

Original Publication Date: June 23, 2020

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

SAFETY RECALL 20TA10 (Interim Notice 20TB10)

Certain 2013–2015 Model Year Prius Certain 2014 – 2017 Model Year Prius V Hybrid System Software Update

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Prius / 2013 - 2015	Mid-March 2013 – Early November 2015	204835	0
Prius V / 2014 -2017	Late June 2014 – Late November 2017	61802	0

On June 24, 2020, 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 2013 to 2015 model year Prius and certain 2014 to 2017 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.

Remedy

When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the hybrid system software updated **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**. At this time, Toyota estimates that the remedy can be available in July 2020.

Covered Vehicles

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

Owner Letter Mailing Date

Toyota will notify owners by late August 2020.

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 (**Non SET and GST dealers:** <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 remedy parts are 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. In the subject line of the email, state "Disclosure Form 20TA10/20TB10" 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 (**Non SET and GST dealers:** <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


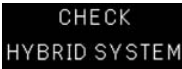

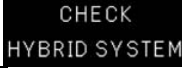
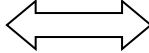




It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

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 (2014 – 2015 Prius V)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Warning Lights (2016 – 2017 Prius V and 2013 – 2015 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

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

If a customer is experiencing the condition described and is unable to drive it to the dealership, your dealership should arrange for vehicle pickup.

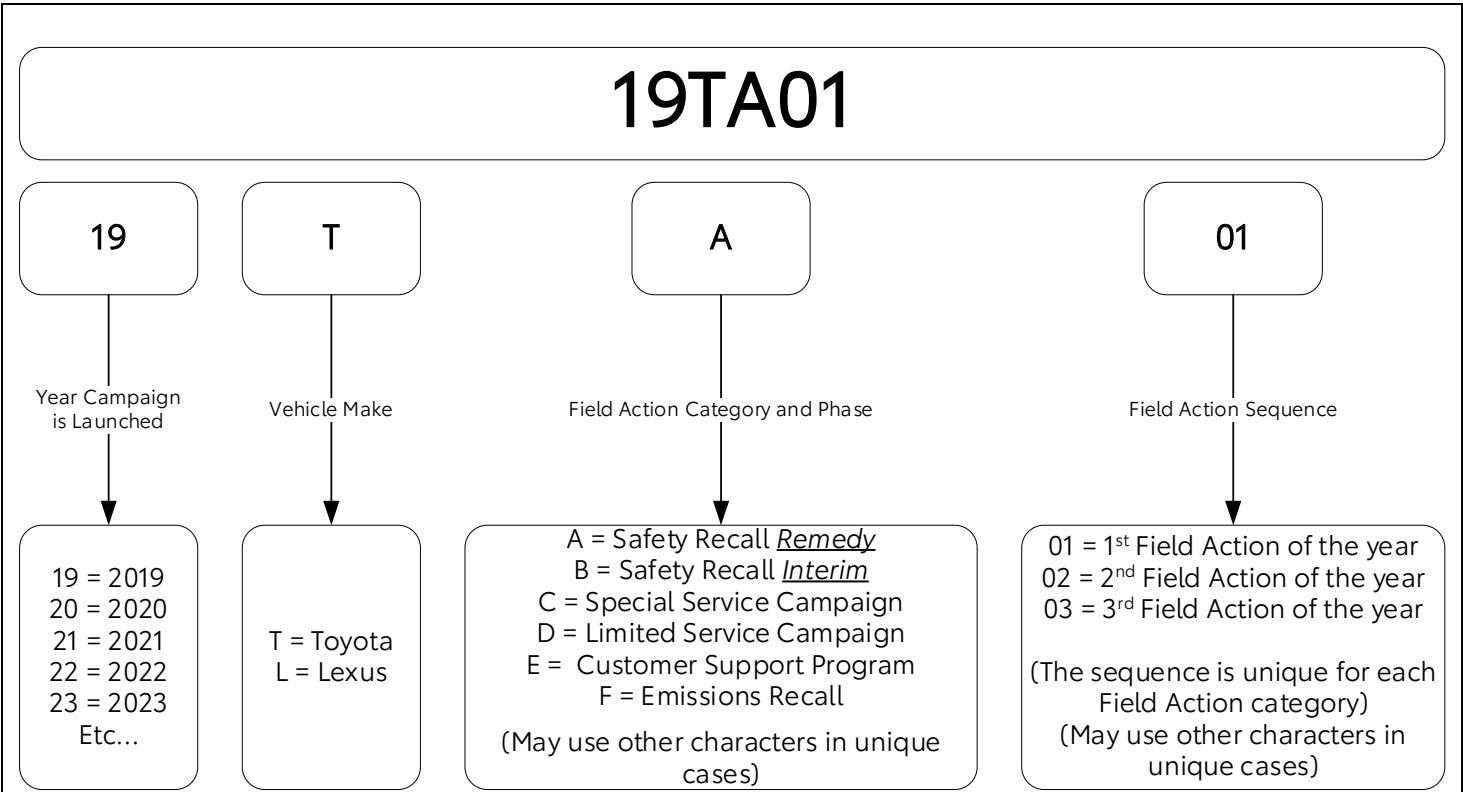
NOTE:

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Examples:

- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
- 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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 20TA10 (*Interim Notice 20TB10*)

Certain 2013–2015 Model Year Prius
Certain 2014 – 2017 Model Year Prius V
Hybrid System Software Update

Frequently Asked Questions

Original Publication Date: June 23, 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: When the remedy is available, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the hybrid system software updated **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**.


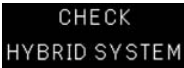


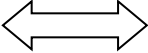




Q3: *When will the remedy become available?*

A3: Toyota is currently developing the remedy. At this time, Toyota estimates that the remedy can be available in July 2020.

Q4: Are there any warnings that this condition exists?

A4: 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 (2014 – 2015 Prius V)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
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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.

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 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

Q8: *How long will the repair take?*

A8: The software update, when available, 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.

Q9: *What if I previously paid for repairs related to this Safety Recall?*

A9: Reimbursement consideration instructions will be provided in the owner letter.

Q10: *How does Toyota obtain my mailing information?*

A10: 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.

Q11: *What if I have additional questions or concerns?*

A11: 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.