

Original Publication Date: January 23, 2020

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY (NONCOMPLIANCE) RECALL 19TA21 *(Remedy Notice)*

Certain 2019 Model Year Prius
Combination Meter Main Display May Become Inoperative
NHTSA Recall No. 19V-876

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Prius 2019	Early July 2019 – Late July 2019	3,800	605



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On December 11, 2019, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2019 model year Prius vehicles.

Condition

There is a possibility that an electrical short circuit in the combination meter could occur, causing the speedometer, the odometer, and the fuel gauge to become inoperative. If the speedometer and the fuel gauge are inoperative, it will not show important information like vehicle speed or fuel level. Driving with an inoperative display can increase the risk of a crash.

Remedy

Any authorized Toyota dealer will inspect a component within the combination meter and, if necessary, replace the combination meter circuit board with a new one **FREE OF CHARGE** to customers.

Covered Vehicles

There are approximately 3,800 vehicles covered by this Safety (Noncompliance) Recall. Also note that no vehicles covered by this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners by early February 2020. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety (Noncompliance) Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS**.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 605 vehicles in new dealer inventory as of December 10, 2019.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- ***New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.***
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form 19TA21" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process -

Normal odometer ordering procedure applies for this Safety Recall. Please refer to [PANT Bulletin 2016-005 Rev. 4](#) for Digital Odometer Replacement Program Information and Order Form. Note: Yazaki no longer accepts these forms via fax.

Most dealer orders received before 12pm noon Eastern Standard Time, Monday through Friday, will be processed and shipped the same business day via Federal Express. In most cases, dealers in the United States mainland should receive their orders within the next two business days. Estimated order shipping date and shipment tracking information will be included on the order confirmation.

Part Number	Drivetrain	Description	Quantity
04009-85347-RP	2WD	PLATE KIT, COMBINATION METER CIRCUIT, NO.1	1*
04009-85447-RP	4WD	PLATE KIT, COMBINATION METER CIRCUIT, NO.1	1*

* Only necessary when inspection website results in replacement.

Technician Training Requirements


The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Campaign Special Service Tools

Your dealership was sent a package containing special service tools for Safety Recall D0F which will also be used for this campaign.

Name	Sample Image	Qty.
2D Barcode Scanner Model: QD2430 (Barcode and QR Code)		1

Remedy Procedures

Refer to TIS for Technical Instructions on inspection and repair process. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Remedy Inspection Website

The Technical Instructions will direct you to a website as part of the inspection procedure. For your reference, the website and default password are listed below:

<https://recall-19ta21.imagespm.info/>

Default Password: XXXXX

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

Note:

If the combination meter circuit board requires replacement, the new part is ordered preprogrammed to the vehicle's current odometer mileage. As a result, the vehicle must be kept at the dealership during this time.

To ensure an accurate odometer reading, please provide a loaner vehicle to the customer while the new preprogrammed combination meter circuit board is being ordered and replaced.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

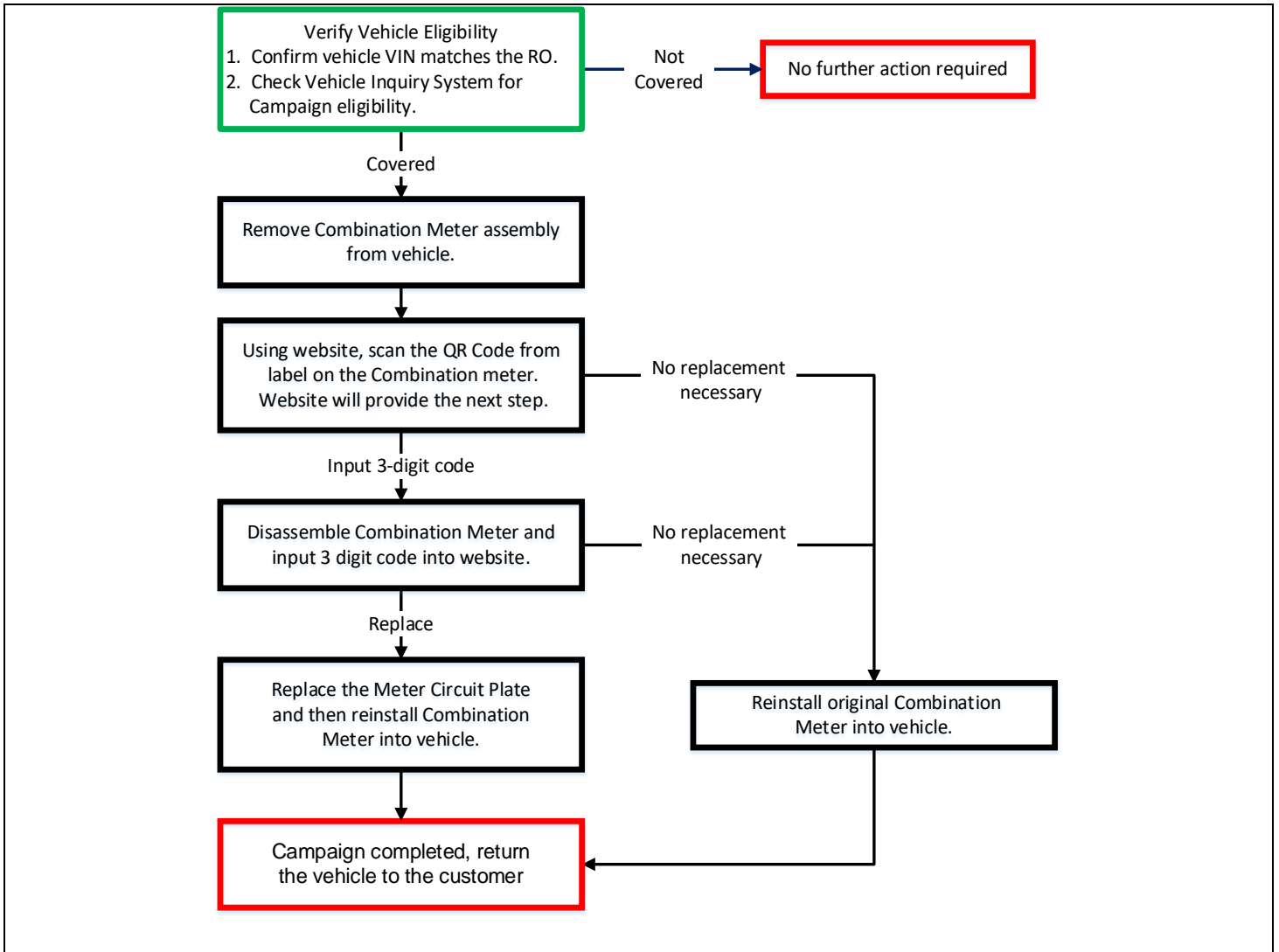
For customers who requested a loaner vehicle or alternative transportation during interim phase, a loaner vehicle or alternative transportation can be claimed up to \$35.00 per day.

Op Code	Description
TA2130	Vehicle Rental 1-30 Days
TA2131	Vehicle Rental 31-45 Days

NOTE:

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
TA2101	Inspect Combination Meter Assembly, no replacement necessary	0.9
TA2102	Inspect Combination Meter Assembly and Lot Number of Meter Circuit Plate, no replacement necessary	1.0
TA2103	Inspect Combination Meter Assembly, Lot Number of Meter Circuit Plate and Replace Meter Circuit Plate	1.1

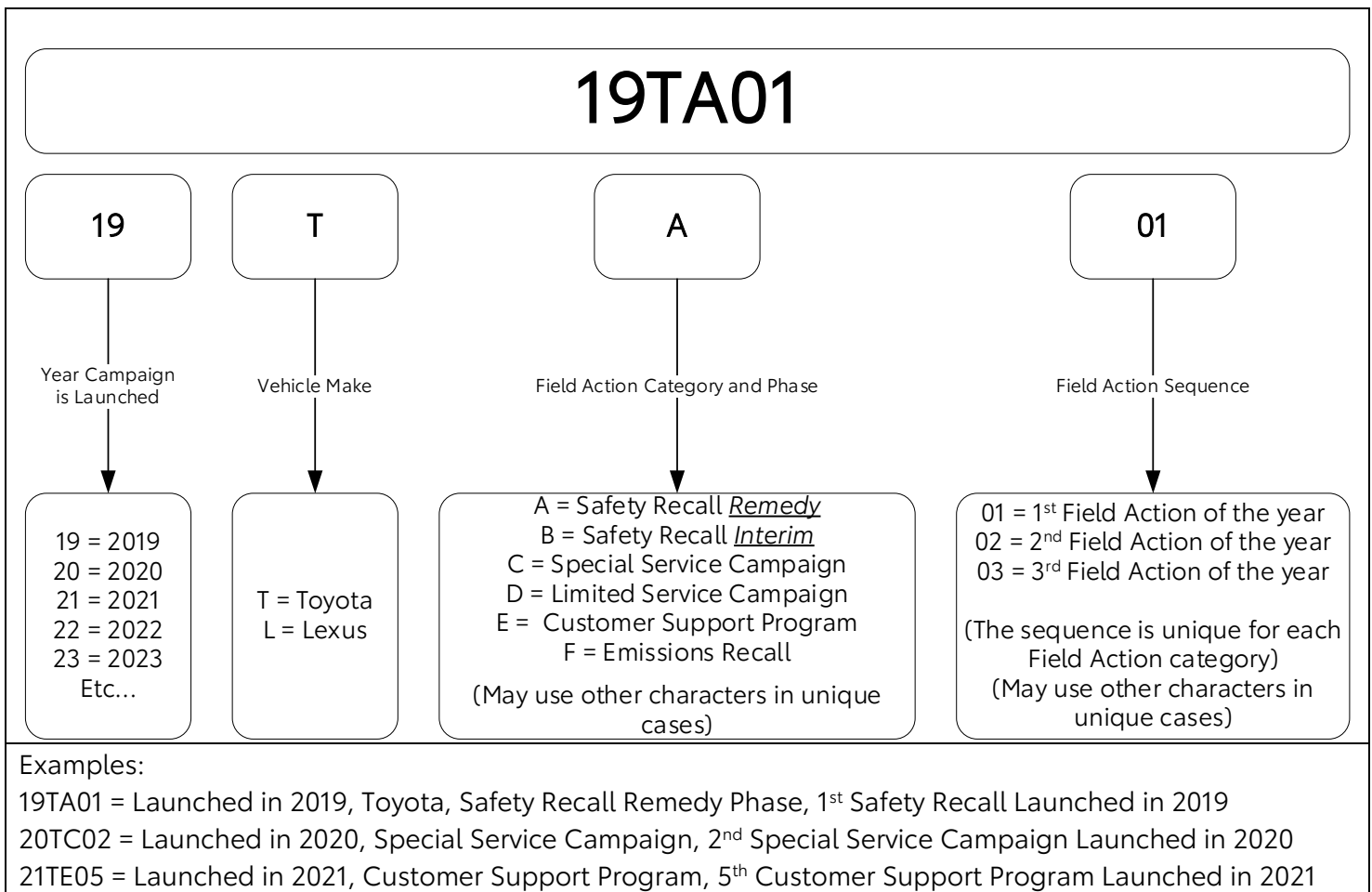
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 7 days and maximum of \$35/day as a sublet type "RT" under Op Code TA2103.
 - *For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.*
 - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

- Towing can be claimed under any Op Code as sublet type "TW" in the event the customer requests vehicle pickup.
 - Towing invoice **MUST** be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.

Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety (Noncompliance) Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety (Noncompliance) Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



SAFETY (NONCOMPLIANCE) RECALL 19TA21 (Remedy Notice)

Certain 2019 Model Year Prius
Combination Meter Main Display May Become Inoperative
NHTSA Recall No. 19V-876

Frequently Asked Questions

Original Publication Date: January 23, 2020

Q1: *What is the condition?*

A1: There is a possibility that an electrical short circuit in the combination meter could occur, causing the speedometer, the odometer, and the fuel gauge to become inoperative. If the speedometer and the fuel gauge are inoperative, it will not show important information like vehicle speed or fuel level. Driving with an inoperative display can increase the risk of a crash.

Q2: *Are there any warnings prior to the occurrence of this condition?*

A2: The main display may disappear, become distorted, or lines may appear in the display.

Q3: *What is Toyota going to do?*

A3: Starting early February 2020, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to check a component within the combination meter and, if necessary, replace the combination meter circuit board with a new one **FREE OF CHARGE** to customers.

Q4: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A4: There are approximately 3,800 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Prius	2019	Early July 2019 – Late July 2019

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

Q5: *How long will the repair take?*

A5: The inspection takes approximately one hour. If the combination meter circuit board is found to be affected, the inspection and replacement will take 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. Additionally, the replacement of the combination meter circuit board requires the new part to be ordered preprogrammed to the vehicle's current odometer mileage. As a result, the vehicle must be kept at the dealership during this time. If replacement is necessary, a loaner vehicle will be made available to you while the combination meter circuit board is being replaced.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: 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.

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 2019 Model Year Prius Vehicles Combination Meter Main Display May Become Inoperative NHTSA Recall No. 19V-876

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 2019 model year Prius vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101, Controls and Displays.

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?

There is a possibility that an electrical short circuit in the combination meter could occur, causing the speedometer, the odometer, and the fuel gauge to become inoperative. ***If the speedometer and the fuel gauge are inoperative, it will not show important information like vehicle speed or fuel level. Driving with an inoperative display can 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.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit 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 check a component within the combination meter and, if necessary, replace the combination meter circuit board with a new one **FREE OF CHARGE** to you.

This is an important Safety Recall

The inspection will take approximately one hour. If the combination meter circuit board is found to be affected, the inspection and replacement will take approximately one and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Note:

The replacement of the combination meter circuit board requires the new part to be ordered preprogrammed to the vehicle's current odometer mileage. As a result, the vehicle must be kept at the dealership during this time. If replacement of the combination meter circuit board is necessary, a loaner vehicle will be made available to you while the new preprogrammed combination meter circuit board is being ordered and replaced.

If the main display disappears, becomes distorted, or lines appear in the display, your vehicle may be experiencing symptoms related to this Safety Recall. Please schedule an appointment with any authorized Toyota dealer immediately.

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. 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