

# TOYOTA CUSTOMER SERVICES

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 Date: 10/11/2012  
 Action  
 Retain  
 Information

## INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,   
 Vice President, Product Quality & Service Support

Subject: Warranty Enhancement – ZTV  
 2004 to Certain 2009 Model Year Prius Vehicles  
 Extension of Warranty Coverage for Combination Meter

**In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Instrument Panel Combination Meter (Combination Meter) on 2004 to certain 2009 Model Year Prius Vehicles.**

### Background

Toyota has received a limited number of reports from high mileage 2004 to certain 2009 model year Prius vehicles regarding the Combination Meter display not illuminating when the vehicle's ignition is turned "ON". This condition may occur in certain cold weather conditions and is identified during vehicle start-up.

Although the Combination Meter is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. To ensure our customers' satisfaction with that ownership experience, we are offering an extension of the warranty coverage for the covered vehicle's combination meter.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

#### 1. Dealer Letter Mailing Date

The attached Dealer Letter will be mailed to all Toyota dealers in mid-October, 2012.

#### 2. Owner Notification Mailing Date

The owner notification will commence in late October, 2012 and will be mailed over several weeks. We have attached a sample owner letter for your reference.

#### 3. Warranty Enhancement Coverage Details

Toyota is offering a Warranty Coverage Extension for the Combination Meter for **9 years with no mileage limitation from the date of first use or before September 30, 2013** whichever is longer for the condition described above. If this condition exists, the dealer will replace the Combination Meter under the terms of this warranty enhancement program.

*Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Extension.*

#### 4. Number of Vehicles Covered

There are approximately 669,000 Prius Vehicles (2004 to certain 2009 Model Year) covered by this Warranty Extension.

**5. Region/District Summary Reports**

We have enclosed the following Warranty Enhancement Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Extension.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Extension.

Please note that dealerships will not receive reports as this is not a Special or Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

**Enclosures**

- cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

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|--------------|---------------|----------------|---------------|
| G. Borst     | N. Fein       | E. Matsuda     | J. Tetherow   |
| R. Broughman | F. Fontanella | M. Michels     | P. Turner     |
| G. Bryan     | H. Fukui      | T. Morrison    | K. Ura        |
| W. Burns     | S. Haag       | T. Nakagami    | P. Uribe      |
| D. Camden    | J. Hanson     | D. Pettitt     | A. Vaish      |
| B. Carter    | K. Higgins    | R. Pflughaupt  | R. Waltz      |
| G. Christoff | C. Hostetter  | C. Reynolds    | S. Watanabe   |
| J. Colon     | M. Hosoe      | C. Roberts     | M. Kosugi     |
| B. Cooper    | Y. Inaba      | R. Sakai       | M. Yamanami   |
| R. Daly      | K. Ito        | M. Setta       | H. Yoshihashi |
| F. Davidson  | M. King       | R. Specht      | D. Zellers    |
| T. Doi       | K. Kusakawa   | J. Stempkowski |               |
| D. Esmond    | J. Lang       | S. Sugawara    |               |
| W. Fay       | J. Lentz      | M. Templin     |               |



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

Subject: Warranty Enhancement – ZTV  
2004 to Certain 2009 Model Year Prius Vehicles  
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### **Background**

Toyota has received a limited number of reports from high mileage 2004 to certain 2009 model year Prius vehicles regarding the Combination Meter display not illuminating when the vehicle's ignition is turned "ON". This condition may occur in certain cold weather conditions and is identified during vehicle start-up.

Although the Combination Meter is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. To ensure our customers' satisfaction with that ownership experience, we are offering an extension of the warranty coverage for the covered vehicle's combination meter.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

#### **1. Owner Notification Letter Mailing Date**

The owner notification will commence in late October, 2012 and will be mailed over several weeks. We have attached a sample owner letter for your reference.

#### **2. Warranty Enhancement Coverage Details**

Toyota is offering a Warranty Coverage Extension for the Combination Meter for **9 years with no mileage limitation from the date of first use or before September 30, 2013** whichever is longer for the condition described above. If this condition exists, the dealer will replace the Combination Meter under the terms of this warranty enhancement program.

*Please note that damage incurred from abuse, an accident, vandalism or non-warrantable causes are not covered by the New Vehicle Limited Warranty or this Warranty Extension.*

#### **3. Number and Identification of covered Vehicles**

There are approximately 669,000 Prius Vehicles (2004 to certain 2009 Model Year) covered by this Warranty Extension.

Please refer to Warranty Policy Bulletin (Bulletin No. POL12-05) for identification of vehicles covered by this Warranty Extension.

#### **4. Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL12-05) for warranty claim processing instructions.

Note: All parts replaced for this repair are subject to warranty parts recovery.

5. **Technical Instructions/Procedures**

- Technical Instructions for “Combination Meter – Intermittent Display” can be found in T-SB-0172-09

6. **Customer Handling**

If this condition occurs, it will happen at vehicle start-up when the vehicle is stopped. In the unlikely event that a customer experiences this condition some indicators and/or gauges on the instrument panel may not be viewable, if this occurs the customer will contact your dealership and make an appointment. Please advise the customer in the meantime they may do the following:

- To turn off the vehicle the customer will need to hold the Start/Stop button down for 3 or more seconds.
- The combination meter may re-illuminate if the ignition is cycled ON/OFF/ON. If the combination meter does not re-illuminate the vehicle should not be driven, if this occurs the vehicle should be towed to the nearest authorized Toyota dealership.

If the condition is in accordance with the terms of this Warranty Enhancement Program the towing and repair will be performed at **NO CHARGE**.

This condition is primarily found in cold weather climate conditions, when the vehicle is brought to your dealership it may no longer be in a climate which allows duplication of the condition. If the customer has experienced the condition it may not be possible for the dealer to duplicate the condition. If this occurs please verify with the customer that the experienced condition is in accordance with this Warranty Enhancement Program and proceed with replacement of the combination meter.

All combination meters will be recovered for failure confirmation, dealers should only replace combination meters if there is a customer complaint. In addition Toyota will be monitoring operation codes to ensure usage is consistent with local, season, and environmental conditions, as well as dealer PMA UIO.

7. **Parts Ordering**

As this is a Warranty Extension, most customers will only request reimbursement from Toyota for past replacements. In the event a combination meter requires replacement, the correct mileage will need to be programmed by Yazaki U.S.A. in compliance with the law. Dealers should not try to order combination meters unless it is for a specific vehicle.

*Refer to Warranty Policy Bulletin POL12-05 for detailed parts ordering information.*

*Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK, as the combination meter must be programmed with the current vehicle mileage.***

8. **Customer Reimbursement**

Please refer to the attached owner letter for reimbursement consideration instructions.

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 Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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



**2004 to Certain 2009 Model Year Prius Vehicles  
Combination Meter  
Warranty Enhancement Notice**

Re: <VIN>

Dear Prius 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 would like to advise you of an enhancement to portions of your Prius New Vehicle Limited Warranty as it applies to the Instrument Panel Combination Meter (Combination Meter).

**Toyota cares about our customers**

Toyota has received a limited number of reports from high mileage 2004 to certain 2009 model year Prius vehicles regarding the Combination Meter display not illuminating when the vehicle's ignition is turned "ON". This condition may occur in certain cold weather conditions and is identified during vehicle start-up.

Although the combination meter is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall ownership experience. To assure you that we stand behind our product, we are offering an enhancement to the warranty coverage for this condition.

**Warranty Enhancement Details**

This warranty enhancement will be available for a period of ***9 years with no mileage limitation from the date of first use or before September 30, 2013*** whichever is longer for the condition described above. If the condition exists, the dealer will replace the Combination Meter under the terms of this warranty enhancement.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

***Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.***

**What should you do?**

***If you have not experienced this condition, please insert this letter into your vehicle's Owner's Warranty Information Booklet for future reference, you do not need to take any action at this time.***

If this condition occurs, it will happen at vehicle start-up when the vehicle is stopped. In the unlikely event that you experience this condition some indicators and/or gauges on the instrument panel may not be viewable, if this occurs please contact your authorized Toyota dealer and make an appointment as soon as possible. In the meantime you may do the following:

- To turn off the vehicle you will need to hold the Start/Stop button down for 3 or more seconds.
- The combination meter may re-illuminate if you cycle the ignition ON/OFF/ON. If the combination meter does not re-illuminate the vehicle should not be driven, if this occurs please have the vehicle towed to your local authorized Toyota dealership.

If the condition is in accordance with the terms of this Warranty Enhancement Program the towing and repair will be performed at **NO CHARGE**. To assist the dealership in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

In order to have your current odometer mileage correctly reflected in the new component the repair will take approximately 3 days; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental vehicle will be provided while your vehicle is being repaired.

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

**What if you have previously paid for repairs to address this condition?**

If you have previously paid for repairs related to this condition, please mail a copy of your 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, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

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

SAMPLE





**Warranty Enhancement Program – ZTV  
2004 to Certain 2009 Model Year Prius Vehicles  
Extension of Warranty Coverage for Combination Meter**

**BACKGROUND**

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Instrument Panel Combination Meter (Combination Meter) on 2004 to certain 2009 Model Year Prius Vehicles.

**Q1: What is the condition?**

A1: Toyota has received a limited number of reports from high mileage 2004 to certain 2009 model year Prius vehicles regarding the Combination Meter display not illuminating when the vehicle's ignition is turned "ON". This condition may occur in certain cold weather conditions and is identified during vehicle start-up.

Although the Combination Meter is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. To ensure our customers' satisfaction with that ownership experience, we are offering an extension of the warranty coverage for the condition described above.

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

A2: Owners of 2004 to certain 2009 Model Year Prius vehicles covered by this Warranty Enhancement Program will receive an Owner Notification Letter via first class mail starting in Late October, 2012. The owner notification will be mailed over several weeks.

The Owner Notification Letter will advise owners of the warranty extension as it applies to the Combination Meter for **9 years with no mileage limitation from the date of first use or before September 30, 2013** whichever is longer.

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 669,000 2004 to certain 2009 Model Year Prius vehicles covered by this Warranty Enhancement Program.

**Q4: What is the production period of the vehicles covered by this Warranty Enhancement Program?**

A4: The covered Toyota Prius vehicles were produced from May, 2003 to March, 2009.

**Q5: What are the details of this coverage?**

A5: This warranty enhancement is available for **9 years with no mileage limitation from the date of first use or before September 30, 2013** whichever is longer.

The specific components(s) covered by this warranty extensions are as follows:

- Combination Meter Assembly

*Please note that damage incurred from abuse, an accident, vandalism, or other similar events are not covered by the New Vehicle Limited Warranty or this Warranty Extension.*

**Q6: How long will the repair take?**

A6: The repair will take approximately 3 days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. Toyota will provide a rental while the vehicle is being repaired.

**Q6a: Why does the replacement of the combination meter take approximately 3 days?**

Q6a: The dealer will need to order a new combination meter from the supplier with the current mileage pre-programmed. To ensure the combination meter and vehicle mileage are the same the vehicle cannot be driven while the dealership is waiting for the new combination meter. Toyota will provide a rental while the vehicle is being repaired.

**Q7: What should an owner do if they experience this condition?**

A7: If this condition occurs, it will happen at vehicle start-up when the vehicle is stopped. In the unlikely event that a customer experiences this condition some indicators and/or gauges on the instrument panel may not be viewable, if this occurs the customer should contact his/her local authorized Toyota dealer and make an appointment as soon as possible. In the meantime the customer may do the following:

- To turn off the vehicle the customer will need to hold the Start/Stop button down for 3 or more seconds.
- The combination meter may re-illuminate if the ignition is cycled ON/OFF/ON. If the combination meter does not re-illuminate the vehicle should not be driven, if this occurs the vehicle should be towed to the nearest authorized Toyota dealership.

If the condition is in accordance with the terms of this Warranty Enhancement Program the towing and repair will be performed at **NO CHARGE**.

**Q8: What if an owner has NOT experienced this condition but would like to have the repair completed?**

A8: This CSP only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to insert the CSP Owner Notification Letter into the vehicle's Owner's Warranty Information Booklet for future reference.

**Q9: What if an owner has previously paid for repairs on their vehicle?**

A9: Owners that have previously paid for repairs for this specific condition should refer to the CSP Owner Notification Letter for instructions to seek reimbursement consideration.

**Q10: What if an owner has additional questions or concerns?**

A10: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.



**DISTRIBUTE TO:**

- Service Manager  
 Warranty Administrator

**Warranty Policy Bulletin**

No.: POL12-05

Date: 10/12/12

Page: 1 of 4

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZTV):  
WARRANTY EXTENSION FOR COMBINATION METER ON  
CERTAIN 2004-2009MY PRIUS VEHICLES**

**Background**

Toyota has received a limited number of reports from high mileage 2004 to certain 2009 model year Prius vehicles regarding the Combination Meter display not illuminating when the vehicle's ignition is turned "ON". This condition may occur in certain cold weather conditions and is identified during vehicle start-up.

**Applicability**

The combination meter is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the replacement of the combination meter for **9 years with no mileage limitation from the date of first use or before September 30, 2013** (whichever is longer for the condition described above).

Please verify VIN applicability for this Warranty Extension by checking TIS before completing any repairs.

***Please note that damage incurred from abuse, an accident, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.***

**Applicable VIN Ranges**

Please refer to page 2 for applicable VIN ranges.

**Applicable VIN Ranges (continued)**

Model	WMI	Model Year	VDS	Start Serial	Finish Serial	
Prius	JTD	2004	KB20U	0001009	0116870	
			KB22U	0001142	0116845	
		2005	KB20U		0116874	0133248
					3000000	3128076
					7003414	7057937
			KB22U		0116872	0133240
					3000008	3128067
					7004342	7057888
		2006	KB20U		3099688	3202428
					7057941	7545074
			KB22U		3128082	3202418
					7056471	7544598
		2007	KB20U		3201067	3296439
					7083497	7694891
		2008	KB20U		3291973	3462539
					7690436	7818544
		2009	KB20U		3458507	3546425
					7815791	7894047

**Claim Submission**

Claim Type	Op. Code	Description	Labor Time	Rental
Repair Program	2720HA	Replace Combination Meter Computer	1.0	3 Days

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **regular** warranty claim.

**Rental**

Since a new combination meter will need to be ordered from the supplier with the current mileage pre-programmed, a rental may be provided to ensure the combination meter and vehicle mileage remain the same. A maximum 3 day rental is allowed and should not exceed \$35/day.

When submitting claims with rental, use "RT" sublet type and "LNM" as the sublet reason code.

If the maximum number of rental days and/or rental amount is exceeded, the claim will require District Service and Parts Manager (DSPM) authorization.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**



**Towing**

If this condition occurs, it will happen at vehicle start-up when the vehicle is stopped. In the unlikely event that a customer experiences this condition, some indicators and/or gauges on the instrument panel may not be viewable. If this occurs, the customer will contact your dealership and make an appointment. Please advise the customer they may do the following in the meantime:

- To turn off the vehicle, the customer will need to hold the Start/Stop button down for 3 or more seconds.
- The combination meter may re-illuminate if the ignition is cycled ON/OFF/ON. If the combination meter does not re-illuminate the vehicle should not be driven. If this occurs, the vehicle should be towed to the nearest authorized Toyota dealership.

**NOTE:** Towing costs may be included on the warranty claim. If the customer has paid for towing, please reimburse the customer for the costs incurred. The towing cost should be listed in the sublet section of the claim using sublet type "TW." A copy of the towing invoice will be required and must be attached to the claim.

**Replacement Parts**

This condition is primarily found in cold weather climate conditions. When the vehicle is brought to your dealership it may no longer be in a climate which allows duplication of the condition. If this occurs, please verify with the customer that the experienced condition is in accordance with this Warranty Extension and proceed with replacement of the combination meter.

*All combination meters will be recovered for failure confirmation. Dealers should only replace combination meters if there is a customer complaint. In addition, Toyota will be monitoring operation codes to ensure usage is consistent with local, season, and environmental conditions, as well as dealer PMA UIO.*

Part Name	Model Year	Part Number	Quantity	Applicable TSB
Combination Meter Computer	2004	83291-47300-RP	1	T-SB-0172-09
	2005	83291-47320-RP		
	2006-2009	83291-47360-RP		

**NOTE:** Please refer to PANT Bulletin GI07-29 for additional part ordering information.

All parts replaced for this repair are subject to warranty parts recovery.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair or replacement of the combination meter to address the condition described above, please have them 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.  
Customer Experience Center, WC10  
19001 South Western Avenue  
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**