

2/9/10

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Safety Recall – A0B
Certain 2010 Model Year Prius Vehicles
ABS Actuator ECU Update

On February 9, 2010, 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 2010 Model Year Prius vehicles.

Background

Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the possibility of a crash.

Toyota dealers are requested to install a newly designed software update (reflash) to the ABS Actuator Electronic Control Unit (ECU) at **no charge** to the vehicle owner.

The following vital information is provided to inform you and your staff of the owner notification phase of this Safety Recall and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification will commence in late February, 2010.

Only owners of the affected vehicles will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct the dealer to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the reflash program as outlined in the attached Technical Instructions which is also located on TIS.

2. Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicles in their inventory, which are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

A VIN list containing vehicles in dealer stock will be provided shortly.

3. Dealer Summary Reports

Summary Reports containing the **number** of involved vehicles in your dealership's primary marketing area will be provided shortly. (VIN lists of vehicles in the dealership's PMA will no longer be provided. Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

4. Number and Identification of Involved Vehicles

There are approximately 133,000 Prius vehicles (2010 model year) involved in the U.S.

			VIN Range	
PRIUS	JTD	2010	KN3DU	0001044 - 0124257
				1000089 - 1157301
				5000063 - 5118198

NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If your dealership is contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs.**
- Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

5. Parts Ordering

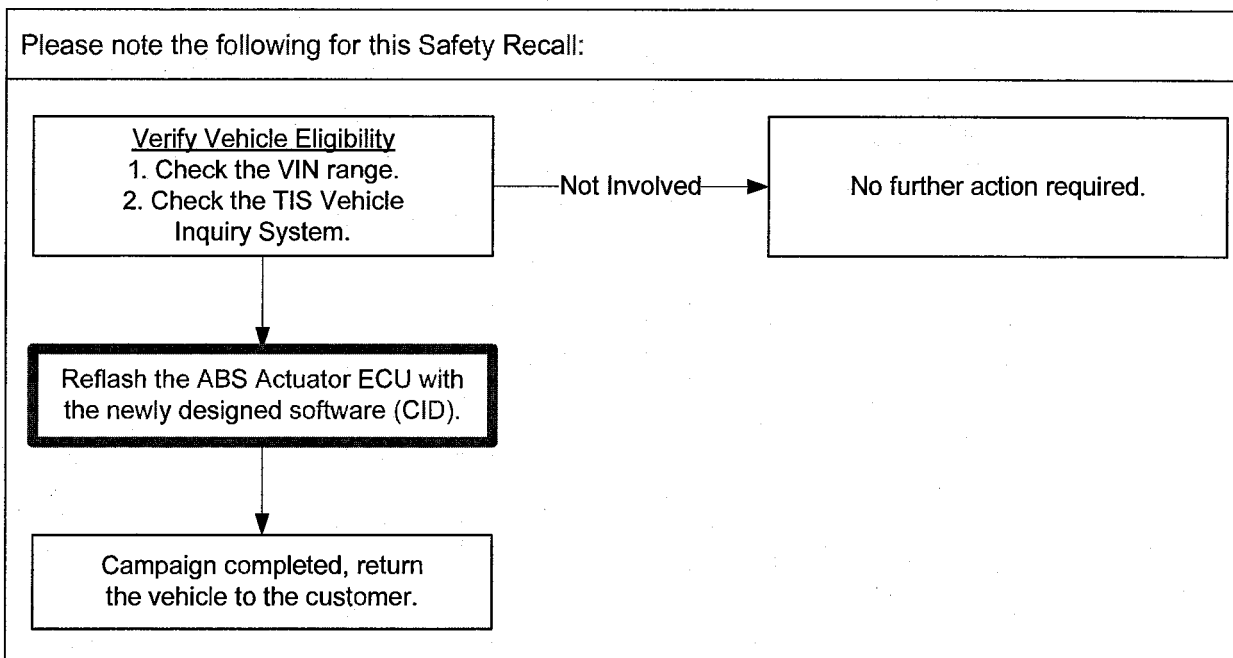
The reflash process will not require any parts.

6. Repair Procedures

Technicians will need to utilize the TechStream for the reflash. The necessary reflash software can be downloaded from TIS. Refer to TIS for the appropriate Technical Instructions for additional information.

Conduct all applicable, open Safety Recall and Service Campaigns on the vehicle during the time of appointment.

7. Warranty Processor Instructions



(Warranty Processor Instructions Continued. . .)

The operation codes to be used for this Safety Recall are:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
A0B	0508B1	Check the current ID of the ABS control ECU	0.3 hr/vehicle
A0B	0508B2	1. Check the current ID of the ABS control ECU 2. Reflash the ABS Control ECU	0.9 hr/vehicle

- The above flat rate time includes 0.1 hour for administrative cost per unit.

8. Customer Handling

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. 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).

9. Media Contacts

For ***News media inquiries only***:

Due to the nature of this Safety Recall, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, ***all media contacts*** must be directed to Brian Lyons (310) 468-2552, John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

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 A0B - Certain 2010 Model Year Prius Vehicles
ABS Actuator ECU Update
SAFETY RECALL NOTICE

Dear Toyota Customer:

This notice is being 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 2010 model year Prius vehicles.

What is the condition?

Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

Each circumstance may vary, and drivers must use their best judgment, but until the remedy is completed on your vehicle Toyota advises drivers to depress the brake pedal using firm pressure.

What will Toyota do?

Toyota has developed a software update for this condition. Any authorized Toyota dealer will update the ABS Electronic Control Unit ("ECU") with the newly designed software at **no charge** to the vehicle owner.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to install the newly designed ABS ECU software as soon as possible. The installation will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary for you to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

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

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Recall. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific 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, DC 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 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.



**Safety Recall A0B – Certain 2010 Model Year Prius Vehicles
ABS Actuator ECU Update – Q&A**

Q1: What is the condition?

A1: Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

Q2: What is the cause of the condition?

A2: The condition is caused by improper programming of the ABS Electronic Control Unit (ECU). Due to this programming, there is a possibility that the braking force after the ABS activation may slightly degrade as compared to the braking force before the activation.

Q3: Are there any warnings that this condition exists?

A3: The driver may notice inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated.

Q3a: Are there any steps a driver may take if they experience this condition?

A3a: Each circumstance may vary, and drivers must use their best judgment, but until the remedy is completed on the vehicle Toyota advises drivers to depress the brake pedal using firm pressure.

Q4: Which and how many vehicles are involved?

A4: There are approximately 133,000 Prius (2010 model year) vehicles involved in the U.S.

MODEL	MY	UIO
Prius	2010	133,000

Q5: What is the production period of the affected vehicles?

A5: The vehicles specific to this Safety Recall were produced from April, 2009 to January, 2010 (for Prius).

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: Yes, there are approximately 14,550 Lexus HS250h vehicles (2010 model year) involved.

Q6a: Why are first and second generation Prius vehicles not involved in this Safety Recall?

Q6a: The third generation Prius is an all-new vehicle built from the ground-up. The ABS management program is different from the previous generation Prius vehicles.

Q6b: Why are other Toyota and Lexus Hybrids not involved?

A6b: ABS management programs for other models are different from the subject models.

Q7: What is Toyota going to do?

A7: Owners will be notified by first class mail beginning in late February. Toyota dealers will install a newly designed software update (reflash) to the ABS Actuator ECU at no charge to the vehicle owner.

Q7a: What should an owner do if they experience this condition before the ABS management program has been updated?

A7a: This condition only occurs momentarily during light pedal application at the moment the ABS system begins to activate. If an owner is experiencing this condition, he/she should firmly and steadily apply additional force to the brake pedal.

Q7b: What does this condition feel like?

A7b: If the brake pedal is lightly depressed on certain road surfaces such as icy or bumpy road, drivers may perceive a **momentary** reduction in braking performance.

Q8: Have any production changes been implemented?

A8: A production change was made to the ABS Actuator ECU at the end of January, 2010.

Q9: How many incidents of this condition have been reported?

A9: As the conditions and details of each incident are not always clear, it is difficult to identify the number of related incidents.

Q10: Have there been any accidents reported?

A10: Although there are some accidents which suggest a relation to this condition, it is difficult to identify each case.

Q11: What if an owner has additional questions or concerns?

A11: Owners with questions or concerns are asked to contact their local Toyota dealer for diagnosis, and if applicable, repair. Owners may also contact the Toyota Customer Experience Center (1-800-331-4331).

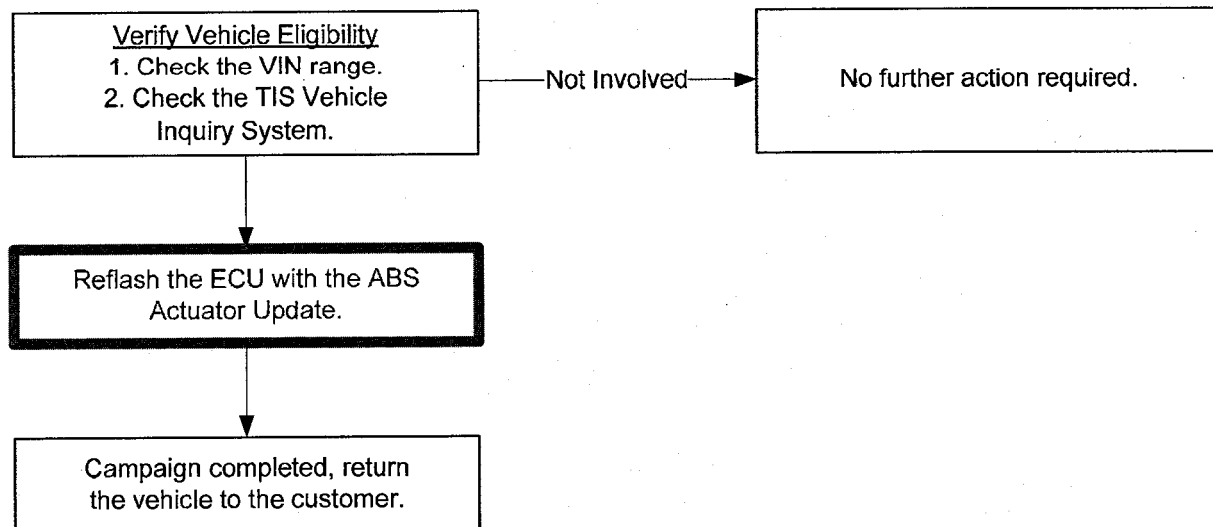
TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL AOB
ABS ACTUATOR ECU UPDATE
2010 MODEL YEAR PRIUS
REVISED FEBRUARY 9, 2010

TECHNICAL INSTRUCTION REVISION NOTICE:

- **February 9, 2010:**
 - **Information was added to the CID table in Work Procedure, step 1, "REFLASH THE ECU".**
 - **Note in Work Procedure, step 1d, "REFLASH THE ECU" was updated.**

Previous versions of this Technical Instruction should be discarded.

I. OPERATION FLOWCHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
PRIUS	JTD	2010	KN3DU	0001044 - 0124257
				1000089 - 1157301
				5000063 - 5118198

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

- No parts are required.

B. TOOLS & EQUIPMENT

- Techstream or Techstream Lite with v4.21.002 software
- GR8 Battery Diagnostic Station

IV. BACKGROUND

Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

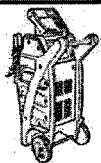
V. WORK PROCEDURE

Model	Model Year	Wheel Size*	Current CID	New CID
Prius	2010	15 in.	F152647103	F152647106
			F152647104	
			F152647105	
		17 in.	F152647123	F152647126
			F152647124	
			F152647125	

* Wheel size information can be found on the certification label, located on the drivers door jamb / B-pillar.

1. REFLASH THE ECU

- Connect Techstream to the DLC3.
- Place the car in the "IG-ON" mode (push the Power button **twice** when the car is OFF – DO NOT depress the brake pedal.
- Connect the GR8 Battery Diagnostic Station to the vehicle and turn it ON, then select Power Supply Mode.



NOTE:

- The GR8 Battery Diagnostic Station **MUST** be used in Power Supply Mode to maintain battery voltage at 13.5 volts while flash reprogramming the vehicle.
- For details on how to use the GR8 Battery Diagnostic Station, refer to the GR8 Instruction Manual located on TIS, *Diagnostics – Battery*.

- Reflash the ECU with the ABS Actuator Update, following the procedures outlined in T-SB-0064-10, "Techstream ECU Flash Reprogramming Procedure". Please refer to the table above for the **NEW** CID.

NOTE:

- Please utilize the following instructions for verifying A0B applicability with Techstream v4.21.002:

- Perform a Health Check using the Techstream.
- From the Health Check Results screen, confirm campaign availability status located at the bottom of the screen.

NOTE: Techstream v4.21.002 does not retrieve Calibration ID for the ABS/VSC/TRAC ECU when performing a Health Check. Calibration update applicability can be checked using the Calibration Update Wizard (CUW), see steps 4 – 7 on the next 2 pages.

NOTE CONTINUED...

- If Campaign Available status is "NO", the A0B campaign does not apply. If status is "YES", click the "YES" link to access Calibration files from the campaign instructions and to confirm the vehicle requires a Calibration update.

Health Check Results
 Health Check does not display live data.
 Changes in vehicle condition will not update automatically.
 To update Health Check, click the Refresh button.

System	Current	Pending	History	Permanent	Monitor Status	Calibration	Update
Main Body	1	-	3	-	-	-	-
Smart Key	0	-	4	-	-	-	-
Engine and ECT	0	0	0	0	Com	34715100	NO
						A4701000	NO
Hybrid Control	0	-	0	0	-	896B34701000	NO
						896B54701000	NO
						898B44701200	NO
						898B44702100	NO
Tire Pressure Monitor	0	-	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-	-
EMPS	0	-	0	-	-	-	-
Transmission Control	0	-	-	-	-	-	-
Occupant Detection	0	-	0	-	-	-	-
Air Conditioner	0	-	0	-	-	-	-
Combination Meter	0	-	0	-	-	-	-
D-Door Motor	0	-	0	-	-	-	-
P-Door Motor	0	-	0	-	-	-	-
RR-Door Motor	0	-	0	-	-	-	-
RL-Door Motor	0	-	0	-	-	-	-
Master Switch	0	-	-	-	-	-	-
SRS Airbag	0	-	0	-	-	-	-
Navigation System	0	-	0	-	-	-	-
PM1 Gateway	0	-	0	-	-	-	-
PM2 Gateway	0	-	0	-	-	-	-

2/4/2010 2:09:30 PM Campaign Available: YES

Click "YES" to access campaign instructions and Calibration files.

- Select the appropriate Calibration file to launch the CUW.
- Confirm Calibration applicability from the Calibration Selection Confirmation screen.

Sample Screen Shot of Update Available

Calibration Update Wizard - Screen 5701-09

Calibration Selection Confirmation

VSC/ABS/ECB

Current Calibration:

Current Cal ID	F152647123
Current Cal ID	
Current Cal ID	

New Calibration Information:

New Cal ID	F152647126
New Cal ID	
New Cal ID	
Issue Date	Jan. 18, 2010
Model Name	prius_10-11MY
Model Year	10
System	ECB
Vehicle Type	17Inch

Current Calibration ID and New Calibration ID does not match.

Confirm CUW application states file is authorized to update the vehicle.

Selected Calibration file is authorized to update this vehicle. Press NEXT to continue.

NOTE: Refer the applicable TSB for calibration file information.

Select New Cal Next Cancel

- If Current Calibration ID from the vehicle does not match the New Calibration ID and the CUW application states "Selected Calibration file is authorized to update this vehicle", then proceed with the update.

NOTE CONTINUED...

7. If the Current Calibration ID and the New Calibration ID match the update has already been performed. Proceed with filing an Inspection Claim.

Sample Screen Shot of Update Not Available

Current Calibration		New Calibration	
Current Cal ID	F152647105	New Cal ID	F152647105 Updated
Current Cal ID		New Cal ID	
Current Cal ID		New Cal ID	
		Install Date	Jan. 18, 2010
		Model Name	prius_10-11MY
		Model Year	10
		System	ECB
		Sensor Type	15inch

NOTE: Refer to the vehicle's ECU for calibration information.

Previous Next Cancel

2. CHECK FOR DTC CODES

- a) Connect the Techstream to the DLC3
- b) Check for DTC codes.

NOTE:

If any Pending, Current, and/or History DTCs are set, troubleshoot according to the repair manual.

3. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS

- CAMPAIGN COMPLETE -

Customer Health Check/Diagnostic Report Quick Reference

Overview

A Customer Health Check or Diagnostic Report is generated by TIS using vehicle Health Check data from the Techstream diagnostic application. TIS summarizes the vehicle Health Check data and displays it in a customer friendly format.

The Diagnostic Report provides your customers with a complete view of their vehicle's state of health. The sample report below highlights the key items included on each printed report.

Diagnostic Report

Vehicle Information

Vehicle: 2004 Sienna
VIN: 5TDZA22C54000000
Mileage: 1234

Repair Order: 1234

Health Check Summary

Checkpoints	Status	Comments
Powertrain Systems	ACTION REQUIRED	Diagnostic Codes(s) Detected: P0113, P0010, P0020, P0102, P0118, P0123, P0504, P0748, P0778, P0983, P0986, P2135, P2138, P2716, P2770
Chassis Systems	All systems OK	
Electrical Systems	ACTION REQUIRED	Diagnostic Codes(s) Detected: B2799
Network Systems	All systems OK	
Service Campaigns	ACTION REQUIRED	90B Not Performed

Performed: 12/23/09, 8:58 AM

Technician Signature: _____
 Manager Signature: _____

MAIN STREET TOYOTA
 4321 SOUTH MAIN STREET
 ANYTOWN, CA 90000
 PHONE NUMBER: (555) 867-5309

NOTE: You must be connected to the dealership network for the Health Check data to be stored and Diagnostic Report to properly complete.

FAQ

Q: What is a Customer Health Check Report?
A: A Diagnostic Report is manually generated from the Health Check Results screen on Techstream. TIS summarizes the vehicle Health Check data and displays it in a customer friendly format.

Q: How long does it take to create the Diagnostic Report?
A: In order to create a Diagnostic Report, a Health Check must be performed. A Health Check takes less than three minutes to complete on most vehicles. Generating and printing a Diagnostic Report for the customer takes less than two additional minutes.

Q: How long do I have to wait for TIS to generate the Diagnostic Report?
A: After selecting the Diagnostic Report icon from Techstream, a report form launches nearly instantly following your TIS log-in.

Q: How will the Diagnostic Report display Service Campaigns (SSC/LSC) completed today?
A: Any SSC/LSC completed during the current service event should be selected as "Performed" when generating the Diagnostic Report. The final report will indicate that the SSC/LSC was "Performed" and show "All Systems OK" for Service Campaign Status.

Q: How often can you run a Diagnostic Report?
A: As often as necessary.

Q: How do I save a Diagnostic Report?
A: Once the Diagnostic Report is generated in TIS, the system saves it automatically. You can access the saved report from the Vehicle Inquiry screen.

Q: Who can access Diagnostic Reports?
A: All TIS users with access to the Vehicle Inquiry page.

Q: How long are the Diagnostic Reports available?
A: Diagnostic Reports are available from the Vehicle Inquiry page on TIS for three years.

Q: Can I print the Diagnostic Report?
A: Yes. You can print directly from Techstream when generating the report, or from the Vehicle Inquiry page on TIS anytime after the report has been generated.

Q: Can I email a Diagnostic Report?
A: Yes. If your PC has the ability to generate a PDF file, you can print or save the file in this format and also attach the file to an email.

Q: Why can't I find a Diagnostic Report for a specific VIN?
A: Reports are NOT automatically generated with each Health Check. You have to select the button from the Techstream Health Check Results screen.

Document 0010-04-0

Customer Health Check/Diagnostic Report Quick Reference

Generating a Diagnostic Report

The Diagnostic Report is generated from the Techstream Health Check Results screen.

1. After completing a Health Check, click the "Customer Health Check/Diagnostic Report" button at the bottom of the screen.



Customer Health Check/Diagnostic Report Button

2. Log-in to TIS.

3. Once the "Diagnostic Report" screen opens, enter the following information:
 - a. Vehicle Mileage
 - b. Repair Order Number
 - c. Select the appropriate button for each of the listed campaigns to indicate if the SSC/LSC was completed during the current service visit.

NOTE: Only service campaigns that are not completed or are completed but have pending warranty claims will be shown.

Diagnostic Report

Vehicle Information

Mileage: **a**

Repair Order: **b**

Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? (Check for SSC door label if unsure.)

90B: ☒ Performed ☐ Not Performed **c**

4. Click the "Report" button.

5. A print ready Diagnostic Report will display showing Vehicle Information, Health Check Summary and Dealership Information.

Diagnostic Report

Vehicle Information

Vehicle: 2008 LS460 VIN: JTHBL46F385000000 Mileage: 34567

Repair Order: 12345

Health Check Summary

Checkpoints	Status	Comments
Powertrain Systems	All systems OK	
Chassis Systems	All systems OK	
Electrical Systems	All systems OK	
Network Systems	All systems OK	
Service Campaigns	All systems OK	90B Not Performed

Performed: 12/23/09, 8:58 AM

Technician Signature: _____

Manager Signature: _____

MAIN STREET LEXUS
4321 SOUTH MAIN STREET
ANYTOWN, CA 90000
PHONE NUMBER: (555) 867-5309

Accessing Stored Diagnostic Reports from TIS

When Diagnostic Reports are generated they are stored in TIS and can be viewed from the Vehicle Inquiry page.

1. Log-in to TIS.
2. From the TIS tab, select Vehicle Inquiry tab.
3. Input VIN.
4. Click the "Lookup" button.
5. Once the vehicle information screen loads, select the Diagnostic Report tab.

NOTE: A red asterisk means there is information for this VIN found on the tab.

Techstream Diagnostic Reports History

Connection Time	Dealer Code	Dealer Name
12/23/2009 10:10:00	60905	MAIN STREET LEXUS

6. Diagnostic Reports are listed by Techstream connection time. Select the report you wish to see by clicking on the hyperlink.

Printing

The Diagnostic Report can be printed directly from TIS or Techstream using a networked printer. The report can also be saved as an Adobe® PDF file, if your PC is equipped with Adobe® Acrobat®.

Printing from Techstream:

1. Select File/Print from the web browser
2. Select the appropriate printer* and then press the print button

Printing a previously generated report from the TIS Vehicle Inquiry page:

1. Open Diagnostic Report
2. Right click inside report and select Print
3. Select the appropriate printer* and then press the print button

* To print to PDF, select Adobe® PDF or other PDF writer under Printer Selection. Then select a location on your PC to save the PDF file when prompted.

TOYOTA CUSTOMER SERVICES

Volume: XVI
Number: TC10-008
Date: 02/10/2010
X Action
X Retain
— Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, *BWaltz*
Vice President, Product Quality and Service Support

Subject: Safety Recall – A0B
Certain 2010 Model Year Prius Vehicles
ABS Actuator ECU Update

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Toyota dealers are requested to install a newly designed software update (reflash) to the ABS Actuator Electronic Control Unit (ECU) at **no charge** to the vehicle owner.

The following vital information is provided to inform you and your staff of the owner notification phase of this Safety Recall and your degree of involvement.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early February, 2010.

2. Owner Notification Mailing Date

The owner notification will commence in late February, 2010.

Only owners of the affected vehicles will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct the dealer to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the reflash program as outlined in the Technical Instructions located on TIS.

3. Number of Vehicles Involved

There are approximately 133,000 Prius (2010 model year) vehicles involved in the U.S.

4. Region/District Summary Reports

We have enclosed the following Safety Recall A0B Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary that provides an overview of the entire Region/PD for this Safety Recall.
- District Summary Report that indicates the number of involved vehicles registered in each dealership's primary marketing area for this Safety Recall.
- **Dealer Reports will no longer contain a VIN list.** However, they will contain the number of involved vehicles registered in each dealership's primary marketing area.

Enclosed:

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

J. Beseda	W. Fay	K. Kusakawa	J. Stempkowski
G. Borst	N. Fein	M. Michels	S. Sugawara
R. Broughman	F. Fontanella	T. Morrison	M. Templin
G. Bryan	H. Fukui	T. Nakagami	J. Tetherow
W. Burns	S. Haag	D. Pettitt	P. Uribe
D. Camden	J. Hanson	R. Pflughaupt	K. Ura
B. Carter	K. Higgins	C. Reynolds	A. Vaish
G. Christoff	M. Hosoe	C. Roberts	R. Waltz
J. Colon	C. Hostetter	R. Sakai	S. Yamaguchi
B. Cooper	Y. Inaba	D. Sakakibara	M. Yamanami
R. Daly	M. King	M. Setta	N. Yamamoto
F. Davidson	J. Lang	A. Smith	H. Yoshihashi
T. Doi	J. Lentz	R. Specht	D. Zellers
D. Esmond	E. Matsuda		

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Safety Recall – A0B
Certain 2010 Model Year Prius Vehicles
ABS Actuator ECU Update

On February 9, 2010, 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 2010 Model Year Prius vehicles.

Background

Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the possibility of a crash.

Toyota dealers are requested to install a newly designed software update (reflash) to the ABS Actuator Electronic Control Unit (ECU) at **no charge** to the vehicle owner.

The following vital information is provided to inform you and your staff of the owner notification phase of this Safety Recall and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification will commence in late February, 2010.

Only owners of the affected vehicles will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct the dealer to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the reflash program as outlined in the Technical Instructions located on TIS.

2. Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicles in their inventory, which are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

3. Dealer Summary Reports

Summary Reports containing the **number** of involved vehicles in your dealership's primary marketing area and a VIN list containing vehicles in dealer stock have been distributed to each dealership's Service and Parts Manager. (VIN lists of vehicles in the dealership's PMA will no longer be provided. Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

4. Number and Identification of Involved Vehicles

There are approximately 133,000 Prius vehicles (2010 model year) involved in the U.S.

PRIUS	JTD	2010	KN3DU	VIN Range
				0001044 - 0124257
				1000089 - 1157301
				5000063 - 5118198

NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If your dealership is contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs.**
- Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

5. Parts Ordering

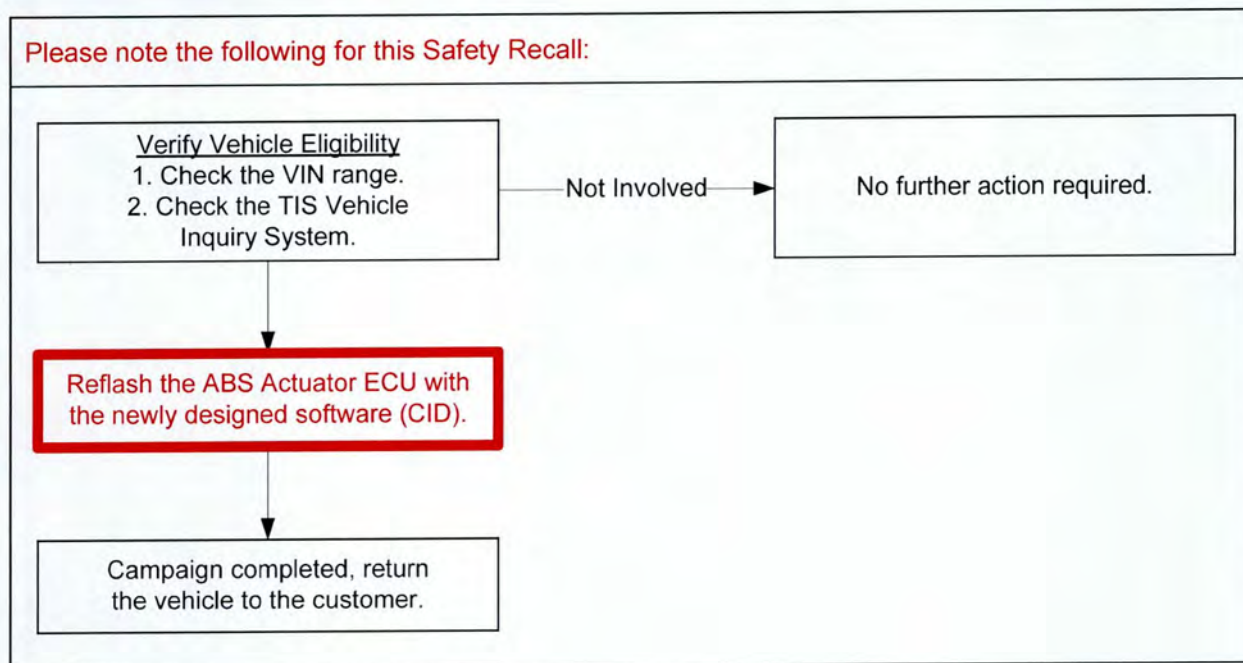
The reflash process will not require any parts.

6. Repair Procedures

Technicians will need to utilize the TechStream for the reflash. The necessary reflash software can be downloaded from TIS. Refer to TIS for the appropriate Technical Instructions for additional information.

Conduct all applicable, open Safety Recall and Service Campaigns on the vehicle during the time of appointment.

7. Warranty Processor Instructions



(Warranty Processor Instructions Continued. . .)

The operation codes to be used for this Safety Recall are:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
A0B	0508B1	Check the current ID of the ABS control ECU	0.3 hr/vehicle
A0B	0508B2	1. Check the current ID of the ABS control ECU 2. Reflash the ABS Control ECU	0.9 hr/vehicle

- The above flat rate time includes 0.1 hour for administrative cost per unit.

8. Customer Handling

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. 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).

9. Media Contacts

For **News media inquiries only**:

Due to the nature of this Safety Recall, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, **all media contacts** must be directed to Brian Lyons (310) 468-2552, John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

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 A0B - Certain 2010 Model Year Prius Vehicles
ABS Actuator ECU Update
SAFETY RECALL NOTICE

Dear Toyota Customer:

This notice is being 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 2010 model year Prius vehicles.

What is the condition?

Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

Each circumstance may vary, and drivers must use their best judgment, but until the remedy is completed on your vehicle Toyota advises drivers to depress the brake pedal using firm pressure. Also, please allow additional distance between your vehicle and the vehicle in front of you so as to provide additional stopping distance.

What will Toyota do?

Toyota has developed a software update for this condition. Any authorized Toyota dealer will update the ABS Electronic Control Unit ("ECU") with the newly designed software at **no charge** to the vehicle owner.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to install the newly designed ABS ECU software as soon as possible. The installation will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary for you to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

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

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Recall. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific 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, DC 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 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.



**Safety Recall A0B – Certain 2010 Model Year Prius Vehicles
ABS Actuator ECU Update – Q&A**

Q1: What is the condition?

A1: Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

Q2: What is the cause of the condition?

A2: The condition is caused by improper programming of the ABS Electronic Control Unit (ECU). Due to this programming, there is a possibility that the braking force after the ABS activation may slightly degrade as compared to the braking force before the activation.

Q3: Are there any warnings that this condition exists?

A3: The driver may notice inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated.

Q3a: Are there any steps a driver may take if they experience this condition?

A3a: Each circumstance may vary, and drivers must use their best judgment, but until the remedy is completed on the vehicle Toyota advises drivers to depress the brake pedal using firm pressure.

Q4: Which and how many vehicles are involved?

A4: There are approximately 133,000 Prius (2010 model year) vehicles involved in the U.S.

MODEL	MY	UIO
Prius	2010	133,000

Q5: What is the production period of the affected vehicles?

A5: The vehicles specific to this Safety Recall were produced from April, 2009 to January, 2010 (for Prius).

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: Yes, there are approximately 14,550 Lexus HS250h vehicles (2010 model year) involved.

Q6a: Why are first and second generation Prius vehicles not involved in this Safety Recall?

Q6a: The third generation Prius is an all-new vehicle built from the ground-up. The ABS management program is different from the previous generation Prius vehicles.

Q6b: Why are other Toyota and Lexus Hybrids not involved?

A6b: ABS management programs for other models are different from the subject models.

Q7: What is Toyota going to do?

A7: Owners will be notified by first class mail beginning in late February. Toyota dealers will install a newly designed software update (reflash) to the ABS Actuator ECU at no charge to the vehicle owner.

Q7a: What should an owner do if they experience this condition before the ABS management program has been updated?

A7a: This condition only occurs momentarily during light pedal application at the moment the ABS system begins to activate. If an owner is experiencing this condition, he/she should firmly and steadily apply additional force to the brake pedal.

Q7b: What does this condition feel like?

A7b: If the brake pedal is lightly depressed on certain road surfaces such as icy or bumpy road, drivers may perceive a *momentary* reduction in braking performance.

Q8: Have any production changes been implemented?

A8: A production change was made to the ABS Actuator ECU at the end of January, 2010.

Q9: How many incidents of this condition have been reported?

A9: As the conditions and details of each incident are not always clear, it is difficult to identify the number of related incidents.

Q10: Have there been any accidents reported?

A10: Although there are some accidents which suggest a relation to this condition, it is difficult to identify each case.

Q11: What if an owner has additional questions or concerns?

A11: Owners with questions or concerns are asked to contact their local Toyota dealer for diagnosis, and if applicable, repair. Owners may also contact the Toyota Customer Experience Center (1-800-331-4331).

TOYOTA

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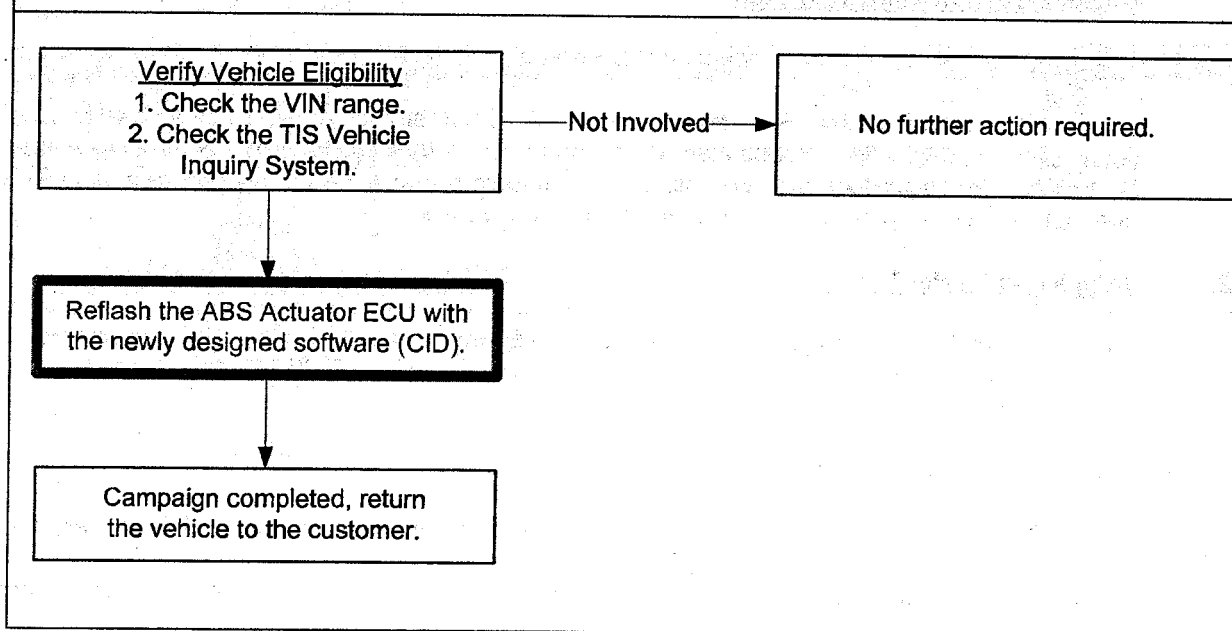
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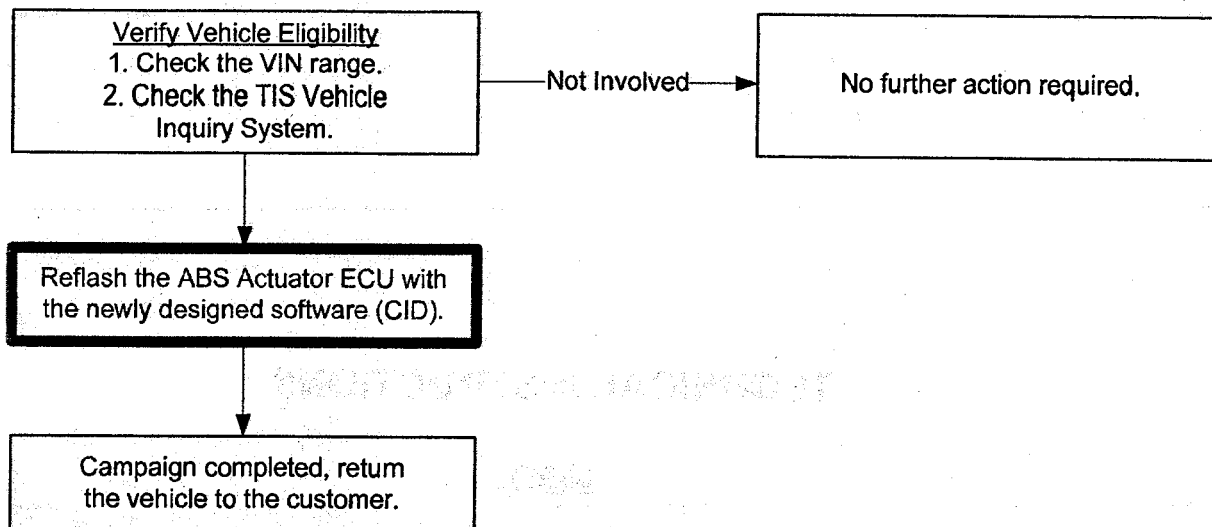
TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL AOB
ABS ACTUATOR ECU UPDATE
2010 MODEL YEAR PRIUS
REVISED FEBRUARY 18, 2010

TECHNICAL INSTRUCTION REVISION NOTICE:

- **February 9, 2010:**
 - Information was added to the CID table in Work Procedure, step 1, "REFLASH THE ECU".
 - Note in Work Procedure, step 1d, "REFLASH THE ECU" was updated.
- **February 18, 2010:**
 - Information was added to Preparation, section B, "TOOLS AND EQUIPMENT".
 - The order of steps was changed in Work Procedure, for steps 1a through 1c, "REFLASH THE ECU".
 - Information, images and note in Work Procedure, step 1a, "REFLASH THE ECU" was updated.
 - Step 1e was added to Work Procedure, "REFLASH THE ECU".

Previous versions of this Technical Instruction should be discarded.

I. OPERATION FLOWCHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
PRIUS	JTD	2010	KN3DU	0001044 - 0124257
				1000089 - 1157301
				5000063 - 5118198

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

- No parts are required.

B. TOOLS & EQUIPMENT

- Techstream or Techstream Lite with v4.21.002 software
- GR8 Battery Diagnostic Station, if unavailable, the PSC Power Supply Charger / Maintainer (MTRPSC550SKT) may be used.

IV. BACKGROUND

Toyota has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

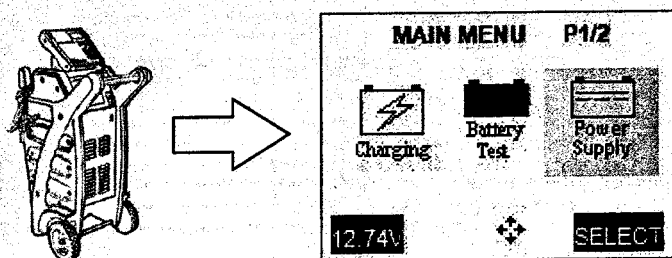
V. WORK PROCEDURE

Model	Model Year	Wheel Size	Current CID	New CID
Prius	2010	15 in.	F152647103	F152647106
			F152647104	
			F152647105	
		17 in.	F152647123	F152647126
			F152647124	
			F152647125	

* Wheel size information can be found on the certification label, located on the drivers door jamb / B-pillar.

1. REFLASH THE ECU

- a) Connect the GR8 Battery Diagnostic Station to the vehicle and turn it ON, then select Power Supply Mode as shown below.



NOTE:

- The GR8 Battery Diagnostic Station **MUST** be used in Power Supply Mode to maintain battery voltage at 13.5 volts while flash reprogramming the vehicle.
- For details on how to use the GR8 Battery Diagnostic Station, refer to the GR8 Instruction Manual located on TIS, *Diagnostics – Battery*.
- If the GR8 Battery Diagnostic Station is unavailable, the PSC Power Supply Charger / Maintainer (MTRPSC550SKT) may be used.

- b) Connect Techstream to the DLC3.
 c) Place the car in the "IG-ON" mode (push the Power button **twice** when the car is OFF – DO NOT depress the brake pedal.
 d) Reflash the ABS Actuator ECU with the newly designed software (CID), following the procedures outlined in T-SB-0064-10, "Techstream ECU Flash Reprogramming Procedure". Please refer to the table above for the **NEW** CID.

NOTE:

Please utilize the following instructions for verifying A0B applicability with Techstream v4.21.002:

1. Perform a Health Check using the Techstream.
2. From the Health Check Results screen, confirm campaign availability status located at the bottom of the screen.

NOTE: Techstream v4.21.002 does not retrieve Calibration ID for the ABS/VSC/TRAC ECU when performing a Health Check. Calibration update applicability can be checked using the Calibration Update Wizard (CUW), see steps 3 – 7 on the next 2 pages.

NOTE CONTINUED...

- If Campaign Available status is "NO", the A0B campaign does not apply. If status is "YES", click the "YES" link to access Calibration files from the campaign instructions and to confirm the vehicle requires a Calibration update.

Health Check Results
 Health Check does not display live data.
 Changes in vehicle condition will not update automatically.
 To update Health Check, click the Refresh button.

System	Current	Pending	History	Permanent	Monitor Status	Calibration	Update
Main Body	0	0	0	0	-	-	-
Smart Key	0	0	0	0	-	-	-
Engine and ECT	0	0	0	0	Com	34715100	NO
						A4701000	NO
Hybrid Control	0	-	0	0	-	896B34701000	NO
						896B54701000	NO
						89844701200	NO
						89844702100	NO
Tire Pressure Monitor	0	-	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-	-
EMPS	0	-	0	-	-	-	-
Transmission Control	0	-	-	-	-	-	-
Occupant Detection	0	-	0	-	-	-	-
Air Conditioner	0	-	0	-	-	-	-
Combination Meter	0	-	0	-	-	-	-
D-Door Motor	0	-	0	-	-	-	-
P-Door Motor	0	-	0	-	-	-	-
RR-Door Motor	0	-	0	-	-	-	-
RL-Door Motor	0	-	0	-	-	-	-
Master Switch	0	-	-	-	-	-	-
SRS Airbag	0	-	0	-	-	-	-
Navigation System	0	-	0	-	-	-	-
PM1 Gateway	0	-	0	-	-	-	-
PM2 Gateway	0	-	0	-	-	-	-

2/10/2010 2:10:19 PM Campaign Available: YES

Click "YES" to access campaign instructions and Calibration files.

- Select the appropriate Calibration file to launch the CUW.
- Confirm Calibration applicability from the Calibration Selection Confirmation screen.

Sample Screen Shot of Update Available

Calibration Selection Confirmation

VSC/ABS/ECB

Current Calibration:

Current Cal ID	F152647123
Current Cal ID	
Current Cal ID	

Current Calibration ID and New Calibration ID does not match.

New Calibration Information:

New Cal ID	F152647126
New Cal ID	
New Cal ID	
Issue Date	Jan. 18, 2010
Model Name	prius_10-11MY
Model Year	10
System	ECB
Vehicle Type	17inch

Confirm CUW application states file is authorized to update the vehicle.

✓ Selected Calibration file is authorized to update this vehicle. Press NEXT to continue.

NOTE: Refer the applicable TSB for calibration file information.

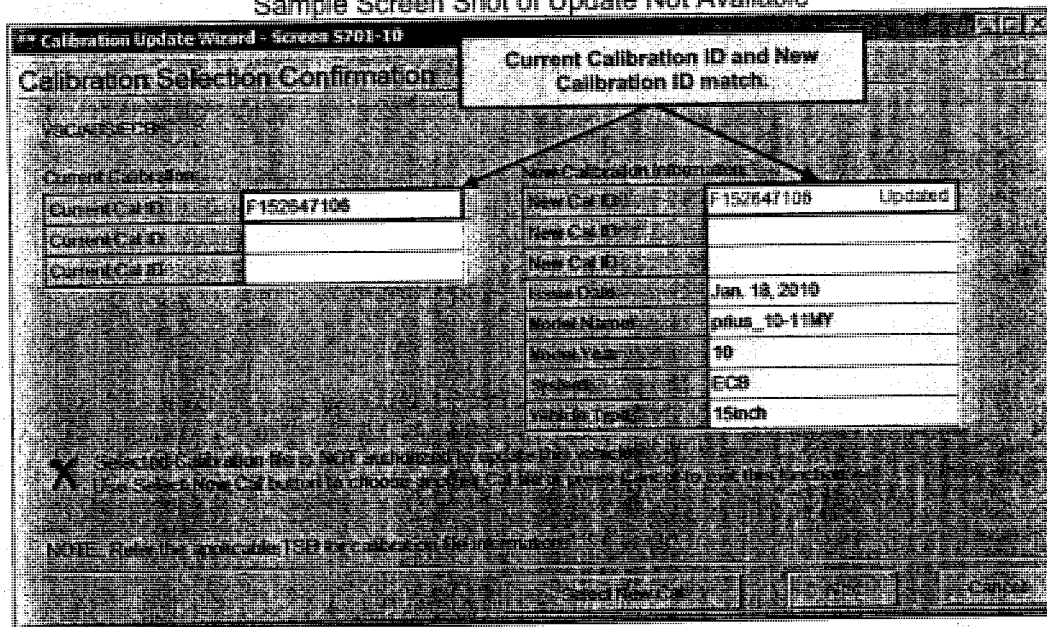
Select New Cal Next Cancel

- If Current Calibration ID from the vehicle does not match the New Calibration ID and the CUW application states "Selected Calibration file is authorized to update this vehicle", then proceed with the update.

NOTE CONTINUED...

7. If the Current Calibration ID and the New Calibration ID match the update has already been performed. Proceed with filing an Inspection Claim.

Sample Screen Shot of Update Not Available



The screenshot shows a software window titled "Calibration Update Wizard - Screen S701-10". The main heading is "Calibration Selection Confirmation". A message box at the top right states "Current Calibration ID and New Calibration ID match." Below this, there are two sections: "Current Calibration" and "New Calibration Information".

Current Calibration		New Calibration Information	
Current Cal ID:	F152647106	New Cal ID:	F152647106 Updated
Current Cal ID:		New Cal ID:	
Current Cal ID:		New Cal ID:	
		Issue Date:	Jan. 18, 2010
		Model Name:	plus_10-11MY
		Model Year:	10
		System:	ECB
		Master Tech:	15inch

Below the tables, there is a large 'X' icon and a message: "Selected Calibration ID is NOT authorized to update this vehicle. Use Select New Cal button to choose a new Cal ID or press Cancel to exit this function." At the bottom, there is a "NOTE" section and buttons for "Select New Cal", "Cancel", and "OK".

- e) After completing the ABS Actuator ECU reflash, disconnect the GR8 Battery Diagnostic Station or PSC Power Supply Charger / Maintainer (MTRPSC550SKT).

NOTE:

DO NOT start the vehicle ("IG-ON" mode with "READY" light ON) with the GR8 Battery Diagnostic Station or PSC Power Supply Charger / Maintainer (MTRPSC550SKT) connected to the vehicle.

2. CHECK FOR DTC CODES

- a) Connect the Techstream to the DLC3
- b) Check for DTC codes.

NOTE:

If any Pending, Current, and/or History DTCs are set, troubleshoot according to the repair manual.

3. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS

- CAMPAIGN COMPLETE -