



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 20, 2019

Mr. Cory Hoffman  
General Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-150JK  
19V-876

**Subject:** Speed and Fuel Display May Go Blank/FMVSS 101

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TOYOTA/PRIUS/2019

**Mfr's Report Date:** December 11, 2019

**NHTSA Campaign Number:** 19V-876

**Components:**

ELECTRICAL SYSTEM: INSTRUMENT PANEL

**Potential Number of Units Affected:** 3,751

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2019 Prius vehicles. An electrical short circuit in the combination meter could occur, causing the speedometer, the odometer, and the fuel gauge to go blank. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Controls and Displays."

**Consequence:**

A blank main display will not show important information like vehicle speed or fuel level. Driving with an inoperative display can increase the risk of a crash.

**Remedy:**

Toyota will notify owners, and dealers will inspect the flash memory chip (ROM) production date, and if necessary, replace it along with the combination meter circuit board, free of charge. The recall is expected to begin February 3, 2020. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's numbers for this recall are 19TA21 and 19TB21.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)).
- An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)/49 CFR 577.5 (f)(1)).

Please be reminded of the following requirements:

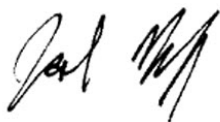
Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement