above and you may notice a warning message and/or buzzer.

If PCS has become deactivated, various PCS warning lights and messages will be displayed in the instrument cluster and multi-information display indicating that the PCS system is unavailable. To learn more about the vehicle's PCS, refer to the owner's manual.

If you see these warning messages under the situations described above, you may be experiencing this condition. Please contact your local authorized Toyota dealer for diagnosis and appropriate repair.



*Audible buzzer can be heard during PCS activation.

**PCS may become disabled temporarily during certain conditions. Please refer to the Owner's Manual for additional information regarding the PCS system operation.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recall and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 - SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you have other questions?

- *Your local Toyota dealer will be more than happy to answer any of your questions.*
- For more information on this and other campaigns, please visit www.toyota.com/recall.
- 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, please visit www.toyota.com/owners. 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, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____