



This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

**IMPORTANT SAFETY RECALL (*Remedy Notice*)**

Certain 2020 Model Year Corolla Hybrid  
Certain 2019 – 2020 Model Year Prius Prime  
Certain 2019 Model Year Prius  
Potential Loss of Power Brake Assist  
NHTSA Recall No. 19V-544

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2020 model year Corolla Hybrid, certain 2019 – 2020 model year Prius Prime, certain 2019 model year Prius vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126, Electronic Stability Control Systems.

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?**

In the subject vehicles, there is a possibility the brake booster pump may stop operating. Braking assist could be lost completely after several brake pedal applications, resulting in increased stopping distance. Also, the Vehicle Stability Control will become deactivated, and other vehicle features could be affected. Deactivating the Vehicle Stability Control system may cause the subject vehicles to not meet the certain requirements of FMVSS No. 126. **A deactivated Vehicle Stability Control or a sudden and complete loss of braking assist while driving could increase the risk of a crash.**

**What should you do?**

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. *Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ 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.






## What will Toyota do?

Any authorized Toyota dealer will perform an inspection and replace the brake booster pump with a new one, if necessary, **FREE OF CHARGE** to you.

### ***This is an important Safety Recall***

The inspection will take approximately one hour. If the brake booster pump needs to be replaced, it will take approximately five additional 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 brake booster pump replacement is required, your Toyota dealer may offer you a **FREE** loaner vehicle during the repair to minimize your inconvenience.

If the condition occurs, multiple warning lights and messages will illuminate, and audible chimes will sound prior to losing power brake assist.

				
Master Warning Light (Yellow)	Brake System Warning Light and Warning Buzzer (Red)	Brake System Warning Light (Red)	ABS Warning Light (Yellow)	SLIP Indicator (Yellow)

**NOTE:** It is possible for the lights above to be illuminated and the condition not be related to this Safety (Noncompliance) Recall.

If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

## What if you are not the owner or operator of this vehicle?

***If you are a vehicle lessor,*** Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

***If you know the current owner or operator,*** please forward this letter to them.

***If you would like to update your vehicle ownership or contact information,*** you may do so by registering at [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 believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA