
From: Quality Compliance
Sent: Wednesday, October 31, 2018 5:33 PM
Subject: Special Service Campaign JOR - 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 (Dealer)
Attachments: JOR Dealer Packet.pdf; JOR Technical Instructions.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2018 model year Camry and Camry HV, 2016 - 2018 model year Prius, and 2017 – 2018 Prius Prime vehicles.

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.

Remedy:

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

Covered Vehicles:

There are approximately 127,100 vehicles covered by this Special Service Campaign. Approximately 200 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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