

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
3/23/2020	<ul style="list-style-type: none"> <li>The "Modified Vehicles Handling Procedure" section has been updated with details on the new "DRCC notification labels".</li> </ul>
5/29/2019	<ul style="list-style-type: none"> <li>The "Remedy" section has been updated with details regarding the availability of the "DRCC notification label".</li> </ul>
5/13/2019	<ul style="list-style-type: none"> <li>The "Remedy" section has been updated with details explaining that vehicles with non-Toyota authorized modifications such as grille guards, winches, light bars, or aftermarket steel bumpers should not have the remedy performed unless the vehicle is restored to its original condition.</li> </ul>
5/2/2019	<ul style="list-style-type: none"> <li>The "Remedy" section has been updated with details on vehicles with non-Toyota authorized modifications that have changed features such as the ride height of the vehicle, the factory installed position of the millimeter wave radar sensor, the grille, etc.</li> <li>A new section regarding the remedy procedure for modified vehicles has been added.</li> <li>The "Warranty Reimbursement Procedure" has been updated with claim filing details for modified vehicles.</li> </ul>
4/11/2019	<ul style="list-style-type: none"> <li>The "Parts Ordering Process" section has been updated to include TRD sport in the table for Tacoma vehicles.</li> <li>The "Replacement of Millimeter Wave Radar Sensor Assembly" section in the "Warranty Reimbursement Procedure" has been updated with additional claim filing details.</li> </ul>

*The most recent update in the attached Dealer 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.

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**.

**NOTE:** If a vehicle has non-Toyota-approved modifications that have changed the ride height of the vehicle or the factory installed position of the millimeter wave radar sensor, the owner will be required to sign the "[Non-Toyota-Approved Modification - Owner Acknowledgment Form](#)" before the remedy is performed. The remedy for modified vehicles includes the following additional steps:

- PCS will be set to "OFF".
- PCS will be configured to retain the last setting following a key cycle.
- A notification label instructing the driver to use Constant Speed Control and not to use Dynamic Radar Cruise Control (DRCC) will be applied to the dashboard.

Note: All dealers were mailed a supply of the DRCC notification labels on 5/24/2019. Additional stock of these labels can be ordered from the Toyota MDC (part number is 214182323). Starting 5/30/2019, this label SHOULD be applied when performing the remedy on Modified vehicles. Toyota will mail a copy of the label to all owners that had the remedy performed on a Modified vehicle before the label was available.

- An owner's manual insert will be placed in the owner's manual.

Not all vehicles with non-Toyota-approved modifications will have the remedy performed. Examples of non-Toyota-approved modifications the remedy **WILL** be performed:

- Modifications that affect ride height, such as lift kits, and/or oversized wheels/tires.
- Toyota original equipment grilles installed on trucks that were not originally intended for the trim level of the vehicle.

Examples of non-Toyota approved modifications on which the remedy can **NOT** be performed:

- Aftermarket grilles
- Grille guards
- Winches
- Light bars
- Aftermarket steel bumpers

*In these cases, if the owner restores the vehicle to its original design at his/her expense, the remedy will be performed.*

For additional information on identifying vehicles with non-Toyota-approved modification, and on which vehicles with non-Toyota-approved modifications will have the remedy performed, refer to the [K0B Modified Vehicles ASM Job Aid](#).

### **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](mailto: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 Sport			
	TRD Off Road			
	Limited			
	TRD Pro	EPT Sealer (Repair B)	88278-0C020	Small

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.

### Modified Vehicles Handling Procedure

Assistant Service Managers (ASMs) should refer to TIS for the [K0B Modified Vehicles ASM Job Aid](#) for details on identifying vehicles with non-Toyota-approved modifications that have changed the ride height of the vehicle or the factory installed position of the millimeter wave radar sensor. Use this job aid to determine if vehicles with the non-Toyota-approved modifications can be remedied, and information on the Non-Toyota-Approved Modification - Owner Acknowledgment Form, Owner's Manual insert, and DRCC notification label.

Technicians should refer to TIS for the [Technician Job Aid For Vehicles with Modifications](#) for details on the repair process for vehicles with non-Toyota-approved modifications that have changed the ride height of the vehicle or the factory installed position of the millimeter wave radar sensor.

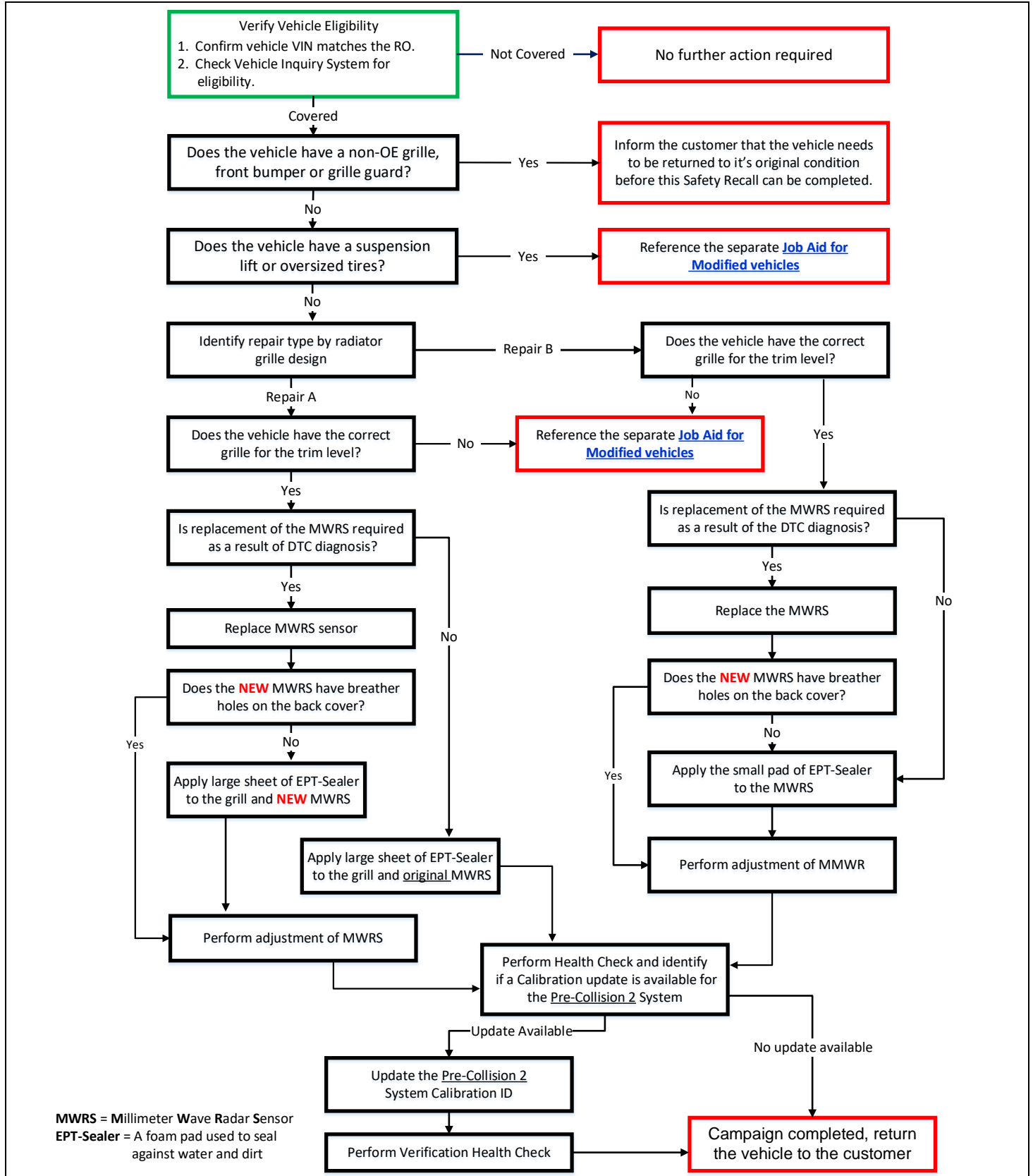
Note: The DRCC notification label has been updated so that it is a common label used for this campaign and the [Technical Service Bulletin](#) titled "PCS and DRCC Permanent Disabling" / TSB number T-SB-0026-20. While the labels are common, **DO NOT** use this TSB for vehicles being repaired under this Special Service Campaign (K0B). As mentioned above, refer to the Technician Job Aid for vehicles with modifications covered by K0B. This label can still be ordered through the MDC.

### Repair Quality Confirmation

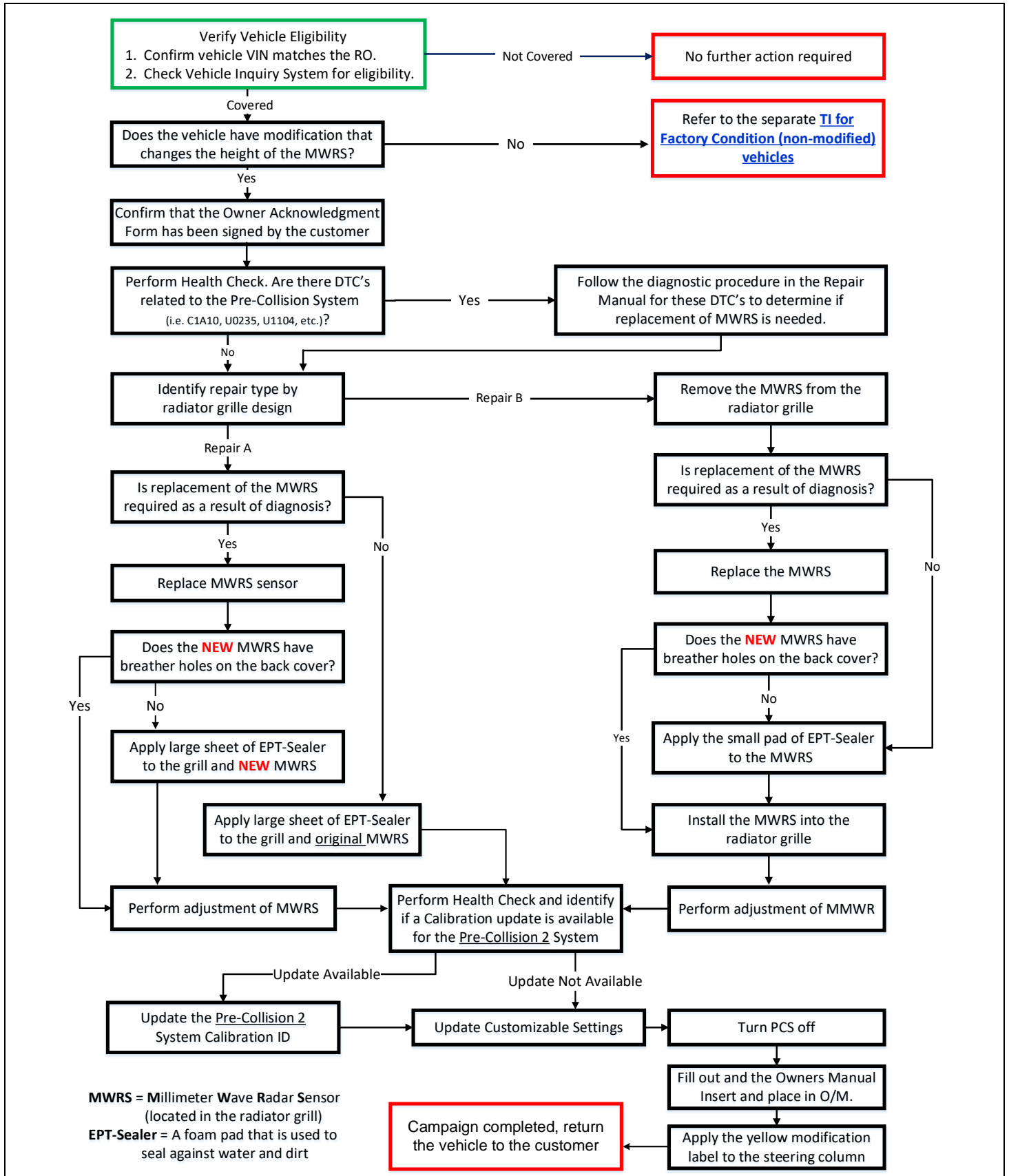
The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

## Warranty Reimbursement Procedure

### Non-Modified Vehicles Procedure



Modified Vehicles Procedure





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

**NON-MODIFIED VEHICLES:**

**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

**MODIFIED VEHICLES:**

**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	K0B010	0.7
•	•	•				Repair A	K0B011	1.0
•			•	•		Repair B	K0B012	1.3
•	•		•	•		Repair B	K0B013	1.6

**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	K0B014 + K0B888	0.4 + 0.8
•		•		•	•	Repair A	K0B015 + K0B888	0.7 + 0.8
•	•	•		•	•	Repair A	K0B016 + K0B888	1.0 + 0.8
•			•	•	•	Repair B	K0B017 + K0B888	0.7 + 0.8
•	•		•	•	•	Repair B	K0B018 + K0B888	1.0 + 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 two claims. On the first claim file op code K0B005, K0B006, K0B007, K0B008, K0B009, K0B014, K0B015, K0B016, K0B017, or K0B018. On the second claim file 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.
- For claims using the modified vehicle op codes a copy of the completed Non-Toyota-Approved Modification - Owner Acknowledgment Form must be attached to the warranty claim.

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

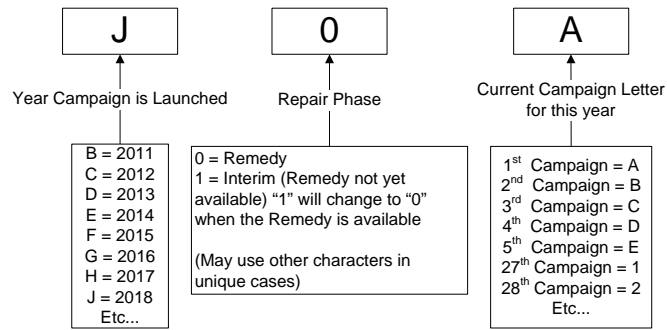
**Claim Filing Accuracy and Correction Requests**

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, 2<sup>nd</sup> Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> 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

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
3/23/2020	<ul style="list-style-type: none"><li>The note in A5 has been updated with details regarding the update of the “DRCC notification label”.</li></ul>
5/29/2019	<ul style="list-style-type: none"><li>The note in A5 has been updated with details regarding the availability of the “DRCC notification label”.</li></ul>
5/13/2019	<ul style="list-style-type: none"><li>A4b and A4c have been updated with details on vehicles with non-Toyota authorized modifications such as grilled guards, winches, light bars, or aftermarket steel bumpers. Vehicles with these modifications should not have the remedy performed unless the vehicle is restored to its original condition.</li></ul>
5/2/2019	<ul style="list-style-type: none"><li>Multiple questions have been added to address questions about non-Toyota-approved vehicle modifications that have changed features such as the ride height of the vehicle, the factory installed position of the millimeter wave radar sensor, the grille, etc.</li></ul>

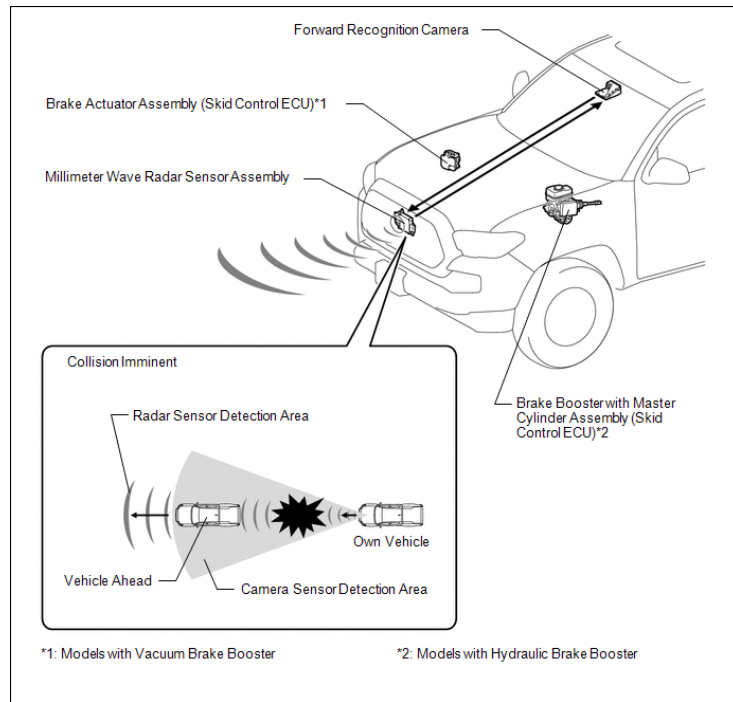
*The most recent update will be highlighted with a red box.*

**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?**

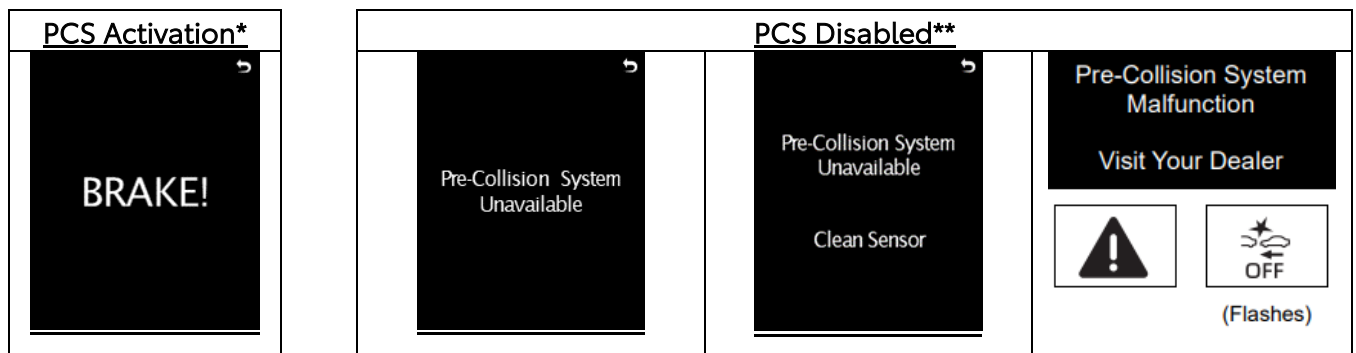
A1a: PCS detects potential collisions with obstacles like vehicles ahead or objects in the roadway using a (front mounted) millimeter wave radar and inputs from other vehicle sensors. When the system’s Electronic Control Unit (ECU) detects a potential collision, a warning message will appear, a buzzer 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 section 4-5 of 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: *My vehicle has non-Toyota-approved modifications; can this Special Service Campaign be performed?***

A4: If a vehicle has non-Toyota-approved modifications that have changed features such as the ride height of the vehicle, the factory installed position of the millimeter wave radar sensor, the grille, etc., the vehicle will need to be inspected to determine if the remedy can be performed.

**NOTE: Toyota does not recommend modifying vehicles and cannot evaluate how non-Toyota approved modifications could affect a vehicle's operation.**

**Q4a: *On which vehicles with non-Toyota approved modifications will the remedy be performed?***

A4a: Examples of such non-Toyota approved modifications include:

- Modifications that affect ride height, such as lift kits, and/or oversized wheels/tires.
- Toyota original equipment grilles installed on trucks that were not originally intended for the trim level of the vehicle.

NOTE: *Performing the remedy on these vehicles will not guarantee that the vehicle will operate as originally designed. See Q5, below.*

**Q4b: *On which vehicles with non-Toyota approved modifications will the remedy NOT be performed?***

A4b: Examples of such non-Toyota-approved modifications include:

- Aftermarket grilles
- Grille guards
- Winches
- Light bars
- Aftermarket steel bumpers

NOTE: *In these cases, if the owner restores the vehicle to its original configuration at his/her expense, the remedy will be performed.*

**Q4c: *What can I do if my vehicle has non-Toyota approved modifications that DO NOT allow the remedy to be performed?***

A4c: Toyota recommends that the non-Toyota-approved modifications be removed from the vehicle. Once these non-Toyota approved modifications are removed, any authorized dealer can perform the remedy.

**Q5:** *What does the remedy involve for vehicles with non-Toyota-approved modifications?*

A5: Dealers will perform all steps described in A3. The following additional steps will also be performed:

- Prior to performing the remedy, the owner will be required to sign the “Non-Toyota-Approved Modification - Owner Acknowledgment Form”.
- PCS will be set to “OFF”.
- PCS will be configured to retain the last setting following a key cycle.
- A notification label instructing the driver to use Constant Speed Control and not to use Dynamic Radar Cruise Control (DRCC) will be applied to the dashboard.
- An owner’s manual insert will be placed in the owner’s manual.

**Q6:** *The dealership is requiring me to sign a form acknowledging the PCS and DRCC may not operate as designed before performing the remedy, and they are turning off PCS. Why is this?*

A6: Your vehicle has non-Toyota-approved modifications that have changed the ride height of the vehicle or the factory installed position of the millimeter wave radar sensor. As a result, PCS and DRCC **may not operate as designed even if this free remedy is performed.**

**Q7:** *I was told my vehicles PCS and DRCC may not operate as designed. What does this mean?*

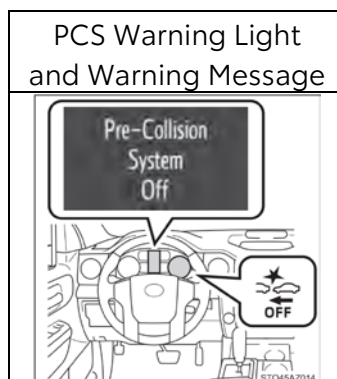
A7: Your vehicle has non-Toyota-approved modifications which may cause PCS and DRCC to not operate as designed. Some examples of the PCS or DRCC not operating as designed are:

- PCS may activate even if a collision is not likely.
- PCS may not recognize a vehicle or a pedestrian when a preceding vehicle or pedestrian is ahead.

For more information on the effects of non-Toyota approved modifications on PCS and DRCC, go to [www.toyota.com/content/ebrochure/CFA\\_TSS\\_Precautions.pdf](http://www.toyota.com/content/ebrochure/CFA_TSS_Precautions.pdf).

**Q8:** *How can I confirm that PCS is OFF?*

A8: While PCS is deactivated, the PCS warning light will be displayed in the instrument cluster and a message will be displayed on the multi information display.



**Q9:** *I was advised not to use DRCC. Can I use cruise control?*

A9: Constant speed cruise control can be used. For more information on how to use this refer to section 4-5 of the owner's manual.

**Q10:** *If I remove the non-Toyota approved modifications, can PCS and DRCC be used?*

A10: Yes, these systems can be used if the vehicle is returned to factory condition.

**Q11:** *Which and how many vehicles are covered by this Special Service Campaign?*

A11: 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

**Q11a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A11a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

**Q11b:** *Why are other vehicles with PCS not involved?*

A11b: Other Toyota and Lexus vehicles equipped with PCS either have different front grille assembly designs from the involved vehicles, or a sensor of a different design.

**Q12:** *How long will the repair take?*

A12: 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.

**Q13:** *What if I previously paid for repairs related to this Special Service Campaign?*

A13: Reimbursement consideration instructions will be provided in the owner letter.

**Q14:** *How does Toyota obtain my mailing information?*

A14: 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.

**Q15:** *What if I have additional questions or concerns?*

A15: 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.



Original Publication Date: May 2, 2019

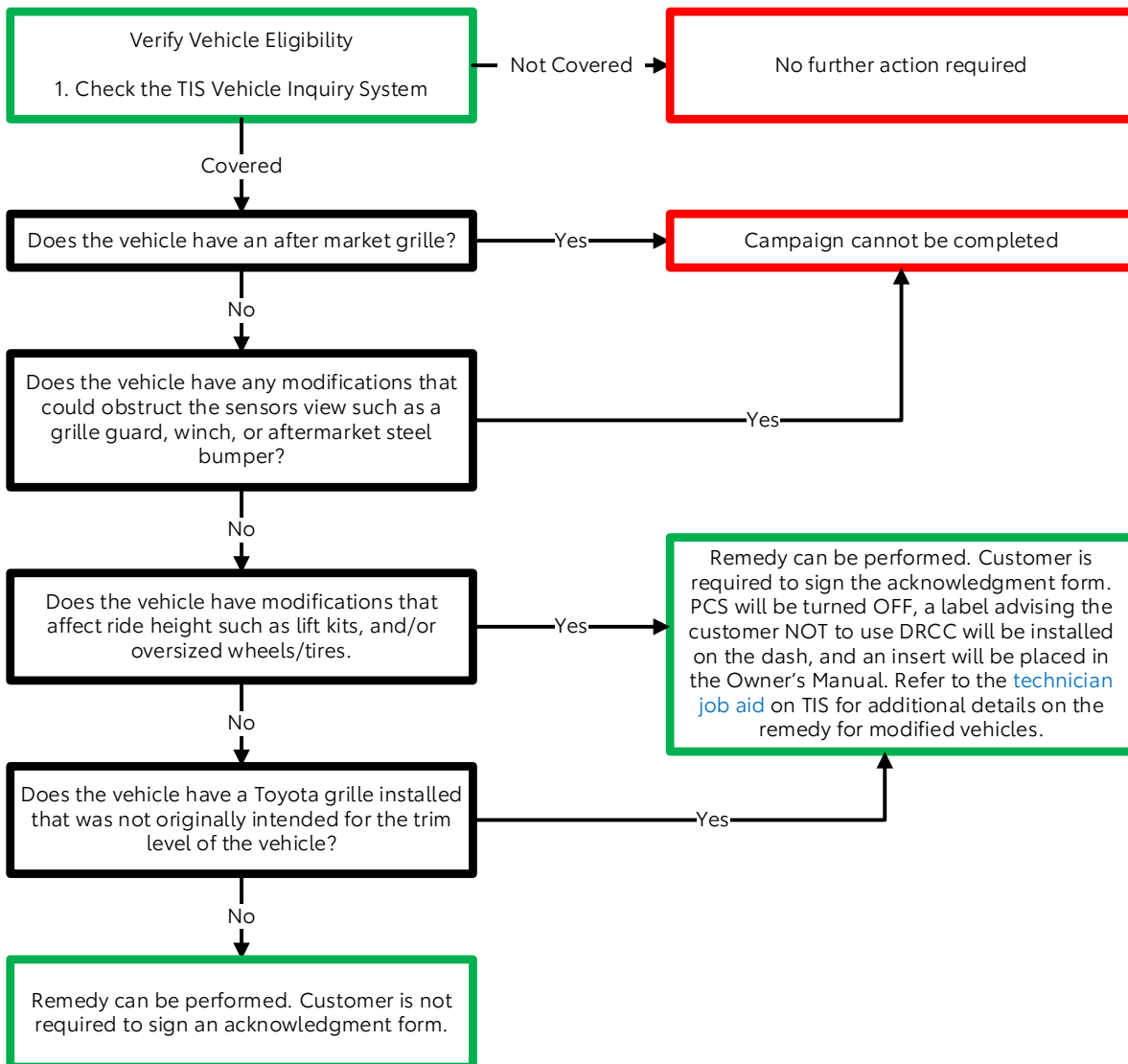
To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

**SPECIAL SERVICE CAMPAIGN K0B**

**\*\*Assistant Service Manager (ASM) Modified Vehicle Job Aid\*\***

**Certain 2018 -2019 MY Tacoma and Tundra  
Millimeter Radar Wave Sensor**

Tundra and Tacoma vehicles covered by K0B must be inspected for non-Toyota-approved modifications to determine if the remedy can be performed. Some vehicles with non-Toyota-approved modifications may have the remedy performed, depending on the type of modification. This Job Aid is designed to assist the ASM with the inspection while the vehicle is on the service drive. Follow the information provided below when inspecting the vehicle to determine if the remedy can be performed:



For examples of some scenarios detailed in the flow chart refer to the examples/directions below:

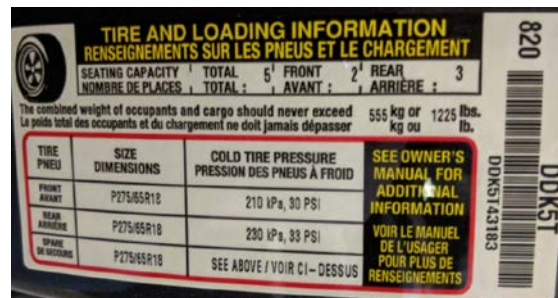
If the vehicle has a modification such as:

- Grille guards
- Winches mounted on the front bumper
- Aftermarket steel bumpers
- Etc.

The repair cannot be performed. The area in front of the vehicle must be free of metal objects for the sensor to be aligned properly.

Does the vehicle have oversized wheels/tires?

1. Check the tire and loading information label. (Located in the driver side door jam.)
2. Compare to the tire size on the vehicle.



How to check if the original grille is installed:







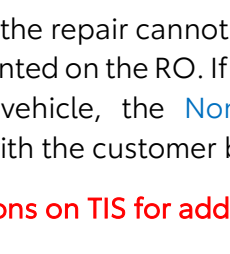
1. Use TIS to determine the vehicle grade.



2. If the vehicle grade in TIS does not match the image in the table to the right, the vehicle does not have the original grille installed.

3. The remedy can be performed. However, the customer must sign the acknowledgement form.

**NOTE: If the vehicle has a different grille than any shown in the table, including aftermarket grille, the repair cannot be performed.**

Original Grille Type For <b>Tacoma</b> Grades		Original Grille Type For <b>Tundra</b> Grades	
Tacoma Limited		Limited Tundra	
Tacoma SR	<p><b>NOTE: SR and SR5 Grilles are black</b></p>	1794 Edition Tundra	
Tacoma SR5		Tundra TRD PRO	
Tacoma TRD Sport		Tundra SR	
Tacoma TRD Off Road		Tundra SR5	
Tacoma TRD Pro		Tundra Platinum	

If the ASM inspection of the vehicle determines the repair cannot be completed with the current non-Toyota-approved modifications, this should be documented on the RO. If the repair can be performed with the current non-Toyota-approved modifications on the vehicle, the [Non-Toyota-Approved Modification - Owner Acknowledgment Form](#) should be completed with the customer before the remedy is performed.

**Refer to the Dealer Letter or Technical Instructions on TIS for additional information.**

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.





Owner's Manual Insert

**\*\*Owner's Manual Insert\*\***

Model Applicability Tundra, Tacoma, Sequoia, 4Runner

Remove at this line and put insert in section 4-5 of the owner's manual.

Modified Vehicles equipped with TSS – Owner's Manual Insert

This vehicle was found to be equipped with non-Toyota-approved modifications noted below.

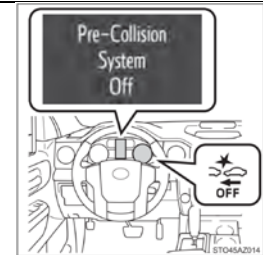
Because this vehicle had non-Toyota-approved modifications, Pre-Collision System (PCS) and Dynamic Radar Cruise Control (DRCC) **may not operate as designed.** For example:

- PCS may activate even if a collision is not likely.
- PCS may not recognize a vehicle or a pedestrian when a vehicle or pedestrian is ahead.

For more information on the effects of non-Toyota-approved modifications on PCS go to [www.toyota.com/content/ebrochure/CFA\\_TSS\\_Precautions.pdf](http://www.toyota.com/content/ebrochure/CFA_TSS_Precautions.pdf).

***Toyota recommends the PCS and DRCC system NOT be used when non-Toyota-approved modifications are installed on the vehicle.*** Constant speed Cruise control is still available *if* the vehicle is returned to factory condition, see your dealer to restore DRCC and PCS functions.

***NOTE: While PCS is deactivated, the PCS warning light will be displayed in the instrument cluster and a message will be displayed on the multi information display. If this light and message are not present, then PCS has been re-activated.***



For more information about the PCS system and how to use constant speed cruise control mode refer to section 4-5 of this owner's manual.

The non-Toyota-approved vehicle modification(s) present on the vehicle is(are):

- Lift kit changing ride height
- Oversized Wheels/Tires
- Grille from different model/trim package installed
- Other \_\_\_\_\_

Date: \_\_\_\_\_



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

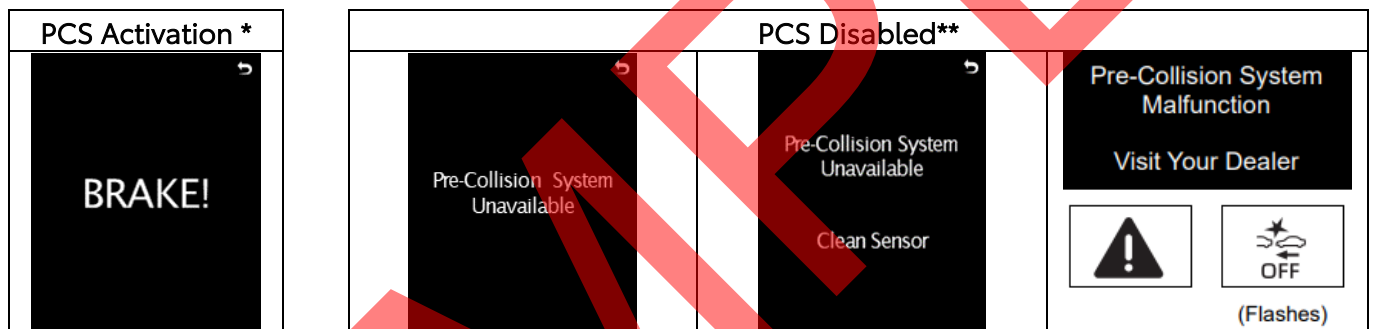
## What should you do?

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](http://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](http://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

## Certain 2018 – 2019 Model Year Tacoma and Tundra Millimeter Wave Radar Sensor Special Service Campaign (Remedy Notice)

[VIN]

Dear Toyota Customer:

You received this notice because our records indicate your vehicle had Special Service Campaign K0B completed, and during the repair it was noted your vehicle had one of the following non-Toyota-approved modifications present:

- Modifications that affect ride height, such as lift kits, and/or oversized wheels/tires.
- Toyota original equipment grilles that were not originally intended for the trim level of the vehicle.

The Dynamic Radar Cruise Control (DRCC) notification label was not available at the time your vehicle had the remedy performed. Enclosed is this label for you to apply to the left side of the steering column. We ask that you apply it to the steering column as shown in the photo below.

Use Constant Speed Cruise Control only. Do NOT use Dynamic Radar Cruise Control due to non-Toyota-approved modifications to this vehicle that have affected ride height. Please refer to the insert in your Owner's Manual or contact your Toyota dealer for more 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](http://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](http://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](http://www.toyota.com/recall) or [www.safercar.gov](http://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](http://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 _____