



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 10, 2019

Mr. Cory Hoffman
General Manager
Toyota Motor Engineering & Manufacturing
19001 South Western Ave
Torrance, CA 90501

NEF-150JK
19V-491

Subject: DC-DC Converter may Fail

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/PRIUS C/2018-2019

Mfr's Report Date: June 26, 2019

NHTSA Campaign Number: 19V-491

Components:

HYBRID PROPULSION SYSTEM

Potential Number of Units Affected: 464

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2018-2019 Prius C vehicles. The DC-DC converter may fail resulting in the battery no longer receiving power from the converter, which may cause a loss of drive.

Consequence:

A loss of drive increases the risk of crash.

Remedy:

Toyota will notify owners, and dealers will replace the DC-DC converter with a new one, as necessary, free of charge. The recall is expected to begin August 12, 2019. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's number for this recall is K0K.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement