



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 30, 2020

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

NEF-150SS
20V-369

Subject: Hybrid System may Shutdown and cause Stall

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/2013-2015
TOYOTA/PRIUS V/2014-2017

Mfr's Report Date: June 24, 2020

NHTSA Campaign Number: 20V-369

Components:

HYBRID PROPULSION SYSTEM: INVERTER

Potential Number of Units Affected: 266,638

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2013-2015 Prius and 2014-2017 Prius V vehicles not included in recall 18V-684. Excessive voltage in the Intelligent Power Module (IPM) within the inverter may cause the hybrid system to shut down, causing the vehicle to stall while being driven.

Consequence:

An unexpected hybrid power system shut down may increase the risk of a crash.

Remedy:

Toyota will notify owners, and dealers will perform a software update for the hybrid system. 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, prior to software update. All repairs will be performed free of charge. This recall is expected to begin August 10, 2020. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's number for this recall is 20TB10 / 20TA10.

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.

We have received Toyota's proposed owner notification letter and have approved it with a minor edit for distribution.

Please be reminded of the following requirements:

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 Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



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