- i -

10141036

2005 OCT 18 PM 1:07

August 31, 2005

National Highway Traffic Safety Administration
US Department of Transportation
Washington, DC 20590

Re: Toyota Prius Battery Failure

Without warning from the Owner's Manual or two Toyota dealers, my 2004 Toyota Prius had two battery failures. The first occurred after the car had remained unstarted for five weeks but only after the car did start and drive for some miles. On September 13, 2004, the car suddenly stopped while in traffic and had to be towed for repair (see attached invoice).

The second failure occurred after the car was left unstarted for 14 days. The dealer replaced the battery (see attached invoice) and, for the first time, alerted me to the need to disconnect the battery if the car is left unstarted for ten days. This warning was stated in the Technical Service Bulletin of October 9, 2003 (see attached copy) that was apparently sent to all Toyota dealers but which did not reach me.

This potentially dangerous and certainly aggravating defect must be made known to all Prius drivers. I assume this problem is common to all 2004-2005 models.

Sincerely,

[redacted]

cc: Toyota Customer Experience Center
19001 South Western Ave.
Dept WC11
Torrance, CA 90509-2991

Consumers Union
101 Truman Avenue
Yonkers, NY 10703-1057

Consumers Union
1300 Guadalupe, Suite 100
Austin, TX 78701-1643

Toyota of Dallas
2610 Forest Lane
Farmers Branch, TX 75234

Champion Toyota of Austin
4800 IH 35 South
Austin, TX 78745

10/21/05

TOYOTA

Technical Service BULLETIN

October 9, 2003

Title: **MAINTENANCE FOR HV AND AUXILIARY BATTERIES**

Models: **'04 – '05 Prius**

TSB

PRODUCT GENERAL INFORMATION

REVISED PG007-03

TSB REVISION NOTICE:

September 16, 2004: 2005 model year has been added to Applicable Vehicles. The previous TSB should be discarded.

Introduction

The 2004 – 2005 model year Prius hybrid vehicle is equipped with 2 types of special batteries, the HV (Hybrid Vehicle) battery and the 12–volt auxiliary battery.

If the hybrid vehicle is put into storage, the state of charge (SOC) of its HV battery and auxiliary battery will gradually decrease. To prevent the battery from deteriorating during storage, proper maintenance is necessary.

Therefore, please perform the following maintenance service for the HV battery and 12–volt auxiliary battery.

Maintenance Items at Port of Entry and Dealership:

	CONDITION	MAINTENANCE OPERATION
A	Just after unloading and then every two months	Keep "Hybrid System" on for 30 minutes. (In order to charge the HV battery and the auxiliary battery.)
B	Before delivery	Fully charge 12–volt auxiliary battery using the Prius Automatic Charger (P/N 00002–YA122–01). (Deliver vehicle to customer only after it is fully charged.)
C	In order to store for 10 days or more	Disconnect wire harness from exclusive jump starting terminal (found in Junction Block under hood). (Prevent decreasing SOC during storage due to parasitic current.)

Applicable Vehicles

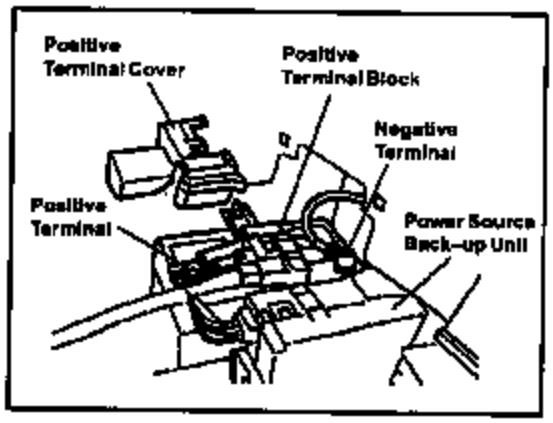
- **2004 – 2005** model year **Prius** vehicles.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Maintenance Operation: Condition B (Continued)

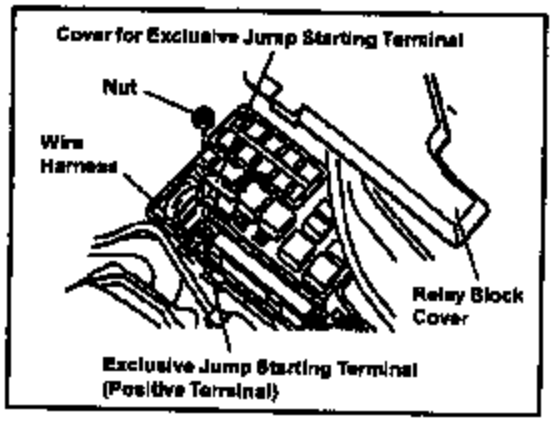
5. Install the auxiliary battery.
   A. Place the auxiliary battery in the correct position and install the hold–down clamp.
   B. Connect the vent hose.
   C. Connect the positive terminal first, and then the negative terminal.
      Torque: 5.0 N·m (51 kgf·cm, 4.4 ft·lbf)
   D. Install HV battery vent duct.
   E. Reconnect harness to positive terminal block and power source back–up unit.
   F. Install the positive terminal cover.
   G. Install the auxiliary battery cover and the deck under tray.
   H. Install the deck cover.
   I. Close the back door.



Maintenance Operation: Condition C

In Order to Store for 10 Days or More

1. Disconnect the wire harness from the exclusive jump starting terminal.
   A. Turn off all lights and accessories.
   B. Open the hood and remove the relay block cover.
   C. Open the cover (red) for the exclusive jump starting terminal.
   D. Use a 10 mm long socket to remove the nut.



NOTE:

When removing or installing the nut and wire harness, do not touch the inverter or other parts, as it may cause electrical system damage.

1 - 4" Ratchet
3" Extension Bar

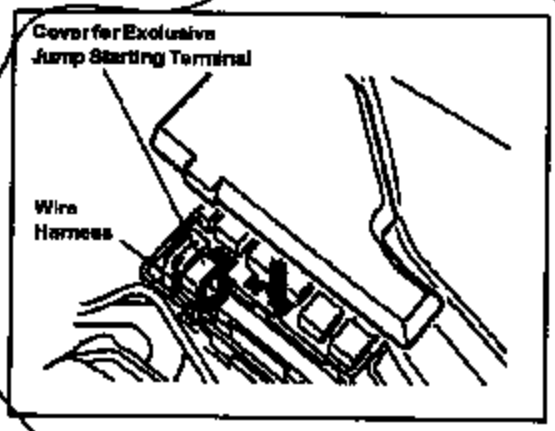
Maintenance Operation Condition C (Continued)

E. Use needle–nose pliers to pull up the wire harness from the exclusive jump starting terminal (positive terminal).

F. Temporarily install the nut on the exclusive jump starting terminal.

G. Close the cover for the exclusive jump starting terminal, and place the wire harness on the cover.

H. After closing the relay block cover, close the hood.

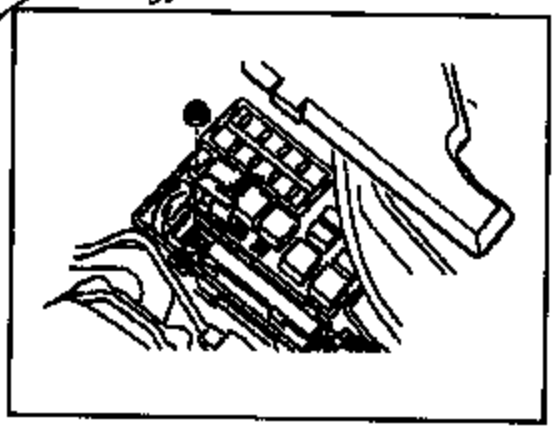


HINT:

If the negative terminal of the battery is reconnected, even if the "POWER" switch is pressed once while depressing the brake pedal, the hybrid system may not start. At this time, the "READY" light is off. In this case, press the "POWER" switch again to start the hybrid system (the "READY" light is on). If the hybrid system still does not start (the "READY" light is off), refer to the Repair Manual.

hold down for 6 See
hold up for 6 see

2. Connect the wire harness.



HINT:

After reconnecting the auxiliary battery, the power window must be initialized. For details, refer to TSB No. PD018–03, *"Pre–Delivery Service (PDS) Information for Prius."*

A. Open the hood and remove the relay block cover.

B. Open the cover for the exclusive jump starting terminal.

C. Remove the temporarily installed nut, and after installing the wire harness on the exclusive jump starting terminal, securely tighten the nut.

Torque: 5.8–9.8 N•m (59–100 kgf•cm, 5.0–7.2 ft•lbf)

D. Close the cover for the exclusive jump starting terminal.

E. After closing the relay block cover, close the hood.

TOYOTA

Technical Service BULLETIN

October 9, 2003

Title: MAINTENANCE FOR HV AND AUXILIARY BATTERIES

Models: '04 – '05 Prius

TSB

REVISED PG007-03

PRODUCT GENERAL INFORMATION

TSB REVISION NOTICE:

September 16, 2004: 2005 model year has been added to Applicable Vehicles. The previous TSB should be discarded.

Introduction

The 2004 – 2005 model year Prius hybrid vehicle is equipped with 2 types of special batteries, the HV (Hybrid Vehicle) battery and the 12–volt auxiliary battery.

If the hybrid vehicle is put into storage, the state of charge (SOC) of its HV battery and auxiliary battery will gradually decrease. To prevent the battery from deteriorating during storage, proper maintenance is necessary.

Therefore, please perform the following maintenance service for the HV battery and 12–volt auxiliary battery.

Maintenance Items at Port of Entry and Dealership:

	CONDITION	MAINTENANCE OPERATION
A	Just after unloading and then every two months	Keep "Hybrid System" on for 30 minutes. (In order to charge the HV battery and the auxiliary battery.)
B	Before delivery	Fully charge 12–volt auxiliary battery using the Prius Automatic Charger (P/N 00002–YA122–01). (Deliver vehicle to customer only after it is fully charged.)
C	In order to store for 10 days or more	Disconnect wire harness from exclusive jump starting terminal (found in Junction Block under hood). (Prevent decreasing SOC during storage due to parasitic current.)

Applicable Vehicles

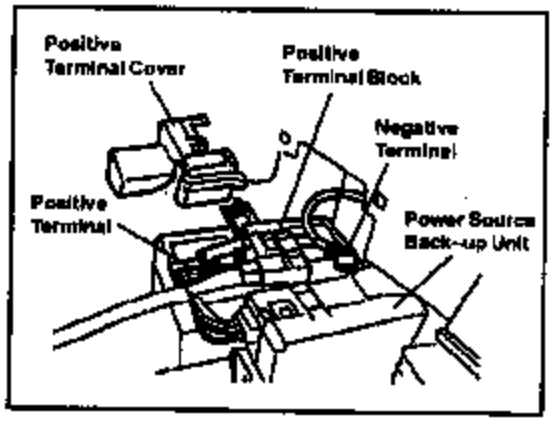
- **2004 – 2005 model year Prius vehicles.**

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Maintenance Operation: Condition B (Continued)

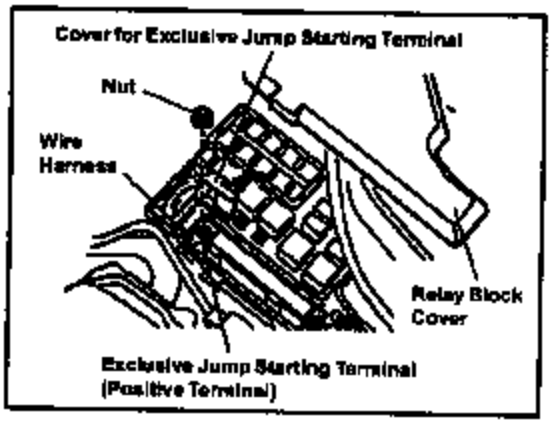
5. Install the auxiliary battery.
   A. Place the auxiliary battery in the correct position and install the hold–down clamp.
   B. Connect the vent hose.
   C. Connect the positive terminal first, and then the negative terminal.
      Torque: 8.0 N·m (81 kgf·cm, 4.4 ft·lbf)
   D. Install HV battery vent duct.
   E. Reconnect harness to positive terminal block and power source back–up unit.
   F. Install the positive terminal cover.
   G. Install the auxiliary battery cover and the deck under tray.
   H. Install the deck cover.
   I. Close the back door.



Maintenance Operation: Condition C

In Order to Store for 10 Days or More

1. Disconnect the wire harness from the exclusive jump starting terminal.
   A. Turn off all lights and accessories.
   B. Open the hood and remove the relay block cover.
   C. Open the cover (red) for the exclusive jump starting terminal.
   D. Use a 10 mm long socket to remove the nut.



NOTE:

When removing or installing the nut and wire harness, do not touch the inverter or other parts, as it may cause electrical system damage.

1 - 4" Universal
3" Extension Bar

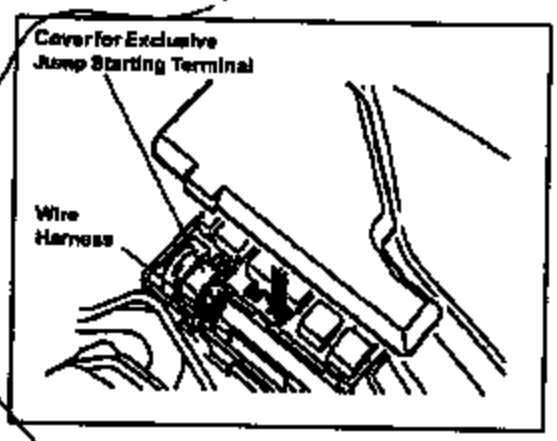
Maintenance Operation: Condition C (Continued)

E. Use needle–nose pliers to pull up the wire harness from the exclusive jump starting terminal (positive terminal).

F. Temporarily install the nut on the exclusive jump starting terminal.

G. Close the cover for the exclusive jump starting terminal, and place the wire harness on the cover.

H. After closing the relay block cover, close the hood.



HINT:

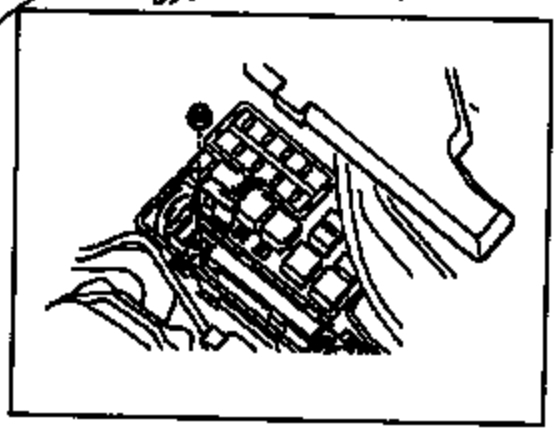
If the negative terminal of the battery is reconnected, even if the "POWER" switch is pressed once while depressing the brake pedal, the hybrid system may not start. At this time, the "READY" light is off. In this case, press the "POWER" switch again to start the hybrid system (the "READY" light is on). If the hybrid system still does not start (the "READY" light is off), refer to the Repair Manual.

hold down for 6 sec.
hold up for 6 sec

2. Connect the wire harness.

HINT:

After reconnecting the auxiliary battery, the power window must be initialized. For details, refer to TSB No. PD010–03, *"Pre–Delivery Service (PDS) Information for Prius."*



A. Open the hood and remove the relay block cover.

B. Open the cover for the exclusive jump starting terminal.

C. Remove the temporarily installed nut, and after installing the wire harness on the exclusive jump starting terminal, securely tighten the nut.

Torque: 6.8–9.8 N·m (69–100 kgf·cm, 5.0–7.2 ft·lbf)

D. Close the cover for the exclusive jump starting terminal.

E. After closing the relay block cover, close the hood.

TOYOTA

Technical Service BULLETIN

October 9, 2003

Title: MAINTENANCE OF HV AND AUXILIARY BATTERIES

Models: '04 – '05 Prius

TSB

REVISED

PG007-03

PRODUCT GENERAL INFORMATION

TSB REVISION NOTICE:
September 16, 2004: 2005 model year has been added to Applicable Vehicles. The previous TSB should be discarded.

Introduction

The 2004 – 2005 model year Prius hybrid vehicle is equipped with 2 types of special batteries, the HV (Hybrid Vehicle) battery and the 12–volt auxiliary battery.

If the hybrid vehicle is put into storage, the state of charge (SOC) of its HV battery and auxiliary battery will gradually decrease. To prevent the battery from deteriorating during storage, proper maintenance is necessary.

Therefore, please perform the following maintenance service for the HV battery and 12–volt auxiliary battery.

Maintenance Items at Port of Entry and Dealership:

	CONDITION	MAINTENANCE OPERATION
A	Just after unloading and then every two months	Keep "Hybrid System" on for 30 minutes. (In order to charge the HV battery and the auxiliary battery.)
B	Before delivery	Fully charge 12–volt auxiliary battery using the Prius Automatic Charger (P/N 00002–YA122–01). (Deliver vehicle to customer only after it is fully charged.)
C	In order to store for 10 days or more	Disconnect wire harness from exclusive jump starting terminal (found in Junction Block under hood). (Prevent decreasing SOC during storage due to parasitic current.)

Applicable Vehicles

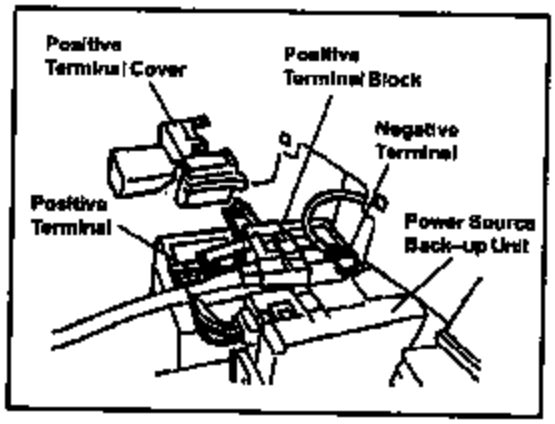
- **2004 – 2005 model year Prius vehicles.**

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	--	--	--	--

Maintenance Operation: Condition B (Continued)

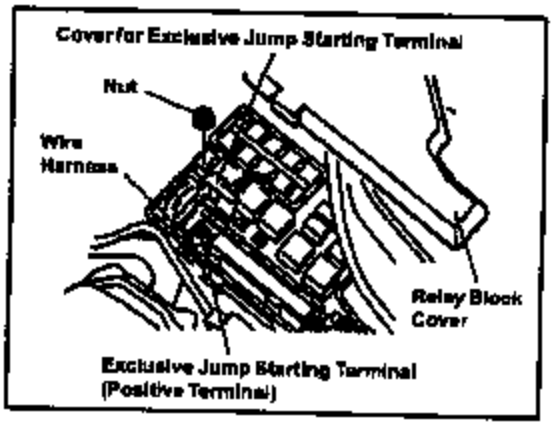
5. Install the auxiliary battery.
   A. Place the auxiliary battery in the correct position and install the hold–down clamp.
   B. Connect the vent hose.
   C. Connect the positive terminal first, and then the negative terminal.
      Torque: 6.0 N·m (61 kgf·cm, 4.4 ft·lbf)
   D. Install HV battery vent duct.
   E. Reconnect harness to positive terminal block and power source back–up unit.
   F. Install the positive terminal cover.
   G. Install the auxiliary battery cover and the deck under tray.
   H. Install the deck cover.
   I. Close the back door.



Maintenance Operation: Condition C

In Order to Store for 10 Days or More

1. Disconnect the wire harness from the exclusive jump starting terminal.
   A. Turn off all lights and accessories.
   B. Open the hood and remove the relay block cover.
   C. Open the cover (red) for the exclusive jump starting terminal.
   D. Use a 10 mm long socket to remove the nut.



NOTE:

When removing or installing the nut and wire harness, do not touch the inverter or other parts, as it may cause electrical system damage.

1 - Ratchet
1 - 3" Extension Bar

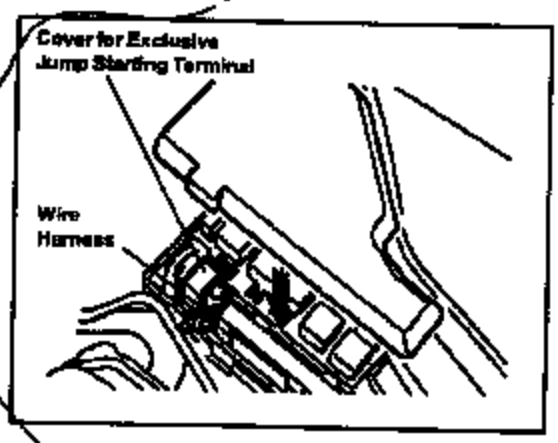
Maintenance Operation Condition C (Continued)

E. Use needle–nose pliers to pull up the wire harness from the exclusive jump starting terminal (positive terminal).

F. Temporarily install the nut on the exclusive jump starting terminal.

G. Close the cover for the exclusive jump starting terminal, and place the wire harness on the cover.

H. After closing the relay block cover, close the hood.



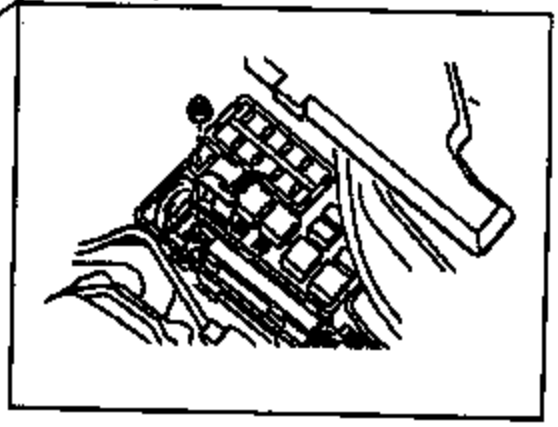
HINT:

If the negative terminal of the battery is reconnected, even if the "POWER" switch is pressed once while depressing the brake pedal, the hybrid system may not start. At this time, the "READY" light is off. In this case, press the "POWER" switch again to start the hybrid system (the "READY" light is on). If the hybrid system still does not start (the "READY" light is off), refer to the Repair Manual.

2. Connect the wire harness.

HINT:

After reconnecting the auxiliary battery, the power window must be initialized. For details, refer to TSB No. PD010–03, *"Pre–Delivery Service (PDS) Information for Prius."*



A. Open the hood and remove the relay block cover.

B. Open the cover for the exclusive jump starting terminal.

C. Remove the temporarily installed nut, and after installing the wire harness on the exclusive jump starting terminal, securely tighten the nut.

Torque: 5.5–9.8 N·m (69–100 kgf·cm, 5.0–7.2 ft·lbf)

D. Close the cover for the exclusive jump starting terminal.

E. After closing the relay block cover, close the hood.

TOYOTA

Technical Service
BULLETIN
October 9, 2003

Title:
MAINTENANCE FOR HV AND AUXILIARY BATTERIES
Models:
'04 – '05 Prius

TSB

REVISED
PG007-03

PRODUCT GENERAL INFORMATION

TSB REVISION NOTICE:
September 15, 2004: 2005 model year has been added to Applicable Vehicles.
The previous TSB should be discarded.

Introduction

The 2004 – 2005 model year Prius hybrid vehicle is equipped with 2 types of special batteries, the HV (Hybrid Vehicle) battery and the 12–volt auxiliary battery.

If the hybrid vehicle is put into storage, the state of charge (SOC) of its HV battery and auxiliary battery will gradually decrease. To prevent the battery from deteriorating during storage, proper maintenance is necessary.

Therefore, please perform the following maintenance service for the HV battery and 12–volt auxiliary battery.

Maintenance Items at Port of Entry and Dealership:

	CONDITION	MAINTENANCE OPERATION
A	Just after unloading and then every two months	Keep "Hybrid System" on for 30 minutes. (In order to charge the HV battery and the auxiliary battery.)
B	Before delivery	Fully charge 12–volt auxiliary battery using the Prius Automatic Charger (P/N 00002–YA122–01). (Deliver vehicle to customer only after it is fully charged.)
C	In order to store for 10 days or more	Disconnect wire harness from exclusive jump starting terminal (found in Junction Block under hood). (Prevent decreasing SOC during storage due to parasitic current.)

Applicable Vehicles

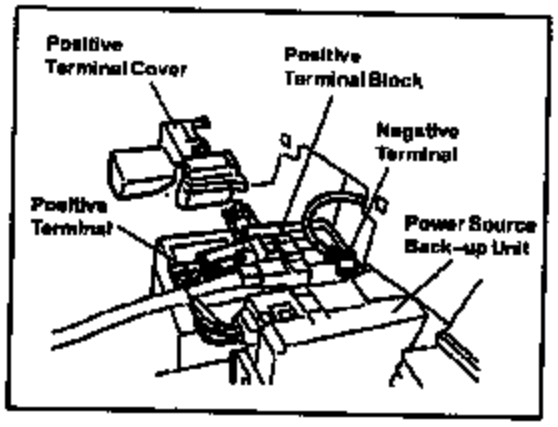
- **2004 – 2005 model year Prius vehicles.**

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Maintenance Operation: Condition B (Continued)

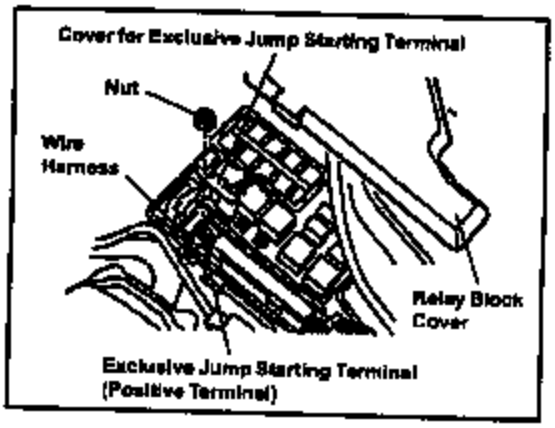
5. Install the auxiliary battery.
   A. Place the auxiliary battery in the correct position and install the hold–down clamp.
   B. Connect the vent hose.
   C. Connect the positive terminal first, and then the negative terminal.
      Torque: 6.0 N·m (61 kgf·cm, 4.4 ft·lbf)
   D. Install HV battery vent duct.
   E. Reconnect harness to positive terminal block and power source back–up unit.
   F. Install the positive terminal cover.
   G. Install the auxiliary battery cover and the deck under tray.
   H. Install the deck cover.
   I. Close the back door.



Maintenance Operation: Condition C

In Order to Store for 10 Days or More

1. Disconnect the wire harness from the exclusive jump starting terminal.
   A. Turn off all lights and accessories.
   B. Open the hood and remove the relay block cover.
   C. Open the cover (red) for the exclusive jump starting terminal.
   D. Use a 10 mm long socket to remove the nut.



NOTE:

When removing or installing the nut and wire harness, do not touch the inverter or other parts, as it may cause electrical system damage.

1 - 4" Universal
3" extension Bar

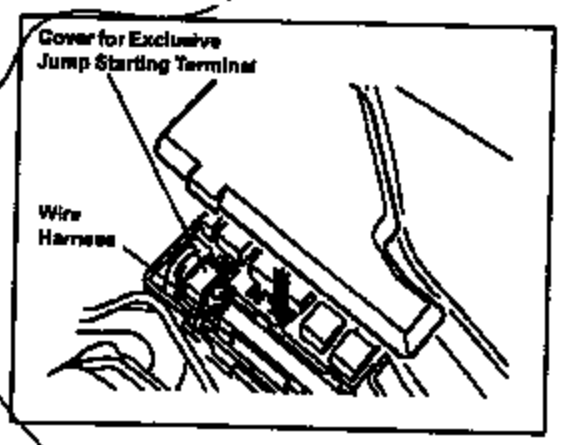
Maintenance Operation: Condition C (Continued)

E. Use needle–nose pliers to pull up the wire harness from the exclusive jump starting terminal (positive terminal).

F. Temporarily install the nut on the exclusive jump starting terminal.

G. Close the cover for the exclusive jump starting terminal, and place the wire harness on the cover.

H. After closing the relay block cover, close the hood.



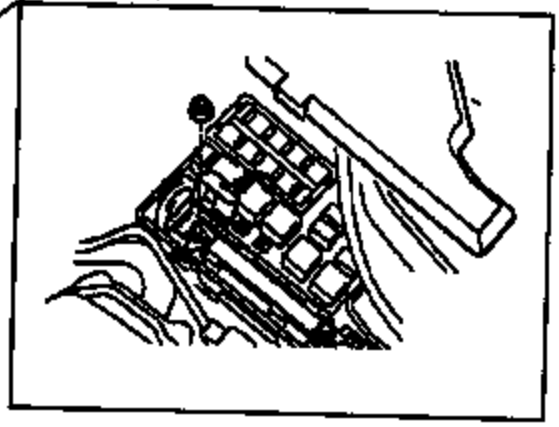
HINT:

If the negative terminal of the battery is reconnected, even if the "POWER" switch is pressed once while depressing the brake pedal, the hybrid system may not start. At this time, the "READY" light is off. In this case, press the "POWER" switch again to start the hybrid system (the "READY" light is on). If the hybrid system still does not start (the "READY" light is off), refer to the Repair Manual.

2. Connect the wire harness.

HINT:

After reconnecting the auxiliary battery, the power window must be initialized. For details, refer to TSB No. PD010–03, *"Pre–Delivery Service (PDS) Information for Prius."*



A. Open the hood and remove the relay block cover.

B. Open the cover for the exclusive jump starting terminal.

C. Remove the temporarily installed nut, and after installing the wire harness on the exclusive jump starting terminal, securely tighten the nut.

Torque: 6.6–9.8 N•m (69–100 kgf•cm, 5.0–7.2 ft•lbf)

D. Close the cover for the exclusive jump starting terminal.

E. After closing the relay block cover, close the hood.

TOYOTA

Technical Service BULLETIN

October 9, 2003

Title:
MAINTENANCE FOR HV AND AUXILIARY BATTERIES

Models:
'04 – '05 Prius

TSB

PRODUCT GENERAL INFORMATION

REVISED PG007-03

TSB REVISION NOTICE:

September 16, 2004: 2005 model year has been added to Applicable Vehicles. The previous TSB should be discarded.

Introduction

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Applicable Vehicles

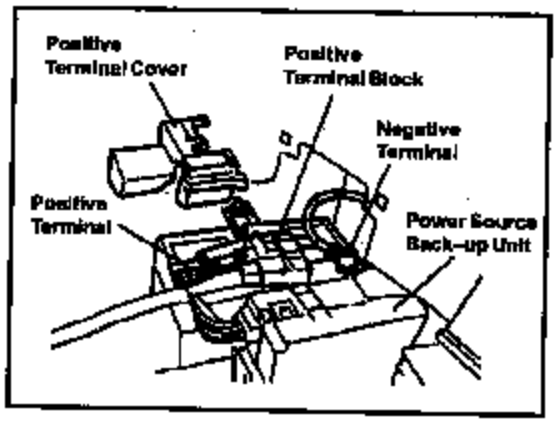
- **2004 – 2005 model year Prius vehicles.**

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Maintenance Operation: Condition B (Continued)

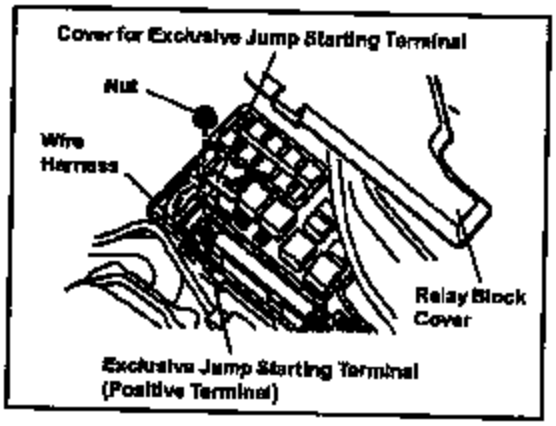
5. Install the auxiliary battery.
   A. Place the auxiliary battery in the correct position and install the hold–down clamp.
   B. Connect the vent hose.
   C. Connect the positive terminal first, and then the negative terminal.
      Torque: 6.0 N•m (61 kgf•cm, 4.4 ft•lbf)
   D. Install HV battery vent duct.
   E. Reconnect harness to positive terminal block and power source back–up unit.
   F. Install the positive terminal cover.
   G. Install the auxiliary battery cover and the deck under tray.
   H. Install the deck cover.
   I. Close the back door.



Maintenance Operation: Condition C

In Order to Store for 10 Days or More

1. Disconnect the wire harness from the exclusive jump starting terminal.
   A. Turn off all lights and accessories.
   B. Open the hood and remove the relay block cover.
   C. Open the cover (red) for the exclusive jump starting terminal.
   D. Use a 10 mm long socket to remove the nut.



NOTE:
When removing or installing the nut and wire harness, do not touch the inverter or other parts, as it may cause electrical system damage.

1 - Ratchet
1 - 3" Extension Bar

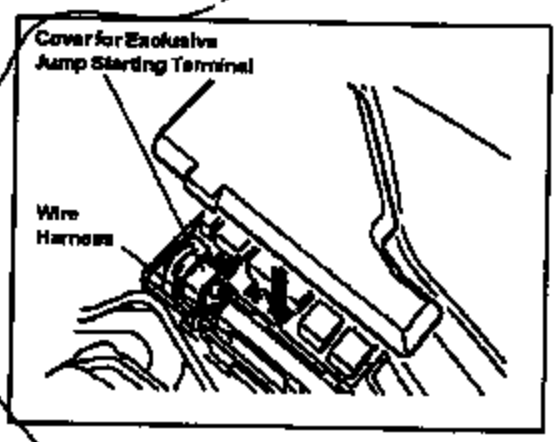
Maintenance Operation: Condition C (Continued)

E. Use needle–nose pliers to pull up the wire harness from the exclusive jump starting terminal (positive terminal).

F. Temporarily install the nut on the exclusive jump starting terminal.

G. Close the cover for the exclusive jump starting terminal, and place the wire harness on the cover.

H. After closing the relay block cover, close the hood.



HINT:

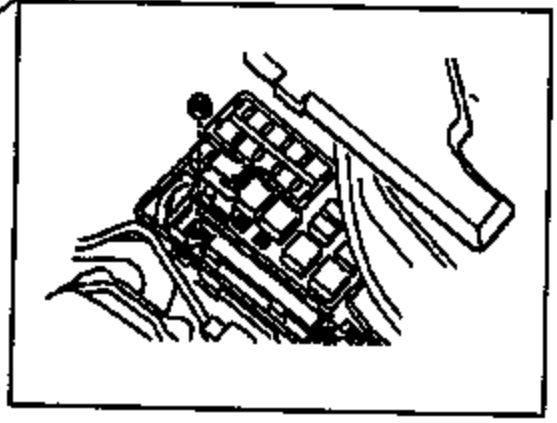
If the negative terminal of the battery is reconnected, even if the "POWER" switch is pressed once while depressing the brake pedal, the hybrid system may not start. At this time, the "READY" light is off. In this case, press the "POWER" switch again to start the hybrid system (the "READY" light is on). If the hybrid system still does not start (the "READY" light is off), refer to the Repair Manual.

hold down for 6 sec.
hold up for 6 sec

2. Connect the wire harness.

HINT:

After reconnecting the auxiliary battery, the power window must be initialized. For details, refer to TSB No. PD010–03, *"Pre–Delivery Service (PDS) Information for Prius."*



A. Open the hood and remove the relay block cover.

B. Open the cover for the exclusive jump starting terminal.

C. Remove the temporarily installed nut, and after installing the wire harness on the exclusive jump starting terminal, securely tighten the nut.

Torque: 6.9–9.8 N•m (69–100 kgf•cm, 5.0–7.2 ft•lbf)

D. Close the cover for the exclusive jump starting terminal.

E. After closing the relay block cover, close the hood.

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).