



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



March 23, 2021

NEF-109 tgd
Ref. No. 11398373

[REDACTED]
Zephyrhills, FL [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2011 Toyota Prius vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 16V-487. We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received the repair. In any event, we understand your frustration with any delay you may have experienced, and appreciate your diligence in this matter.

While researching your problem, we identified an open recall on your vehicle (NHTSA Safety Recall No. 18V-684, enclosed). The recall addresses excessive voltage in the Intelligent Power Module (IPM) within the inverter which may cause the hybrid system to shut down, causing the vehicle to stall while being driven. We recommend that you contact Toyota or your local dealer to schedule an appointment to have the recall completed as soon as possible.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. In addition, we encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool at <https://www.nhtsa.gov/recalls>.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, looping "R" and "R" at the end.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

2011
TOYOTA Prius



VIN: JTDK130U

Recall data refreshed on Mar 20, 2021

1 Unrepaired Recalls associated with this VIN

Oct 04, 2018

Manufacturer Recall Number J0V

NHTSA Recall Number 18V684

Recall Status Recall Incomplete

Summary

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. This recall remedy will address a new condition in the vehicles involved in previous Safety Recalls E0E & F0R. The previous recalls E0E & F0R did not anticipate the new condition remedied with this recall.

Safety Risk

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

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.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner