



## 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>

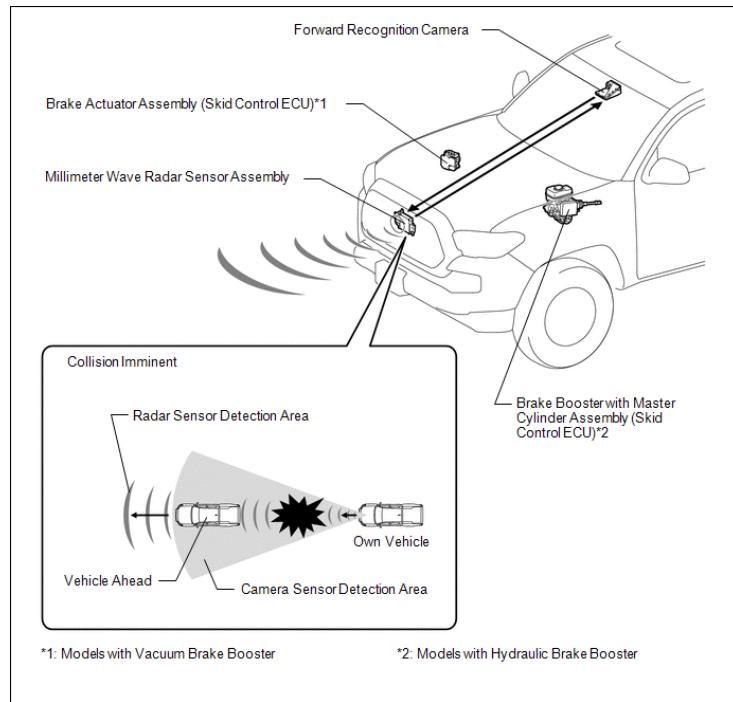
*The most recent update will be highlighted with a red box.*

**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?**

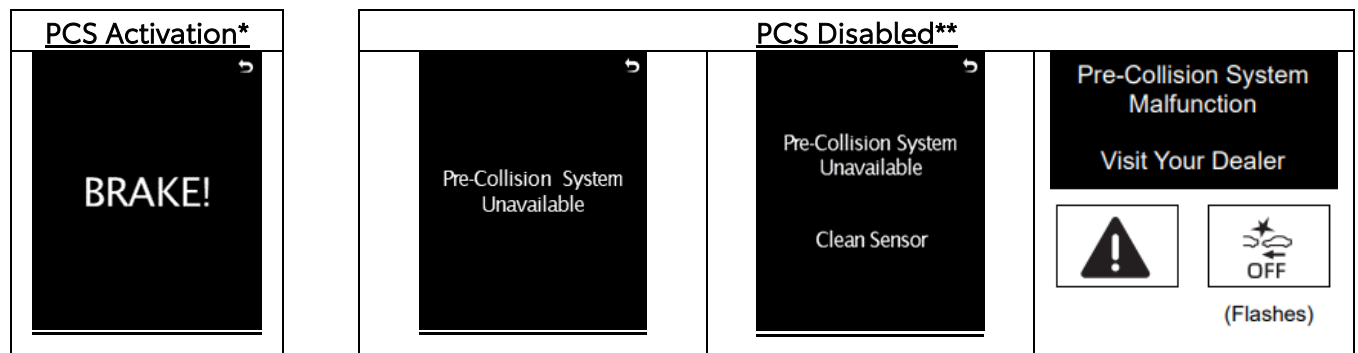
A1a: PCS detects potential collisions with obstacles like vehicles ahead or objects in the roadway using a (front mounted) millimeter wave radar and inputs from other vehicle sensors. When the system’s Electronic Control Unit (ECU) detects a potential collision, a warning message will appear, a buzzer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

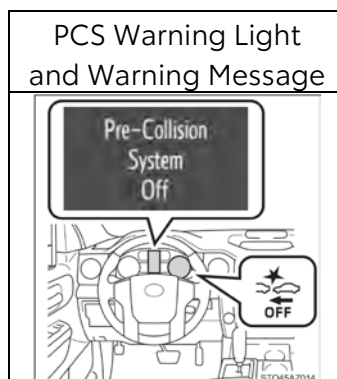
A7: Your vehicle has non-Toyota-approved modifications which may cause PCS and DRCC to not operate as designed. Some examples of the PCS or DRCC not operating as designed are:

- 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.