

Tyson Siekiera / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
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Approved By: Tom Trisdale

Updated 7/16/15: New dealer stock VINs identified

To: All Toyota Dealers
From: Product Support Division

Safety Recall F0R (F1R) - *Preliminary Notification*
Certain 2012 – 2014 Model Year Prius V
Software Update for Motor Generator ECU and Power Management ECU

On July 15, 2015, 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 – 2014 Model Year Prius V vehicles.

This preliminary information is being provided to keep you informed of the filing. ***Toyota is currently preparing the remedy for this condition.*** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

Condition

Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. In certain Model Year 2012-2014 Prius V vehicles, the current software settings for the motor generator ECU and power management ECU could result in higher thermal stress in certain transistors, potentially causing them to become damaged. If this happens, various warning lights will illuminate and the vehicle can enter a failsafe mode. In rare circumstances, the hybrid system might shut down while the vehicle is being driven, resulting in the loss of power and the vehicle coming to a stop, increasing the risk of a crash.

When the remedy becomes available, Toyota will update the motor generator ECU and power management ECU software in the involved vehicles.

Covered Vehicles

There are approximately 108,600 certain 2012-2014 model year Prius V vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Prius V	2012 – 2014	Late August, 2011 – Late June, 2014

Status

- F0R (F1R until the remedy is launched) Preliminary Notification documents will be available on TIS Tuesday evening, July 14, 2015. ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Tuesday evening, July 14, 2015.
- ***Toyota is currently preparing the remedy for this condition and expects to announce the remedy in late July 2015.***

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Handling of Vehicles Exhibiting This Condition

In the unlikely event a customer contacts a dealership and **has experienced** the condition described, dealerships are requested to assist him/her by setting up an appointment to diagnose the condition. If the condition is related to the Safety Recall, the diagnosis and repair will be performed at **no charge**.

New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy. **To ease the identification of involved vehicles, refer to the appendix for a list of all new dealer stock VINs.**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight, (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers.)

Customer Contacts

A FAQ is available on TIS to help respond to customer concerns. If a customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Please note that the attached FAQ is published on the www.Toyota.com website for customer viewing.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

Appendix

This list includes all new dealer stock VINs as of July 15, 2015. The list has been sorted by dealer code.

VIN	Dealer Code
JTDZN3EU4E3313595	03041
JTDZN3EU6EJ005758	03052
JTDZN3EU9EJ004359	03060
JTDZN3EU5E3354446	04022
JTDZN3EUXE3332118	04160
JTDZN3EU0E3322990	04169
JTDZN3EU0D3232799	04301
JTDZN3EU5E3354852	04638
JTDZN3EU9E3355017	04638
JTDZN3EU9E3357110	04638
JTDZN3EU5E3314948	04640
JTDZN3EU1EJ006901	05026
JTDZN3EU4D3270469	05057
JTDZN3EU6E3294127	05057
JTDZN3EU5E3325173	06042
JTDZN3EU6E3291230	09159
JTDZN3EU9EJ005737	09214
JTDZN3EUXE3335875	10078
JTDZN3EU1EJ002377	12116
JTDZN3EU7EJ000780	12116
JTDZN3EU7E3344498	12140
JTDZN3EU5EJ000681	12144
JTDZN3EUXE3323239	12144
JTDZN3EU9E3312765	12153
JTDZN3EU5EJ007145	12154
JTDZN3EUXEJ000398	12154
JTDZN3EUXEJ007044	13061
JTDZN3EU3EJ003658	13066
JTDZN3EU4E3327223	13066
JTDZN3EU5EJ006254	13066
JTDZN3EU0EJ004251	16050
JTDZN3EU9D3254090	16062
JTDZN3EU0E3299887	17060
JTDZN3EU4D3203564	17068

VIN	Dealer Code
JTDZN3EU7E3315566	17068
JTDZN3EU4E3302936	17073
JTDZN3EU2E3348698	19044
JTDZN3EU8E3355090	20122
JTDZN3EU9D3288076	21104
JTDZN3EUXE3334130	23057
JTDZN3EU0E3313514	23071
JTDZN3EUXE3328568	23071
JTDZN3EU1EJ003626	23076
JTDZN3EU8EJ006989	25066
JTDZN3EU5E3317509	28021
JTDZN3EU4E3297690	28037
JTDZN3EU1C3182753	29997
JTDZN3EU1EJ000936	29997
JTDZN3EU4C3182052	29997
JTDZN3EU4C3185047	29997
JTDZN3EU5C3180858	29997
JTDZN3EU5C3183453	29997
JTDZN3EU7C3180893	29997
JTDZN3EU8C3184709	29997
JTDZN3EUXC3181178	29997
JTDZN3EUXEJ002068	30013
JTDZN3EU2E3336499	30033
JTDZN3EU6E3326185	30033
JTDZN3EU7E3326020	30033
JTDZN3EU9E3328643	30033
JTDZN3EU4EJ001448	31116
JTDZN3EU2E3339659	31173
JTDZN3EU8E3355266	31180
JTDZN3EU2E3315586	34111
JTDZN3EU7EJ006188	34123
JTDZN3EU8EJ006572	34124
JTDZN3EUXE3348609	36069
JTDZN3EU7EJ001542	37056

VIN	Dealer Code
JTDZN3EU5E3336755	37133
JTDZN3EUXEJ005312	37133
JTDZN3EUXE3301516	37172
JTDZN3EU3E3314298	39007
JTDZN3EU6D3280467	40019
JTDZN3EU0E3295094	41073
JTDZN3EU1E3297999	41073
JTDZN3EU6EJ003377	41073
JTDZN3EU9EJ000277	41073
JTDZN3EU7E3320847	42138
JTDZN3EU6E3305370	42255
JTDZN3EU1E3318334	42313
JTDZN3EU4E3317646	42313
JTDZN3EU8E3325653	42313
JTDZN3EU9E3332157	42313
JTDZN3EU3E3331800	44020
JTDZN3EU0E3357657	45076
JTDZN3EU1E3355769	45076
JTDZN3EU9E3355471	45076
JTDZN3EU0EJ006355	45090
JTDZN3EU0E3326814	46061
JTDZN3EU3E3333188	46061
JTDZN3EU4E3314861	47020
JTDZN3EU8E3323255	47020
JTDZN3EU6E3330429	47023
JTDZN3EU0E3324495	47027
JTDZN3EU8E3310330	49025
JTDZN3EU4E3310552	49030



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Software Update for Motor Generator ECU and Power Management ECU

Customer Frequently Asked Questions
Published July 14, 2015

Q1: What is the condition?

A1: Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. In certain Model Year 2012-2014 Prius V vehicles, the current software settings for the motor generator ECU and power management ECU could result in higher thermal stress in certain transistors, potentially causing them to become damaged. If this happens, various warning lights will illuminate and the vehicle can enter a failsafe mode. In rare circumstances, the hybrid system might shut down while the vehicle is being driven, resulting in the loss of power and the vehicle coming to a stop, increasing the risk of a crash.

When the remedy becomes available, Toyota will update the motor generator ECU and power management ECU software in the involved vehicles.

Q1a: What is the Hybrid System Inverter?

A1a: The hybrid system inverter converts high-voltage direct current (DC), stored in the HV battery, into high-voltage alternating current (AC) for the motor generator. It also converts AC into DC during regenerative braking for storage in the HV battery.

Q1b: What is the motor generator ECU and Power Management ECU?




A1b: The motor generator ECU (MG ECU) and the Power Management ECU, together, control the operations of the vehicle's hybrid systems.


Q2: What is Toyota going to do?

A2: In late July, 2015 Toyota will begin sending owner notifications by first class mail to owners of vehicles covered by this Safety Recall. Any authorized Toyota dealer will perform a software update to the MG ECU and Power Management ECU at **No Charge** to you. Additionally, if the vehicle has the condition present, the IPM will also be replaced and **No Charge** to you. Please see your local authorized Toyota dealer for additional details.

Q3: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?

A3: All of the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode. The fail-safe driving mode will result in reduced power under which the vehicle can still be driven for short distances.

Warning Lights	
	Hybrid System Warning
	Slip Indicator
	Check Engine Warning Light

Warning Lights	
 (Yellow Light)	Electronically Controlled Brake System Warning Light
PCS	Pre-Collision System Warning Light (If equipped)

Q3a: How long and what distance can a vehicle be driven when the vehicle enters fail-safe driving mode?

A3a: The distance a vehicle will continue to travel in fail-safe driving mode will vary based upon the hybrid battery state of charge and the road conditions. If a vehicle enters fail-safe driving mode, the driver should pull over and stop the car in a safe area. The driver should immediately contact his/her local Toyota dealer for assistance.

Q4: What steps can I take to reduce the possibility of this condition from occurring until the remedy is performed?

A4: 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 V, and we urge you to follow this recommendation to avoid placing a high load on the hybrid system.

Q4a: What if I experience the condition described above?

A4a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

Q5: Which and how many vehicles are covered by this campaign?

A5: There are approximately 108,600 certain 2012-2014 model year Prius V vehicles covered by this Safety Recall.

Model	Model Year	Production Period
Prius V	2012-2014	Late August, 2011 – Late June, 2014

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this campaign in the U.S.?

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5b: Why are other hybrid vehicles not covered by this campaign?

A5b: Toyota has determined that other hybrid vehicles aren't affected because the programming of the ECUs of other vehicles is different.

Q6: How long will the repair take?

A6: The software updates will take approximately 1 hour; however, depending upon the dealers work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I previously paid for repairs related to this campaign?

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: How does Toyota obtain my mailing information?

A8: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q9: What if I have addition questions or concerns?

A9: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.