

Original Publication Date: October 18, 2017

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

Subject: Safety Recall H0U – **Remedy Notice**
Certain 2016 Model Year Prius Vehicles
Inverter Assembly Replacement

On October 18, 2017, Toyota filed a Defect Information Report with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2016 model year Prius vehicles.

Condition

The hybrid system in the involved vehicles contains an inverter assembly that may not have been properly assembled. This may cause components in the inverter assembly to become damaged during normal vehicle operation. Under certain conditions, this can lead to a hybrid system shut down. While power steering and braking assist will function normally, a hybrid system shutdown while driving at higher speeds could increase the risk of a crash.

Remedy

Any Toyota dealer will replace the inverter assembly with a new one at **NO CHARGE**.

Covered Vehicles

There are six vehicles covered by this Safety Recall. None of the vehicles covered by this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius	2016	Early December 2015 – Early June 2016

Owner Letter Mailing Date

The Toyota Customer Experience Center will call all vehicle owners to inform them that their vehicle is involved in this Safety Recall and to assist in scheduling an appointment at the dealer. Any owner whose vehicle has not been repaired by early December 2017 will be contacted via first class mail.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Expert Technician (Hybrid)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Ordering Process

To obtain the remedy part (inverter with converter assembly) for an involved vehicle, email pqss_mac@toyota.com.

Upon receipt of your email, pqss_mac@toyota.com will order the remedy part for the involved vehicle. The part will then be delivered to your dealership via regular parts delivery method, or it will be directly shipped to your dealership via a 3rd party shipping carrier (FedEx or UPS). Your dealership **does not** need to place a parts-order.

[Pqss_mac@toyota.com](mailto:pqss_mac@toyota.com) will provide your dealership with the name of the shipping carrier (regular parts delivery method, UPS, or FedEx), the order reference number, and a shipment tracking number (for UPS and FedEx only).

Your email to pqss_mac@toyota.com should contain the following information:

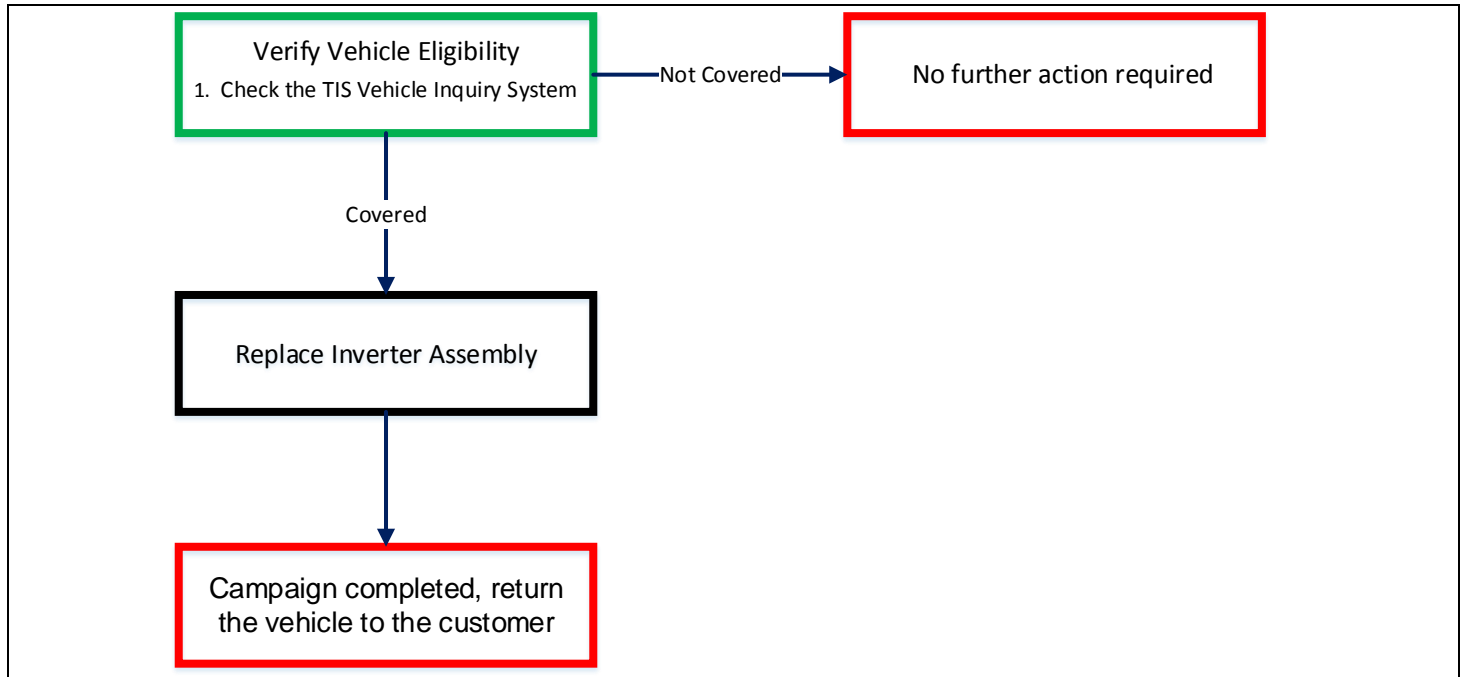
Email Subject: ▪ Safety Recall H0U – Request for remedy part.

Email Body: ▪ Involved vehicle’s VIN.
 ▪ Reason for replacement. Example: My dealership requires a remedy part to perform Safety Recall H0U.
 ▪ Dealer number.
 ▪ Ship-to information (dealership name, address, attention, phone number).

Email Attachment: ▪ Photograph of the involved vehicle’s certification label (vinyl label installed on the driver’s door or door post). The photograph should be clear, legible, and capture the entire certification label.

100% of the replaced inverter assemblies will be recovered. Do not dispose of any replaced inverter assemblies.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG82A	Replace the inverter assembly	2.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of 1.4 liters (1.5 quarts) of Toyota Super Long Life Coolant can be claimed as sublet type “OF” under op code GGG82A at a maximum rate of \$9.00 per vehicle.
- In the event a customer requests vehicle pickup, the cost of towing can be claimed as sublet type “TW” under Op. Code GGG82A for a maximum rate of \$250 per vehicle.
- The cost of a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days as a sublet type “RT” under Op. Code GGG82A.
 - **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Media Contacts

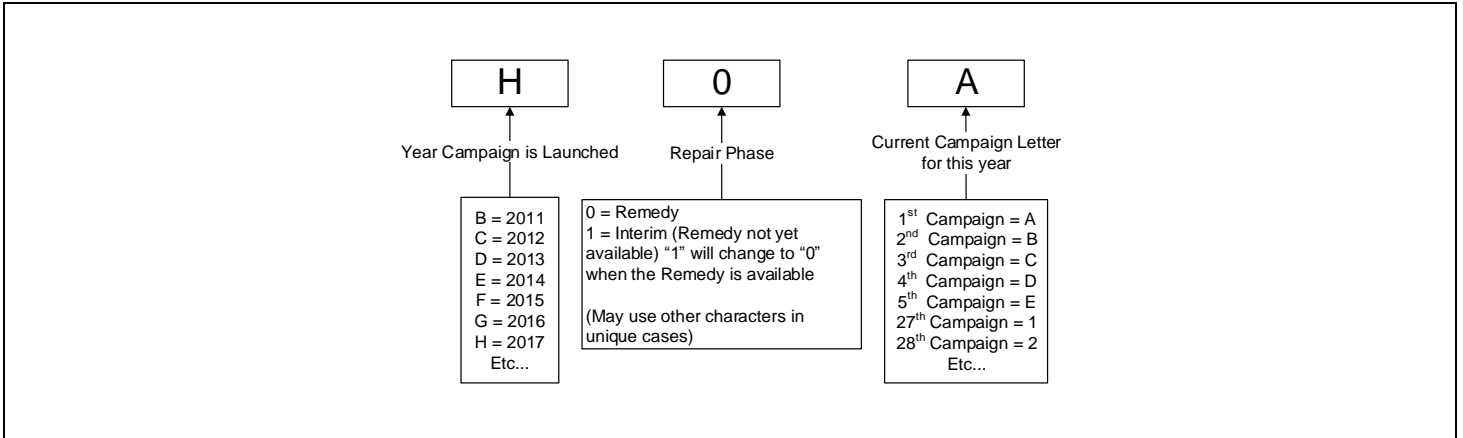
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 H0A = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

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 H0U – *Remedy Notice*
Certain 2016 Model Year Prius Vehicles
Inverter Assembly Replacement

Frequently Asked Questions
Original Publication Date: October 18, 2017

Q1: *What is the condition?*

A1: The hybrid system in the involved vehicles contains an inverter assembly that may not have been properly assembled. This may cause components in the inverter assembly to become damaged during normal vehicle operation. Under certain conditions, this can lead to a hybrid system shut down. While power steering and braking assist will function normally, a hybrid system shutdown while driving at higher speeds could increase the risk of a crash.

Q1a: *Are there any symptoms/warnings of this condition?*

A1a: If the condition occurs, warning lights will illuminate and warning messages will be displayed.

Q2: *What is Toyota going to do?*

A2: The Toyota Customer Experience Center will call all vehicle owners to inform them that their vehicle is involved in this Safety Recall and to assist in scheduling an appointment at the dealer. Any owner whose vehicle has not been repaired by early December 2017 will be contacted via first class mail.

Any authorized Toyota dealer will replace the inverter assembly with a new one at **NO CHARGE**.

Q3: *Which and how many vehicles are covered by this Safety Recall?*

A3: There are six vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Prius	2016	Early December 2015 – Early June 2016

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: *How long will the repair take?*

A4: The repair takes approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.