

CSC LTR ONLY

CSC-10042966-1438



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

**2004 through Certain 2007 Model Year Prius Vehicles
Electric Hybrid Water Pump Replacement – Limited Service Campaign
Limited Time Offer**

Follow-Up Notice

VIN:

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota announced a Limited Service Campaign Program, which includes your vehicle. Our records indicate that your vehicle has not yet had this Limited Service Campaign completed.

What is the condition?

On 2004 through certain 2007 model year Prius vehicles, there is a possibility that air may remain at the bearing of the Hybrid Electric Water Pump (HV Water Pump), causing pump actuation to be slow. In this condition, the temperature of the coolant could rise and become high, which will result in illumination of the Malfunction Indicator Light (check engine light "ON") for diagnostic code P0A93 with information code 346 (Inverter cooling system malfunction).

What is included in this Limited Service Campaign?

To reduce any possible inconvenience caused by this condition, any Toyota dealer will replace the HV Water Pump at **NO CHARGE** to you for a limited time. This program will be offered until **November 30, 2013**, and will only be available at your authorized Toyota dealer.

All terms of your New Vehicle Limited Warranty will remain intact regardless of whether or not you take advantage of this Limited Service Campaign. Additional details on your vehicle's New Vehicle Limited Warranty coverage can be found in your Owner's Warranty and Service Guide booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to replace the HV Water Pump **before November 30, 2013**. The repair will take approximately 1.2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to have this campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If the MIL (check engine light) comes on due to this condition, you should promptly contact a Toyota dealer to arrange for a repair. If the vehicle is continually operated under this condition, the hybrid system will not be able to properly manage the heat that is created. If the temperature of the hybrid components becomes too high, the vehicle will enter fail-safe mode to prevent hybrid component damage. If this occurs, engine power output will be reduced. If this occurs, the vehicle should be pulled over where it is safe to do so and a Toyota dealership should be contacted.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for repairs for this condition?

If you have previously paid for repairs to address this specific condition, please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6-9 weeks to process your request.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

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Spanish translation on back side
Traducción en español en el reverso