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[EXTERNAL] IMPORTANT: Urgent Safety Recall on Your Prius

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**Desliza hacia abajo para español**

**AVOID PUTTING YOURSELF AND YOUR LOVED  
ONES IN DANGER.**



**DON'T IGNORE THIS  
SAFETY RECALL**

## **Avoid putting yourself and your loved ones in danger.**

In certain rare situations, your vehicle could lose power and stall, increasing the risk of a crash.

Call **1-303-302-8888** to schedule your **FREE** repair.

**Schedule service**

## **What you need to know**

**CONDITION** Certain 2010–2014 Model Year Prius and certain 2012–2014 Model Year Prius v vehicles: 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.

**REMEDY** Any authorized Toyota dealer will perform the 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**.

**DURATION** 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 depending on your dealer's schedule.

If you are not the current owner of the vehicle, [click here](#) to update your records.

## EVITA PONER EN PELIGRO A TUS SERES QUERIDOS Y A TI MISMO

Tu vehículo está diseñado para activar un modo de manejo a prueba de fallas en respuesta a ciertos desperfectos del sistema híbrido. Toyota ha descubierto que, en situaciones excepcionales, es posible que el vehículo no active un modo de manejo a prueba de fallas en respuesta a ciertos desperfectos del sistema híbrido como se esperaba. Si esto ocurre, el vehículo podría perder potencia y detenerse. Y aunque la dirección asistida y el frenado pueden seguir funcionando, el que tu vehículo se detenga mientras manejas podría aumentar el riesgo de un choque.

LLAMA AL [1-303-302-8888](tel:1-303-302-8888) PARA PROGRAMAR TU REPARACIÓN GRATUITA.



**Service Center**

**It's easy to schedule the FREE safety recall repair with us**

Set up your service appointment with your local dealership.

[Schedule today](#)

## Mountain States Toyota

201 West 70th Avenue  
Denver, CO 80221  
1-303-302-8888



[Get directions ►](#)

### Service Center Hours

Mon: 7:00 am to 6:00 pm  
Tue: 7:00 am to 6:00 pm  
Wed: 7:00 am to 6:00 pm  
Thu: 7:00 am to 6:00 pm  
Fri: 7:00 am to 6:00 pm  
Sat: 8:00 am to 5:00 pm  
Sun: Closed

### Services

- Parts Center
- Toyota Tire Center

[View dealer website ►](#)

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**Please do not reply to this email. This is a post-only, outbound email.**

You have received this communication because, according to state motor vehicle registration records, you are the owner of the Toyota vehicle with a Safety Recall that has not been repaired.

If you would like to update your owner information, please visit: [toyota.com/owners](http://toyota.com/owners)

This email was sent by:  
Mountain States Toyota  
201 West 70th Avenue  
Denver, CO 80221

