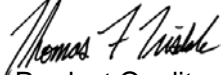


INTEROFFICE MEMORANDUM

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)

**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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on October 31, 2018.

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.