

Original Publication Date: November 14, 2017

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

Subject: Safety Recall H0R (Interim H1R) – **Interim Notice**
Certain 2012-2015 Model Year Prius PHV
Electric Vehicle Fuse Fracture

On November 15th 2017, 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 2012-2015 Model Year Prius PHV vehicles.

Condition

The hybrid system on the involved vehicles contain an Electric Vehicle (EV) fuse which may malfunction if the vehicle is repeatedly operated by the electric motor under high-load driving conditions, such as during a long hill climb. If the fuse malfunctions, warning lights and warning messages will illuminate. In some cases, the vehicle can be driven, but with reduced power. In other cases, the hybrid system could shut down resulting in the loss of motive power. Power steering and braking will not be affected. Loss of motive power while driving at higher speeds can increase the risk of a crash.

Remedy

Toyota is currently preparing the remedy. The remedy, when available, will involve the replacement of the EV fuse with an improved one at **NO CHARGE**.

Covered Vehicles

There are approximately 39,900 vehicles covered by this Safety Recall. There is 1 vehicle in Puerto Rico involved in this Safety Recall.

Model Name	Model Year	Production Period
Prius PHV	2012-2015	Late July 2011 – Early January 2015

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.

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Pre-Owned-Safety Recall 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 H0R/H1R" 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 (<https://dealerdaily.toyota.com/>).

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.

Loaner Vehicles

For customer vehicles that have been identified as having the condition described, a loaner vehicle or alternative transportation through Toyota Rent-A-Car (TRAC) can be provided.

Op. Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days

NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Media Contacts

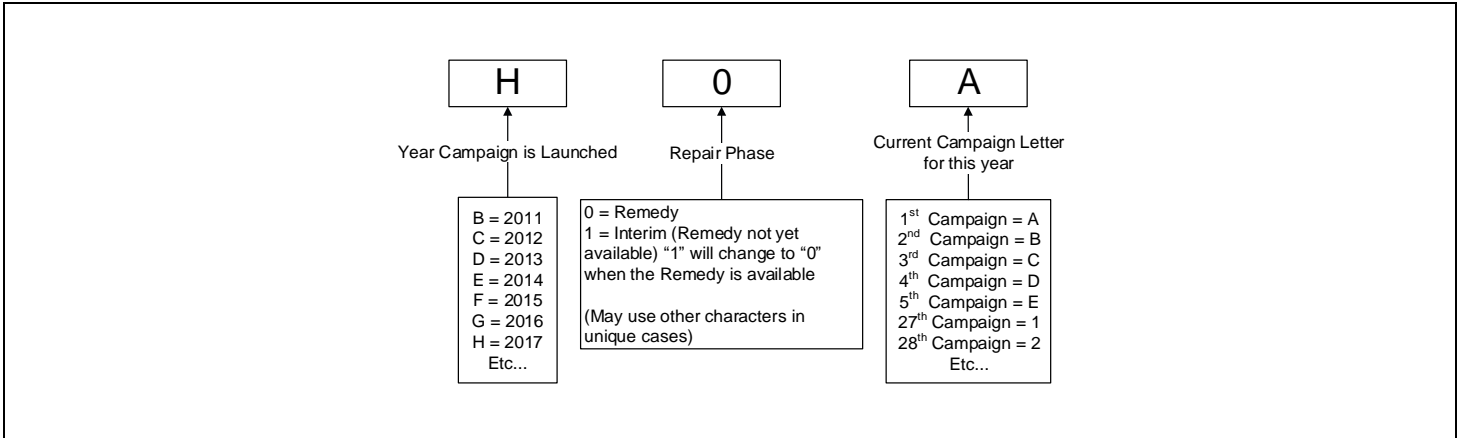
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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.

Campaign Designation Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 H0A = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

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 H0R (Interim H1R) – *Interim Notice*
Certain 2012-2015 Model Year Prius PHV
Electric Vehicle Fuse Fracture



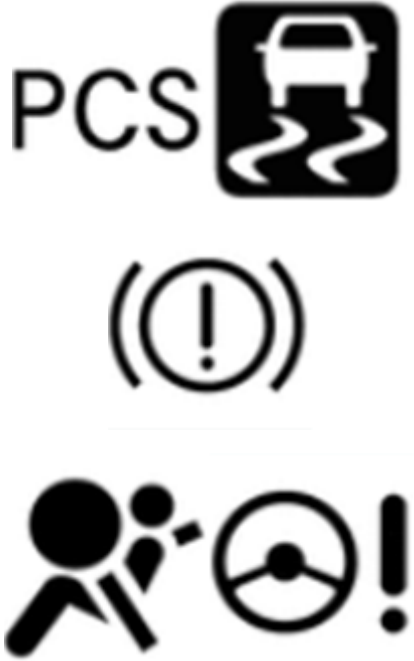
Frequently Asked Questions
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Q1: *What is the condition?*

A1: The hybrid system on the involved vehicles contain an Electric Vehicle (EV) fuse which may malfunction if the vehicle is repeatedly operated by the electric motor under high-load driving conditions, such as during a long hill climb. If the fuse malfunctions, warning lights and warning messages will illuminate. In some cases, the vehicle can be driven, but with reduced power. In other cases, the hybrid system could shut down resulting in the loss of motive power. Power steering and braking will not be affected. Loss of motive power while driving at higher speeds can increase the risk of a crash.

Q1a: *What are the symptoms or warnings of this condition?*

Q1a: If the condition occurs, warning lights, including the Master Warning light will illuminate and warning messages will be displayed.

		
Warning Message	Master Warning Light	Warning/Indicator Lights

Q1b: Can the vehicle be driven if this condition occurs?

Q1b: If the condition occurs when the vehicle is operated by the engine, the vehicle can still be driven but with reduced power. Also, in this situation, the vehicle cannot be restarted once it is switched off. If this condition occurs when the vehicle is being driven by the electric motor, the hybrid system could shut down resulting in the loss of motive power.

Q1c: Would the power steering and brakes become inoperative if this condition occurs?

Q1c: No. The power steering and the brakes will function normally.

Q2: What is Toyota going to do?

A2: Toyota is currently preparing the remedy. Once the remedy becomes available, Toyota will notify owners advising them to make an appointment with their authorized Toyota dealer to have the EV Fuse replaced at **NO CHARGE**.

Q3: Which and how many vehicles are covered by Safety Recall?

A3: There are approximately 39,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Prius PHV	2012-2015	Late July 2011 – Early January 2015

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: What if I previously paid for repairs related to this Safety Recall?

A4: Reimbursement consideration instructions will be provided in the owner letter.

Q5: What if I have additional questions or concerns?

A5: 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.