



## SAFETY RECALL 20TA10 *(Remedy Notice)*

Certain 2013–2015 Model Year Prius  
Certain 2014 – 2017 Model Year Prius V  
Hybrid System Software Update  
NHTSA Recall No. 20V-369

### Frequently Asked Questions

Original Publication Date: June 24, 2020

**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.

**Q2:** *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail by late August 2020, 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)**


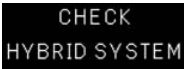

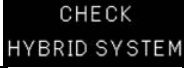
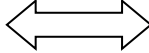




The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion 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:** Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. *However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.*

Warning Lights Prius V Without Multi-Information Display (MID)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Warning Lights Prius V With Multi-Information Display (MID) and 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

**Q4a:** How long and what distance can a vehicle be driven when the vehicle enters a fail-safe driving mode?

A4a: 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.

**Q4b: *What should I do if my vehicle enters fail-safe driving mode?***

A4b: 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.

**Q4c: *Can you describe what happens when the vehicle does not enter fail-safe driving mode as intended? Would the brakes still be operational?***

A4c: 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: *What steps can I take to reduce the possibility of this condition occurring until the remedy is performed?***

A4: 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.

**Q5: *What if I experience the condition described above?***

A5: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair.

**Q6: *Which and how many vehicles are covered by this Safety Recall?***

A6: There are approximately 266,600 vehicles covered by this Safety Recall. Approximately 120 vehicles were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius	2013 - 2015	Mid-March 2013 – Early November 2015
Prius V	2014 - 2017	Late June 2014 – Late November 2017

**Q7: *How long will the repair take?***

A7: 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 5.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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.

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 2013–2015 Model Year Prius  
Certain 2014 – 2017 Model Year Prius V  
Hybrid System Software Update  
NHTSA Recall No. 20V-369

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 2013 to 2015 model year Prius and certain 2014 to 2017 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 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 could increase the risk of a crash.

#### 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](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://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.





**What will Toyota do?**




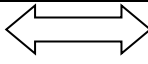




Any authorized Toyota dealer will perform the software update for the hybrid system **FREE OF CHARGE**. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced **FREE OF CHARGE**.

***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 upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

There are no warnings that this condition exists. ***However, if the vehicle enters a fail-safe driving mode the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.***

Warning Lights Prius V Without Multi-Information Display (MID)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

Warning Lights Prius V With Multi-Information Display (MID) and Prius	
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NOTE: If PCS equipped.	  Display switches
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

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 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 details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls 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*, please visit <https://www.toyota.com/recall/update-info-toyota>. 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





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](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 

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Campaign Code 

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Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____
<i>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 <a href="http://www.toyota.com/ownersupdate">www.toyota.com/ownersupdate</a> or contact us at 1-888-270-9371.</i>	

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____