

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
7/28/2020	<ul style="list-style-type: none"><li>• The Warranty Reimbursement Procedure section has been updated.</li><li>• The Parts Ordering Process section has been updated.</li></ul>
7/8/2020	<ul style="list-style-type: none"><li>• The Warranty Reimbursement Procedure section has been updated.</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: June 24, 2020

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

## SAFETY RECALL 20TA10 (Remedy Notice)

Certain 2013–2015 Model Year Prius  
Certain 2014 – 2017 Model Year Prius V  
Hybrid System Software Update  
NHTSA Recall No. 20V-369

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Prius / 2013 - 2015	Mid-March 2013 – Early November 2015	204,800	0
Prius V / 2014 -2017	Late June 2014 – Late November 2017	61,800	0

On June 24, 2020, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 to 2015 model year Prius and certain 2014 to 2017 Prius V vehicles.

### Condition

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

### Remedy

Any authorized Toyota dealer will update the software for the hybrid system performed **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.

### Covered Vehicles

There are approximately 266,600 vehicles covered by this Safety Recall. Approximately 120 vehicles were distributed to Puerto Rico.

### Owner Letter Mailing Date

Toyota will notify owners by late August 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 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 prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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:** 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.

### 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 20TA10/20TB10" 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 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 – Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

The required Authorized Modification Label to indicate the new software calibration ID can be ordered through the Material Distribution Center (MDC).

Part Number	Description	Quantity
00451-00001-LBL	Authorized Modification Label	25 Per Pack

**NOTE:** Parts required for repair vary by model year and repair. Refer to the Technical Instructions for diagnostic procedure.

Inverter component or assembly replacement **MAY BE** necessary based on the vehicle condition and diagnosis as per the technical instructions. **ONLY ORDER** the necessary parts based on the vehicle's diagnosed condition. These parts can be found in the technical instructions.

The Power Management ECU is only needed if there is a reprogramming failure.

Model	Part Number	Description	Quantity As Needed
Prius	89681-47253*	Power Management ECU	1
Prius V	89681-47423*	Power Management ECU	1
Prius V	89681-47031*	Power Management ECU	1
Prius V	89981-47631*	Power Management ECU	1
Prius V	89981-47231*	Power Management ECU	1
Prius V	89681-47030**	Power Management ECU	1
Prius V	89981-47630**	Power Management ECU	1

**\*Does NOT require software update.**

**\*\*Requires software update.**

### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair are required to currently hold at least one of the following certification levels:

- Expert Technician (Hybrid)
- Master Technician
- 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 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.

### **Remedy Procedures**

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

### **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.

**Vehicles Emission Recall Proof of Correction Form (California only)**

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).





Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early March 2021. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.


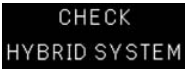

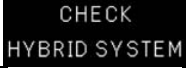




The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for a dealer to complete after a vehicle has been repaired. It includes fields for "License Number", "Make", "Year Model", "Body Type", and "Vehicle Identification Number" (with a grid for VIN entry). There are also fields for "Manufacturer", "Recall Number", "Dealer's Name", "Address, City, State and Zip", "Date", and "Dealership's Authorized Signature". A central statement reads: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." At the bottom, it says "Return this certificate to DMV only when required – otherwise retain for your records." and has a small reference number "MDC 00410-92007".

## Warranty Reimbursement Procedures

### Loaner Vehicle or Alternative Transportation Reimbursement Procedure

There are no warnings that this condition exists. *However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.*

Warning Lights Prius V Without Multi-Information Display (MID)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

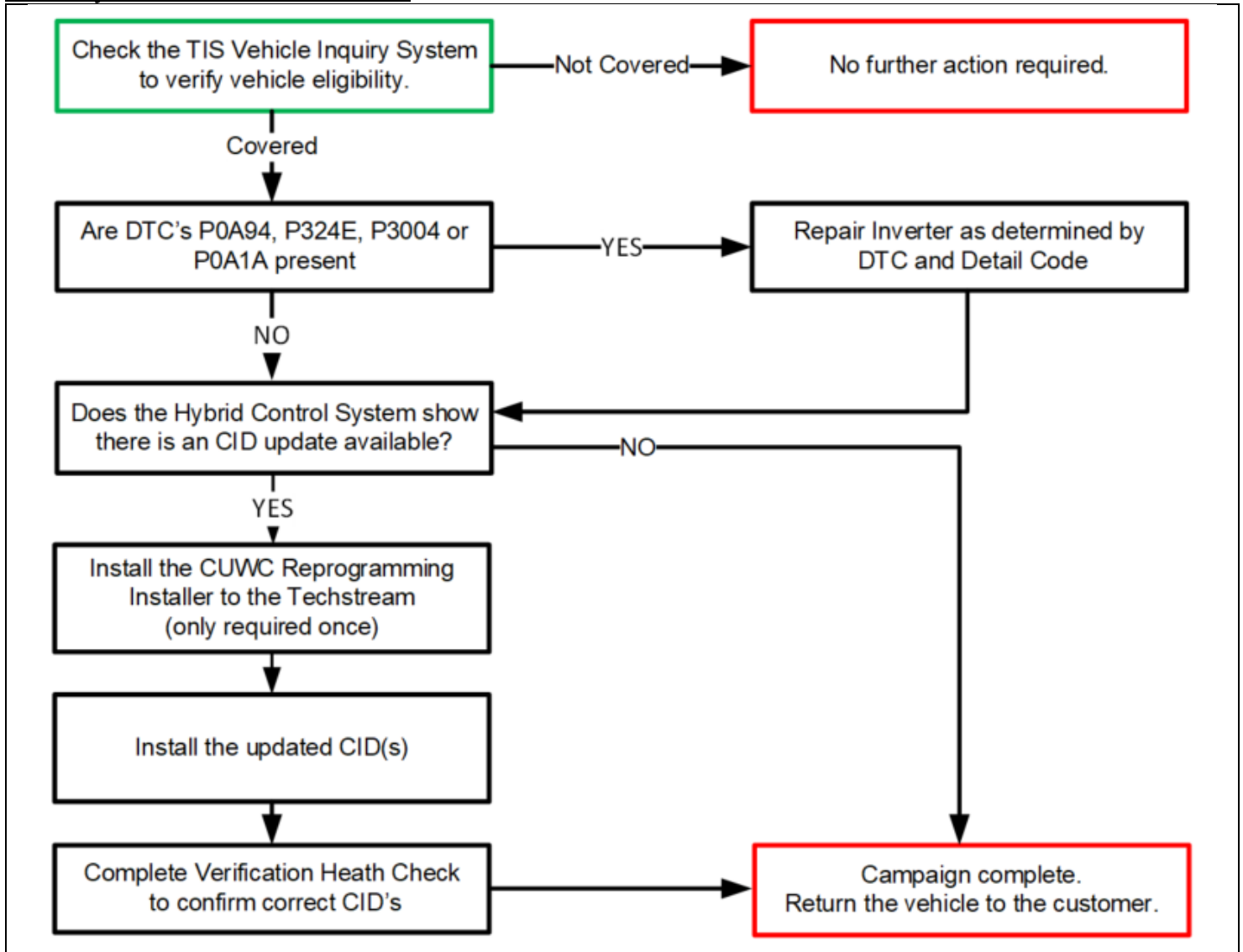
Warning Lights Prius V With Multi-Information Display (MID) and Prius	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	↔  Display switches
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner’s Manual, Toyota does not recommend towing with your vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.



If a customer is experiencing the condition described and is unable to drive it to the dealership, your dealership should arrange for vehicle pickup.

**Warranty Reimbursement Procedure**



**\*\*NOTE\*\***

- Warranty Op Codes have 2 separate tables below. First table is for Prius only. Second table is for Prius V only.

**Prius Vehicles ONLY**

Description	
1.	Reprogram the Power Management ECU
2.	Replace the Power Management ECU due to reprogramming failure ( <b>NO</b> update to NEW ECU needed)
3.	Replace the Power Management ECU due to reprogramming failure ( <b>UPDATE</b> to NEW ECU needed)
4.	Replace the IPM (Intelligent Power Module)
5.	Replace the MG ECU
6.	Replace the inverter current sensor sub-assembly
7.	Replace the inverter assembly

Op Codes	Description (Reference Chart Above)							Flat Rate Time
	1	2	3	4	5	6	7	
A10001	✓							0.7
A10002		✓						1.3
A10003			✓					1.9
A10004	✓			✓				3.6
A10005	✓			✓	✓			3.6
A10006	✓			✓	✓	✓		3.7
A10007	✓						✓	2.7
A10008		✓		✓				4.2
A10009		✓		✓	✓			4.2
A10010		✓		✓	✓	✓		4.3
A10011		✓					✓	3.3
A10012			✓	✓				4.8
A10013			✓	✓	✓			4.8
A10014			✓	✓	✓	✓		4.9
A10015			✓				✓	3.9

- 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, while the remedy is performed, for up to a maximum of **1** days as a sublet type "RT" under op codes: A10008, A1009, A1010, A1012, A1013, and A1014.
  - *Rentals greater than 1 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).*
  - *Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed, due to back order of parts, for up to a maximum of **5** days as a sublet type "RT" under op codes: A10002, A10003, A10004, A10005, A10006, A10007, A10008, A10009, A10010, A10011, A10012, A10013, A10014, and A10015.
  - *Rentals greater than 5 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).*
  - *Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*
- The cost of super long-life coolant will be reimbursed under sublet type "OF" for opcodes A10004, A10005, A10006, A10007, A10008, A10009, A10010, A10011, A10012, A10013, A10014, and A10015 up to 1.2 liters per vehicle for a MAX of \$15.
- Towing can be claimed under **ALL** remedy op codes for a maximum of \$250 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.*

**Prius V Vehicles ONLY**

Description	
1.	Reprogram the Power Management ECU
2.	Replace the Power Management ECU <b>due to reprogramming failure (NO update to NEW ECU needed)</b>
3.	Replace the Power Management ECU <b>due to reprogramming failure (UPDATE to NEW ECU needed)</b>
4.	Replace the IPM (Intelligent Power Module)
5.	Replace the MG ECU
6.	Replace the inverter current sensor sub-assembly
7.	Replace the inverter assembly

Op Codes	Description (Reference Chart Above)							Flat Rate Time
	1	2	3	4	5	6	7	
A10101	✓							0.7
A10102		✓						1.3
A10103			✓					1.9
A10104	✓			✓				3.6
A10105	✓			✓	✓			3.6
A10106	✓			✓	✓	✓		3.9
A10107	✓						✓	2.3
A10108		✓		✓				4.2
A10109		✓		✓	✓			4.2
A10110		✓		✓	✓	✓		4.5
A10111		✓					✓	2.9
A10112			✓	✓				4.8
A10113			✓	✓	✓			4.8
A10114			✓	✓	✓	✓		5.1
A10115			✓				✓	3.5

- 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, while the remedy is performed, for up to a maximum of 1 days as a sublet type "RT" under op codes: A10106, A10108, A10109, A10110, A10112, A10113 and A10114.
  - *Rentals greater than 1 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).*
  - *Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed, due to back order of parts, for up to a maximum of 5 days as a sublet type "RT" under op codes: A10102, A10103, A10104, A10105, A10106, A10107, A10108, A10109, A10110, A10111, A10112, A10113, A10114 and A10015.
  - *Rentals greater than 5 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).*
  - *Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*
- The cost of super long-life coolant will be reimbursed under sublet type "OF" for opcodes A10104, A10105, A10106, A10107, A10108, A10109, A10110, A10111, A10112, A10113, A10114, and A10015 up to 1.2 liters per vehicle for a MAX of \$15.
- Towing can be claimed under **ALL** remedy op codes for a maximum of \$250 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.*

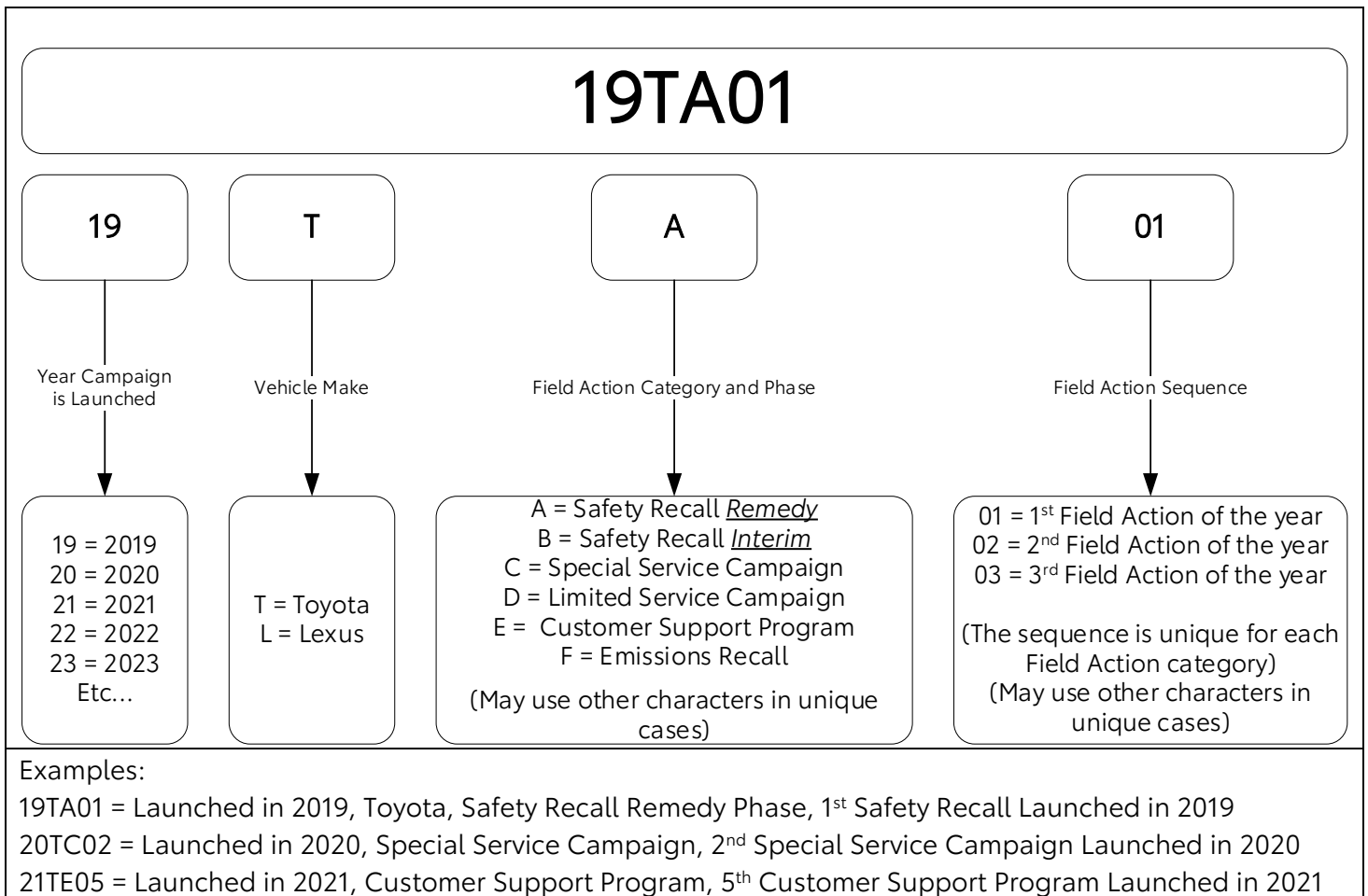
**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety 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.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**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 Recall.*

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



## SAFETY RECALL 20TA10 *(Remedy Notice)*

Certain 2013–2015 Model Year Prius  
Certain 2014 – 2017 Model Year Prius V  
Hybrid System Software Update  
NHTSA Recall No. 20V-369

### Frequently Asked Questions

Original Publication Date: June 24, 2020

**Q1:** *What is the condition?*

A1: The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

**Q2:** *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail by late August 2020, advising owners to make an appointment with their authorized Toyota dealer to have a software update for the hybrid system performed **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.





**NOTE (Customers who live in the state of California)**


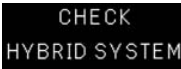

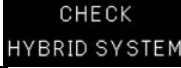
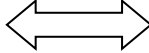




The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**Q3:** Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. *However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.*

Warning Lights Prius V Without Multi-Information Display (MID)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Warning Lights Prius V With Multi-Information Display (MID) and Prius	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	  Display switches
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

**Q4a:** How long and what distance can a vehicle be driven when the vehicle enters a fail-safe driving mode?

A4a: It differs in each model and with varying driving and environmental conditions. Generally, the failsafe mode is designed to allow the driver to operate the vehicle at reduced power for certain distances to allow the driver to maneuver the vehicle to a safe location.

**Q4b:** *What should I do if my vehicle enters fail-safe driving mode?*

A4b: If a vehicle enters a fail-safe driving mode, the driver should pull over and stop the car in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

**Q4c:** *Can you describe what happens when the vehicle does not enter fail-safe driving mode as intended? Would the brakes still be operational?*

A4c: The vehicle will run on inertia only. However, the brakes, power steering, and auxiliary systems such as turn signals will be operational as usual.

**Q4:** *What steps can I take to reduce the possibility of this condition occurring until the remedy is performed?*

A4: Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your owner's manual, Toyota does not recommend towing with your Prius or Prius V, and we urge you to follow this recommendation to avoid placing a high load on the hybrid system.

**Q5:** *What if I experience the condition described above?*

A5: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair.

**Q6:** *Which and how many vehicles are covered by this Safety Recall?*

A6: There are approximately 266,600 vehicles covered by this Safety Recall. Approximately 120 vehicles were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius	2013 - 2015	Mid-March 2013 – Early November 2015
Prius V	2014 - 2017	Late June 2014 – Late November 2017

**Q7:** *How long will the repair take?*

A7: The software update will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 5.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q8:** *What if I previously paid for repairs related to this Safety Recall?*

A8: Reimbursement consideration instructions will be provided in the owner letter.

**Q9:** *How does Toyota obtain my mailing information?*

A9: 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.



**Q10:** *What if I have additional questions or concerns?*

A10: 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 2013–2015 Model Year Prius  
Certain 2014 – 2017 Model Year Prius V  
Hybrid System Software Update  
NHTSA Recall No. 20V-369

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 a defect, which relates to motor vehicle safety, exists in certain 2013 to 2015 model year Prius and certain 2014 to 2017 Prius V vehicles.

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?

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall 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?**




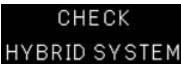
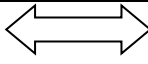




Any authorized Toyota dealer will perform the software update for the hybrid system **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.

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

The software update will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

There are no warnings that this condition exists. ***However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.***

Warning Lights Prius V Without Multi-Information Display (MID)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Warning Lights Prius V With Multi-Information Display (MID) and Prius	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	  Display switches
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.

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

### **What if you live in California and do not have this Safety Recall Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

### **What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

### **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*, please visit <https://www.toyota.com/recall/update-info-toyota>. 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

SAMPLE



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available, and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____