

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
03/28/2019	The Warranty Reimbursement Procedures section has been updated with additional OP Codes for: <ul style="list-style-type: none">• Replace the ME ECU• Replace the IPM (Intelligent Power Module)• Replace the Inverter Assembly

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.

Original Publication Date: December 20, 2018

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

SAFETY RECALL J0V (Remedy Notice)

Certain 2010-2014 Model Year Prius Certain 2012-2014 Model Year Prius V Hybrid System Software Update

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2010 – 2014 Prius	Late March 2009 – Early February 2014	698,700	0
2012 – 2014 Prius V	Late August 2011 – Late June 2014	108,600	0

On October 4, 2018 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 2010-2014 model year Prius and certain 2012-2014 Prius V vehicles.

Condition

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. 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.

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.

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**.

Covered Vehicles

There are approximately 807,300 vehicles covered by this Safety Recall. Approximately 1,600 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-January 2019. A sample of the owner notification letter has been included for your reference.

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.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 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 or contains a defect related to motor vehicle safety. Further, 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.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

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. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form J0V/J1V" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

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.

Customer Handling, Parts Ordering, and Remedy Procedures

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.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

The required Authorized Modification Label to indicate the new software calibration ID can be ordered through the Material Distribution Center (MDC).

Part Number	Description	Quantity
00451-00001-LBL	Authorized Modification Label	25 Per Pack

NOTE: Parts required for repair vary by model year and repair. Refer to the Technical Instructions for diagnostic procedure.

Prius

Inverter component or assembly replacement **MAY BE** necessary based on the vehicle condition and diagnosis as per the technical instructions. **ONLY ORDER** the necessary parts based on the vehicle's diagnosed condition.

Part Number	Description	Quantity As Needed
08887-02809	Thermal Grease	2
90430-18008	Gasket	1
90982-08300	Fusible Link	1
G9200-49025	Inverter Assy, W/Converter	1
G9200-49065	Inverter Assy, W/Converter	1
G9200-49075	Inverter Assy, W/Converter	1
G9200-47121	Inverter Assy, W/Converter	1
G9208-47090	Inverter Wire Sub Assy	1
G920H-47030	MG ECU	1
G920J-52010	Inverter Current Sensor	1
04899-47021	IPM Transistor Kit	1
04899-47060	Plug Kit / Inverter Drain	1
08826-00100	Seal Packing	1

The Power Management ECU is only needed if there is a reprogramming failure.

Part Number	Description	Quantity As Needed
89681-47088	Power Management ECU	1
89681-47123	Power Management ECU	1
89681-47215	Power Management ECU	1
89681-47251	Power Management ECU	1
89681-47303	Power Management ECU	1
89681-47442	Power Management ECU	1

Prius V

Inverter component or assembly replacement **MAY BE** necessary based on the vehicle condition and diagnosis as per the technical instructions. **ONLY ORDER** the necessary parts based on the vehicle's diagnosed condition.

Part Number	Description	Quantity As Needed
08887-02809	Thermal Grease	2
G920H-47040	MG ECU	1
04899-47021	IPM Transistor Kit	1
G920J-52010	Inverter Current Sensor	1
G9208-47090	Inverter Wire Sub Assy.	1
G9200-49056	Inverter Assy. W/Converter	1
90430-18008	Gasket	1
04899-47060	Plug Kit / Inverter Drain	1
08826-00100	Seal Packing	1

The Power Management ECU is only needed if there is a reprogramming failure.

Part Number	Description	Quantity As Needed
89681-47183	Power Management ECU	1
89681-47342	Power Management ECU	1
89681-47422	Power Management ECU	1

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.

Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by August 1, 2019. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The form is titled "Vehicle Emission Recall – Proof of Correction". It contains the following fields and sections:

- License Number**, **Make**, **Year Model**, **Body Type**, and **Vehicle Identification Number** (with a grid for digits).
- Manufacturer** and **Recall Number**.
- A statement: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws."
- Dealer's Name** and **Address, City, State and Zip**.
- Date** and **Dealership's Authorized Signature**.
- Instructions at the bottom: "Return this certificate to DMV only when required – otherwise retain for your records."
- A small reference number: "MDC# 00410-92007".

Warranty Reimbursement Procedures

Loaner Vehicle Reimbursement Procedure

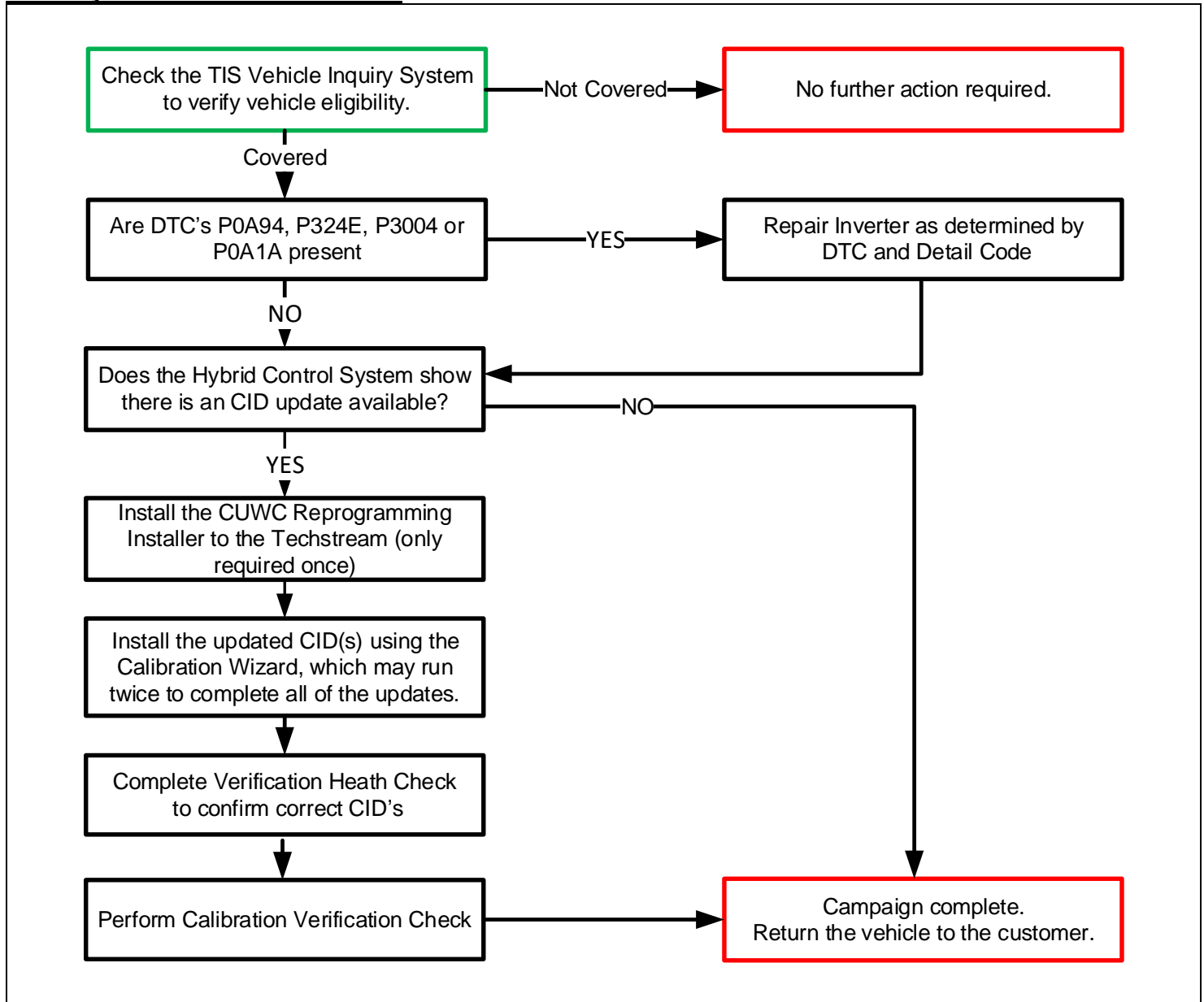
Toyota recommends that drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in the Owner's Manual, Toyota does not recommend towing with these vehicles, and we urge drivers to follow this recommendation to avoid placing a high load on the system.

For customers who request loaner vehicle or alternative transportation in the interim phase, a loaner vehicle or alternative transportation can be claimed up to \$35 per day.

Claims for rental during the interim phase must be filed under campaign designation J1V.

Vehicle	Op Code Filed Under J1V Designation	Description
Prius	LGG77A	Vehicle Rental 1-30 Days
	LGG77B	Vehicle Rental 31-60 Days
	LGG77C	Vehicle Rental 61-75 Days
Prius V	LGG79A	Vehicle Rental 1-30 Days
	LGG79B	Vehicle Rental 31-60 Days
	LGG79C	Vehicle Rental 61-75 Days

NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Warranty Reimbursement Procedure

****NOTE**** Warranty Op Codes have 2 separate tables below. First table is for Prius only. Second table is for Prius V only.

Prius Vehicles Only

Description	
1.	Confirm the calibration IDs, no update needed.
2.	Update to the power management ECU with new software.
3.	Vehicle identified as incomplete under previous Safety Recall E0E. Update the power management and MG ECUs with new software
4.	Vehicle identified as complete under previous Safety Recall E0E. Update the power management and MG ECUs with new software.
5.	Replace the power management ECU due to reprogramming failure.
6.	Replace the MG ECU due to reprogramming failure
7.	Replace the inverter current sensor sub-assembly and the inverter wire sub-assembly
8.	Replace the MG ECU
9.	Replace the IPM (Intelligent Power Module)
10.	Replace the inverter assembly

Op Codes	Description (Reference Chart Above)										Flat Rate Time
	1	2	3	4	5	6	7	8	9	10	
J0V00A	✓										0.5
J0V00B		✓									0.7
J0V00C			✓								0.8
J0V00D				✓							0.7
J0V00E		✓			✓						1.9
J0V00F			✓		✓						2.0
J0V00G			✓		✓	✓					4.7
J0V00H			✓		✓	✓	✓				5.0
J0V00J			✓			✓					3.5
J0V00K			✓			✓	✓				3.8
J0V00L				✓	✓						1.9
J0V00M				✓	✓	✓					4.6
J0V00N				✓	✓	✓	✓				4.9
J0V00P				✓		✓					3.4
J0V00Q				✓		✓	✓				3.7
J0V00R	✓								✓		3.4
J0V00S		✓							✓		3.6
J0V00T			✓						✓		4.7
J0V00U				✓					✓		3.6
J0V00V		✓			✓				✓		4.8
J0V00W			✓		✓				✓		4.9
J0V00X			✓		✓	✓			✓		7.6
J0V00Y			✓		✓	✓	✓		✓		7.9
J0V00Z			✓			✓			✓		6.4
J0V0AA			✓			✓	✓		✓		6.7
J0V0BB				✓	✓				✓		4.8
J0V0CC				✓	✓	✓			✓		7.5
J0V0DD				✓	✓	✓	✓		✓		7.8
J0V0EE				✓		✓			✓		6.3

J0V0FF				✓		✓	✓		✓		6.6
J0V0GG	✓							✓	✓		3.4
J0V0HH		✓						✓	✓		3.6
J0V0JJ		✓			✓			✓	✓		4.8
J0V0KK	✓						✓	✓	✓		3.7
J0V0LL		✓					✓	✓	✓		3.9
J0V0MM		✓			✓		✓	✓	✓		5.1
J0V0NN	✓									✓	2.1
J0V0PP		✓								✓	2.3
J0V0QQ		✓			✓					✓	3.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed, due to back order of parts, for up to a maximum of **5** days as a sublet type "RT" under Op Code:

J0V00E/F/G/H/J/K/L/M/N/P/Q/R/S/T/U/V/W/X/Y/Z/AA/BB/CC/DD/EE/FF/GG/HH/JJ/KK/LL/MM/NN/PP/QQ

- **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 may not be available at campaign launch, but will be available no later than 12/22/2018.

Prius V Vehicles Only

Description	
1.	Confirm the calibration IDs, no update needed.
2.	Update to the power management ECU with new software.
3.	Vehicle identified as incomplete under previous Safety Recall F0R. Update the power management and MG ECUs with new software
4.	Vehicle identified as complete under previous Safety Recall F0R. Update the power management and MG ECUs with new software.
5.	Replace the power management ECU due to reprogramming failure.
6.	Replace the MG ECU due to reprogramming failure
7.	Replace the inverter current sensor sub-assembly and the inverter wire sub-assembly
8.	Replace the MG ECU
9.	Replace the IPM (Intelligent Power Module)
10.	Replace the inverter assembly

Op Codes	Description (Reference Chart Above)										Flat Rate Time
	1	2	3	4	5	6	7	8	9	10	
J0V01A	✓										0.5
J0V01B		✓									0.7
J0V01C			✓								0.8
J0V01D				✓							0.7
J0V01E		✓			✓						1.9
J0V01F			✓		✓						2.0
J0V01G			✓		✓	✓					4.7
J0V01H			✓		✓	✓	✓				5.0
J0V01J			✓			✓					3.5
J0V01K			✓			✓	✓				3.8
J0V01L				✓	✓						1.9
J0V01M				✓	✓	✓					4.6
J0V01N				✓	✓	✓	✓				4.9
J0V01P				✓		✓					3.4
J0V01Q				✓		✓	✓				3.7
J0V11R	✓								✓		3.4
J0V11S		✓							✓		3.6
J0V01T			✓						✓		4.7
J0V01U				✓					✓		3.6
J0V01V		✓			✓				✓		4.8
J0V01W			✓		✓				✓		4.9
J0V01X			✓		✓	✓			✓		7.6
J0V01Y			✓		✓	✓	✓		✓		7.9
J0V01Z			✓			✓			✓		6.4
J0V1AA			✓			✓	✓		✓		6.7
J0V1BB				✓	✓				✓		4.8

J0V1CC				✓	✓	✓			✓		7.5
J0V1DD				✓	✓	✓	✓		✓		7.8
J0V1EE				✓		✓			✓		6.3
J0V1FF				✓		✓	✓		✓		6.6
J0V1GG	✓							✓	✓		3.4
J0V1HH		✓						✓	✓		3.6
J0V1JJ		✓			✓			✓	✓		4.8
J0V1KK	✓						✓	✓	✓		3.7
J0V1LL		✓					✓	✓	✓		3.9
J0V1MM		✓			✓		✓	✓	✓		5.1
J0V1NN	✓									✓	2.1
J0V1PP		✓								✓	2.3
J0V1QQ		✓			✓					✓	3.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of **5** days as a sublet type "RT" under Op Code:

J0V01E/F/G/H/J/K/L/M/N/P/Q/R/S/T/U/V/W/X/Y/Z/AA/BB/CC/DD/EE/FF/GG/HH/JJ/KK/LL/MM/NN/PP/QQ

- **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 may not be available at campaign launch, but will be available no later than 12/22/2018.

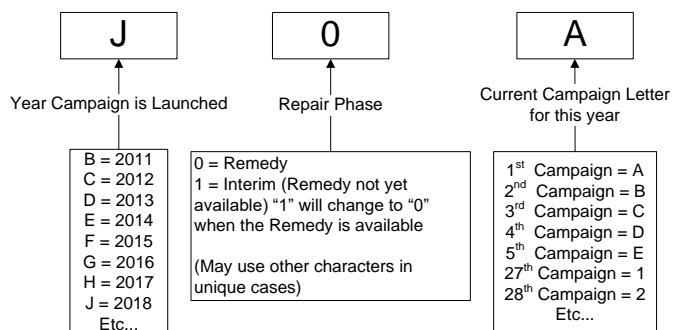
Claim Filing Accuracy and Correction Requests

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 Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder

**Examples:**

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

J0A = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 J0V (*Remedy Notice*)

Certain 2010-2014 Model Year Prius
Certain 2012-2014 Model Year Prius V
Hybrid System Software Update
NHTSA Recall No. 18V684

Frequently Asked Questions Original Publication Date: December 20, 2018

Q1: What is the condition?

A1: 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. 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.

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.

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in January 2019, advising owners to make an appointment with their authorized Toyota dealer to have a software update 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**.

NOTE (Customers who live in the state of California)

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 **FREE** Safety Recall, the California Air Resources 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 completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A3: There are approximately 807,300 vehicles covered by this Safety Recall.

Model Name	Model Year	Approximate Total Vehicles	Production Period
Prius	2010 - 2014	698,700	Late March 2009 – Early February 2014
Prius V	2012 - 2014	108,600	Late August 2011 – Late June 2014

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.

Q3b: Can the same problem occur in other hybrid vehicles?




A3b: No other Toyota or Lexus vehicles were subject to the conditions described in previous Safety Recalls E0E and F0R. Other Toyota or Lexus hybrid vehicles do not use the same hybrid control ECU and software as the involved vehicles, or had improved software as original equipment to reduce thermal stress to certain hybrid inverter components as remedied in the previous recalls.


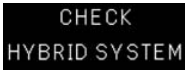


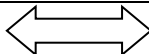




Q4: How long will the repair take?

A4: The software update will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time

Q5: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?

A5: The following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.

Warning Lights (Prius V)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Warning Lights (Prius)	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	  Display switches
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Q5a: *How long and what distance can a vehicle be driven when the vehicle enters a fail-safe driving mode?*

A5a: It differs in each model and with varying driving and environmental conditions. Generally, the failsafe mode is designed to allow the driver to operate the vehicle at reduced power for certain distances to allow the driver to maneuver the vehicle to a safe location.

Q5b: *What should I do if my vehicle enters fail-safe driving mode?*

A5b: If a vehicle enters a fail-safe driving mode, the driver should pull over and stop the car in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

Q5c: *Can you describe what happens when the vehicle does not enter fail-safe driving mode as intended? Would the brakes still be operational?*

A5c: The vehicle will run on inertia only. However, the brakes, power steering, and auxiliary systems such as turn signals will be operational as usual.

Q6: *Toyota already has an existing recall for a similar condition. What is the difference between the previous recall and this new recall?*

A6: Toyota identified a new safety defect in the involved Prius vehicles where a specific component failure, coupled with hard acceleration, could cause the vehicle to lose power rather than enter a failsafe driving mode. This recall is in addition to a prior action for the involved vehicles (Safety Recalls E0E and F0R), which improved the thermal management of certain hybrid components and the software logic to place the vehicle into failsafe in the event of an ECU reset. The prior recalls did not anticipate the conditions of this new condition.

Q6a: *I did not have Safety Recall E0E or F0R performed on my vehicle. Do I need to have those recalls performed prior to having J0V performed?*

A6a: **No. Please make an appointment with any authorized dealer to have Safety Recall J0V performed.** When applying the J0V remedy to your vehicle, the remedy will automatically apply any additional software update that is a part of Safety Recall E0E or F0R, as needed.

Q6b: *If I had Safety Recall E0E or F0R performed, do I still need to have Safety Recall J0V performed?*

A6b: **Yes. J0V is a new important Safety Recall.** The software update performed in Safety Recall E0E/F0R did not address the condition in this new Safety Recall J0V.

Q7: *What steps can I take to reduce the possibility of this condition occurring until the remedy is performed?*

A7: 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 or Prius V, and we urge you to follow this recommendation to avoid placing a high load on the hybrid system.

Q8: *What if I experience the condition described above?*

A8: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair.

Q9: *What if I previously paid for repairs related to this Safety Recall?*

A9: Reimbursement consideration instructions will be provided in the owner letter.

Q10: *How does Toyota obtain my mailing information?*

A10: 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.

Q11: *What if I have additional questions or concerns?*

A11: 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.



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____ Customer Email _____

Customer Address _____ Home Phone # _____

_____ Mobile Phone # _____

_____ Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____

TOYOTA

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

IMPORTANT SAFETY RECALL (Remedy Notice)

**Certain 2010-2014 Model Year Prius
Certain 2012-2014 Model Year Prius V
Hybrid System Software Update
NHTSA Recall No. 18V684**

Dear (customer's First/Last name)

This notice is sent to you in accordance with 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 and certain 2012-2014 Prius V 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?

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. **While power steering and braking would remain operational, a vehicle stall increases the risk of a crash.**

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.

What will Toyota do?

Any authorized Toyota dealer will perform a software update for the hybrid system **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**.

Please note that the remedy for this new Safety Recall J0V will address a separate issue from Safety Recalls E0E or F0R. Even if you had the software update for Safety Recalls E0E or F0R completed, your vehicle will also need to have the remedy for this new Safety Recall (J0V) completed.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

This is an important Safety Recall

The software update will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 vehicle, and we urge you to follow this recommendation to avoid placing a high load on the system.

If your vehicle is experiencing the condition described and you are unable to drive it to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.

What if you live in California and do not 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 **FREE** Safety Recall Campaign the California Air Resources 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.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at www.toyota.com/owners, click on the "Resources" tab, select "Safety Recall and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

SAMPLE