

**Toyota Motor Sales,  
U.S.A., Inc.**  
19001 South Western  
Avenue, S207  
Torrance, CA 90509-2991

TMS-NTC-14013  
February 18, 2014

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recall 14V-053 – DRAFT Owner Notification Letter (Remedy)

To whom it may concern:

Please find attached the DRAFT Owner Notification Letter (Remedy) for Safety Recall 14V-053 on the following Toyota model for your review:

- Certain 2010 – 2014 Model Year Prius Vehicles

If you have any questions regarding this matter, please contact Lonnie Peterson at (310) 468 - 4361

Sincerely,



Lonnie Peterson  
Quality Compliance Administrator

Attachments:

- DRAFT Owner Notification Letter (Remedy) for 14V-053 (E0E)

**Certain 2010-2014 Model Year Prius Vehicles  
Software Update for Motor Generator ECU and Power Management ECU  
IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [VIN]

<b>URGENT SAFETY RECALL</b> This is an important Safety Recall. The remedy will be performed at <b>NO CHARGE</b> to you.
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[VIN]

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 2010-2014 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?**

Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Certain transistors could become damaged when operating the vehicle under high-load driving conditions. If this occurs, various warning lamps on the instrument panel will illuminate. The vehicle should enter a fail-safe mode limiting the vehicle's motive power and allowing it to be driven a short distance. In some cases, the motor/generator ECU could reset, causing the hybrid system to shut down, resulting in the vehicle stopping while being driven and increasing the risk of a crash.

**What is Toyota going to do?**

Any authorized Toyota dealer will perform a software update to the Motor Generator ECU and Power Management ECU at **NO CHARGE** to you. Additionally, in the unlikely event your vehicle has experienced the condition described, the dealer will replace the inverter assembly prior to the software updates.

**What should you do?**

***This is an important Safety Recall***

Please contact any authorized Toyota dealer and make an appointment to have the software updates performed as soon as possible.

The software updates will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. In the unlikely event the inverter requires replacement; the repair will take approximately 2 days.

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application, when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your Prius and we urge you to follow this recommendation to avoid placing a high load on the system.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://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 the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/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, 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>.

**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 Research 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.

**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 proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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 Reimbursement Checklist**

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
      1. Why was the vehicle brought into the repair facility?
      2. What was the repair facility's diagnosis?
      3. What did the repair facility do to correct the concern?
  
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
  
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
  
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.