

Original Publication Date: January 4, 2018

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

Subject: Safety Recall H0R – **Remedy 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

For all involved vehicles, Toyota dealers will replace the fuse with an improved one at no cost to customers.

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	2012-2015	Late July 2011 – Early January 2015

Owner Letter Mailing Date

Toyota will begin to notify owners in early January. 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 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.

Used Vehicles in Dealership Inventory (In-Stock Vehicles)

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 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 Pre-Owned 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" and include the VIN.

NOTE: Dealers can identify if any of their used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

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.

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 January 31, 2018. 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 California dealers to use after completing repairs on vehicles covered by an emission recall. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). There is also a field for the Recall Number. A statement on the form reads: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." Below this, there are fields for the Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. At the bottom, it instructs to "Return this certificate to DMV only when required – otherwise retain for your records." and includes a small reference number "MDC 00410-92007".

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 Ordering Process - Non SET and GST Parts Ordering Process

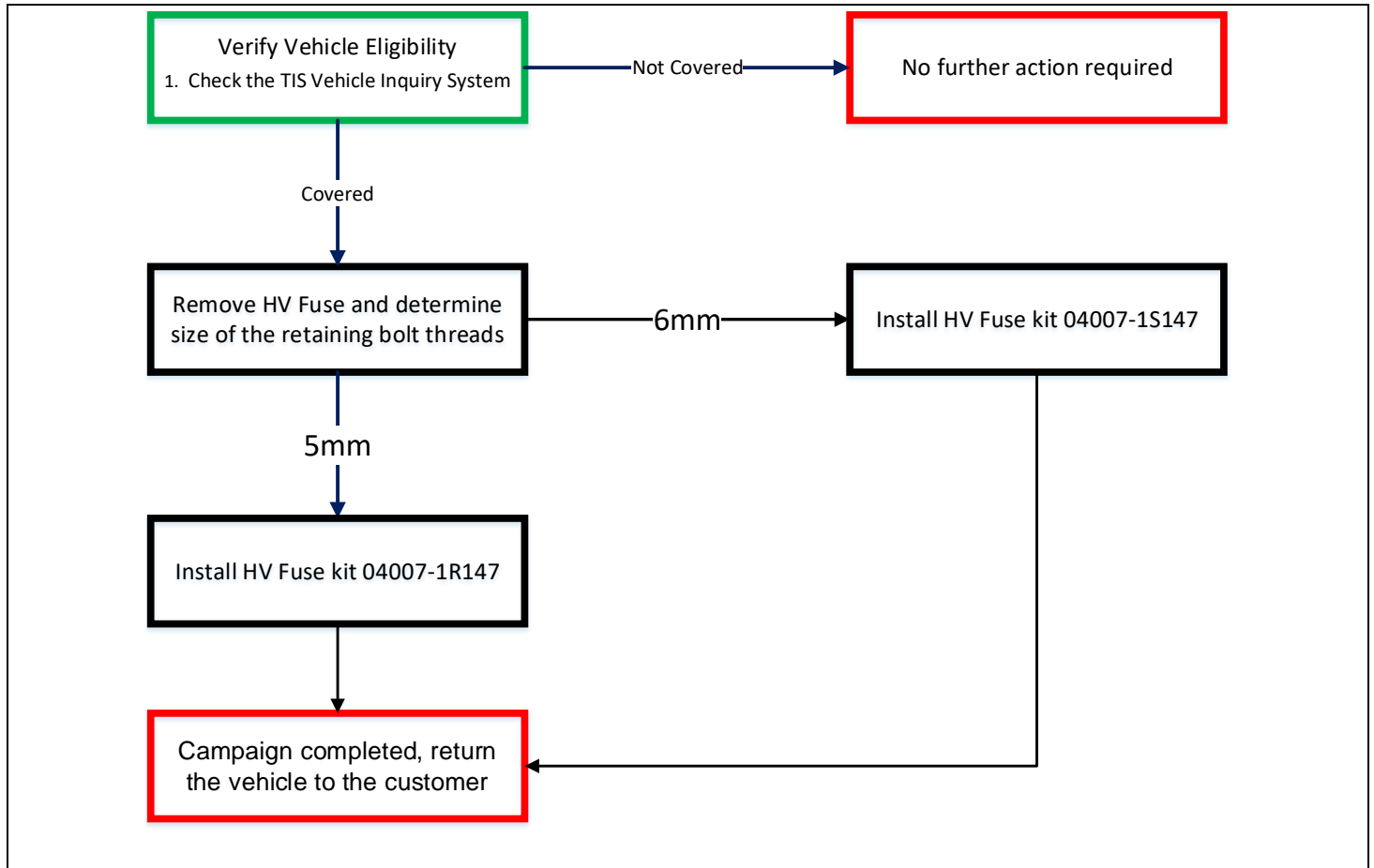
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most 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.

Part Number	Description	Production Range	Quantity
04007-1R147	M5 EV Fuse Kit	July 20, 2011 – December 19, 2012	1
04007-1S147	M6 EV Fuse Kit	December 20, 2012 – January 8, 2015	1

NOTE: In some cases, to determine which Kit to use per vehicle, Production Range may not be accurate. Refer to the TI for additional details to confirm proper Fuse Kit selection.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG85A	Replace the EV Fuse	1.2 Hrs/Veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op. Code GGG85A for a maximum of \$250 as sublet type “TW” in the event the customer requested vehicle pickup.
- The rental car cost will be reimbursed for the rental period of maximum 15 days and the rental rate of maximum cost US\$35.00 per day under the sublet cost column for the Op. Code GGG85A according to necessity.

NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental 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 opcode 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.

Media Contacts

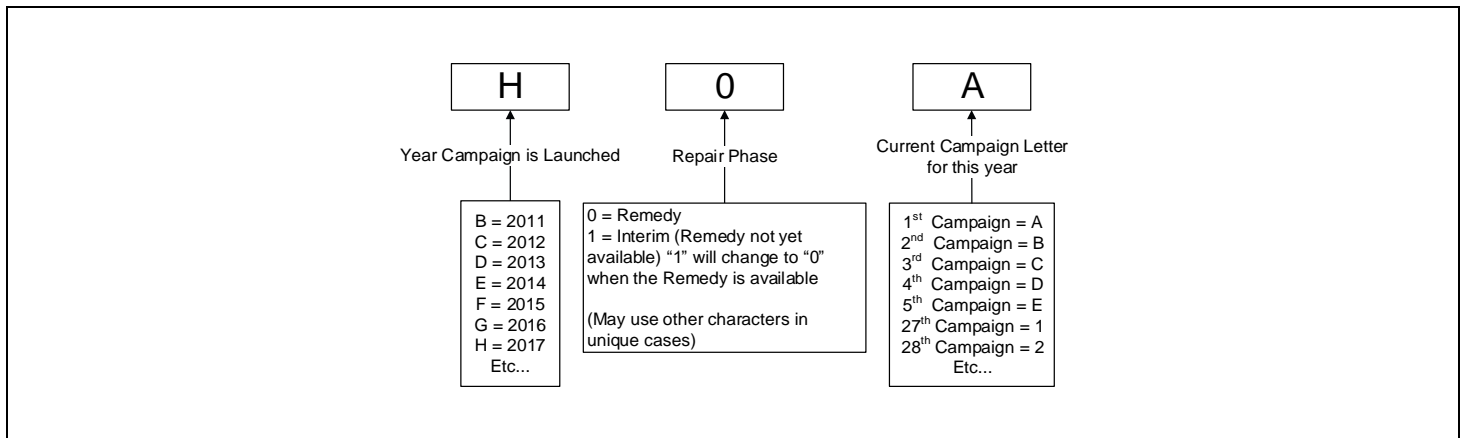
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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 – **Remedy Notice**
 Certain 2012-2015 Model Year Prius PHV
 Electric Vehicle Fuse Fracture



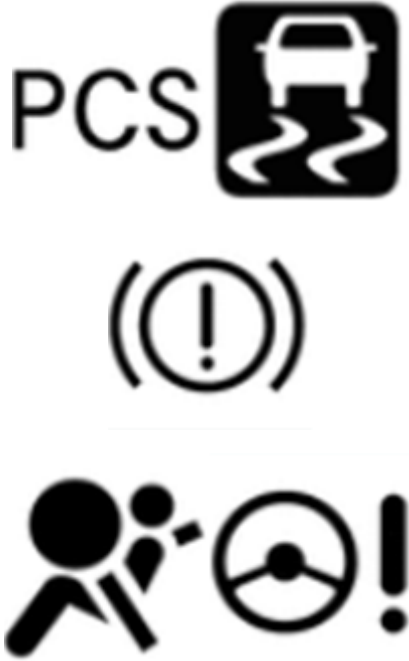
Frequently Asked Questions
Original Publication Date: January 4, 2018

Q1: What is the condition?

A1: The hybrid system on the involved vehicles contains 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?

A1a: 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?

A1b: 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?

A1c: No. The power steering and the brakes will function normally.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in early January, 2018, advising owners to make an appointment with their authorized Toyota dealer to have the EV Fuse replaced at **NO 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 **NO CHARGE** 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: 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: How long will the repair take?

A4: The repair takes 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.

Q5: What if I previously paid for repairs related to this Safety Recall?

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: What if I have additional questions or concerns?

A6: 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.

Certain 2012-2015 Model Year Prius PHV
Electric Vehicle Fuse Fracture

SAFETY RECALL (Remedy Notice)

This notice applies to your vehicle: [VIN]
NHTSA Recall No. 17V718

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2015 Model Year Prius 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 hybrid system on the involved vehicles contains 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.

What will Toyota do?

Any authorized Toyota dealer will replace the fuse with an improved one at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall.

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy 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.

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

If the condition occurs when the vehicle is operated by the engine, the vehicle can still be driven but with reduced power. However, 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.

If either of these conditions occur, and you are unable to drive the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

What if you live in California and don't 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 **NO CHARGE** 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 to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

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

What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions.**
- 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.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, 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>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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.

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

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.