

Original Publication Date: October 5, 2018

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

## SAFETY RECALL J0V *Interim Notice (Interim J1V)*

### 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, when available, 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 is currently preparing the remedy for this condition. When the remedy becomes available, dealers 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**.

#### **NOTE:**

- Toyota is currently preparing the remedy for J0V. While Toyota prepares the remedy for J0V, dealers should continue to perform E0E and F0R.
- According to Toyota's records, there are approximately 36,000 vehicles that may not have had the software updates fully completed under E0E and F0R. These VINs now require reinspection and have had their status changed from "Completed" to "Not Completed." Please refer to the E0E and F0R dealer letters for additional details.

#### 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 send an interim notification to owners in late October 2018. The interim notifications for owners who have not completed the previous Safety Recalls E0E and F0R, or may not have had the previous Safety Recalls fully completed, will include a recommendation that they bring their vehicle to a dealership to have the previous Safety Recall performed.

*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**

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until the remedy is available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

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](mailto: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.

**Warranty Reimbursement Procedures****Loaner Vehicle Reimbursement Procedure**

Until the remedy is available, 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.

If this recommendation is not feasible for the customer's personal or business needs, or if a customer is uncomfortable driving their vehicle, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days
TBD	Vehicle Rental 61-75 Days

**NOTE:**

- **Toyota is currently preparing the rental opcodes and will update this document once they become available.**
- **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

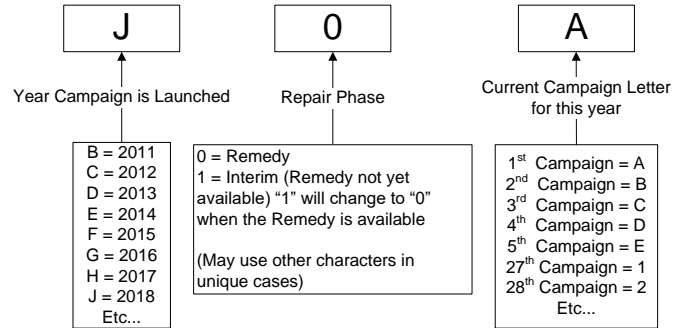
**Claim Filing Accuracy and Correction Requests**

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 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, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014  
 J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> 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 *Interim Notice (Interim J1V)*

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

### Frequently Asked Questions

Original Publication Date: October 5, 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, when available, 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 is currently preparing the remedy for this condition. Before then, Toyota will send an interim owner notification informing the customer of the condition and that they will be notified again when the remedy becomes available. When the remedy becomes available, dealers 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**.





**NOTE: Until the J0V remedy becomes available, dealers should continue performing Safety Recalls E0E and F0R.**


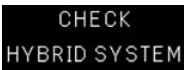

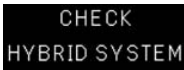
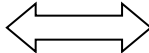
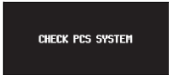



**Q2a: When will the remedy be available for Safety Recall J0V?**

A2a: Toyota is currently preparing the remedy for this condition as quickly as possible. At this time, we anticipate that it will take two to three months to prepare the new software.

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

**A3:** 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
	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
	Electronically Controlled Brake System Warning Light

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

**A3a:** 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.

**Q3b: What should I do if my vehicle enters fail-safe driving mode?**

**A3b:** 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.

**Q3c: Can you describe what happens when the vehicle does not enter fail-safe driving mode as intended? Would the brakes still be operational?**

**A3c:** The vehicle will run on inertia only. However, the brakes, power steering, and auxiliary systems such as turn signals will be operational as usual.

**Q4: Toyota already has an existing recall for a similar condition. What is the difference between the previous recall and this new recall?**

A4: 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.

**Q4a: I did not have Safety Recall E0E or F0R performed on my vehicle. Do I need to have those recalls performed also?**

A4a: **Yes.** Although Toyota is preparing the remedy for Safety Recall J0V, Safety Recalls E0E or F0R should still be completed at any authorized Toyota Dealer **FREE OF CHARGE**. Toyota strongly encourages you to make an appointment at a local dealer to have these Safety Recalls completed as soon as possible. Once Safety Recalls E0E or F0R are completed, you will still need to return to the dealership for the remedy for Safety Recall J0V.

**Q4b: If I had Safety Recall E0E or F0R performed, do I still need to have Safety Recall J0V performed?**

A4b: Yes. **J0V is a new important Safety Recall.** Once the remedy becomes available, Safety Recall J0V should be performed. The software update in both Safety Recall E0E and F0R does not address the condition in this new Safety Recall J0V.

**Q4c: I received a letter from Toyota indicating that Safety Recall E0E or F0R were not fully completed. What do I need to do?**

A4c: **Toyota strongly recommends that you visit a Toyota dealer so that the dealer can check your vehicle to determine whether it has the latest available software installed.** According to our records, the software updates may not have been fully completed on your vehicle for Safety Recalls E0E or F0R. Any Toyota dealer will update the software, if necessary, **FREE OF CHARGE**. Once Safety Recalls E0E or F0R are completed, you will still need to return to the dealership for the remedy for Safety Recall J0V.

**Q5: What steps can I take to reduce the possibility of this condition occurring until the remedy is performed?**

A5: 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.

**Q6: What if I experience the condition described above?**

A6: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair.

**Q7: Which and how many vehicles are covered by this Safety Recall?**

A7: 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

**Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A7a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q7b: Can the same problem occur in other hybrid vehicles?**

A7b: 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.

**Q8: What if I previously paid for repairs related to this Safety Recall?**

A8: Reimbursement consideration instructions will be provided in the owner letter.

**Q9: How does Toyota obtain my mailing information?**

A9: 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.

**Q10: What if I have additional questions or concerns?**

A10: 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.



## 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](http://www.toyota.com/recall) or [www.safercar.gov](http://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](http://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 _____