

From: [Quality Compliance](#)
Subject: Warranty Enhancement Program ZF3 - Extension of Warranty Coverage for Sticking Exhaust Gas Recirculation (EGR) Valve on Certain 2010-2012 Prius, Certain 2012 Prius V, Certain 2010 and 2012 Prius Plug-In (Dealer)
Date: Thursday, June 16, 2016 4:26:19 PM
Attachments: [Toyota POL16-04 - Warranty Enhancement Program ZF3 - Prius EGR Valve FINAL 6-16-16.pdf](#)
[ZF3 TIS Package \(Published 6-16-2016\).pdf](#)

In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for a sticking EGR Valve on Certain 2010-2012 Prius, 2012 Prius V, and Certain 2010 and 2012 Prius Plug-In vehicles.

In these vehicles, Toyota has received some reports of a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401.

Although the EGR Valve 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. Toyota is now extending the warranty coverage for repairs related to the EGR Valve to address the condition described above.

Note: For California-certified vehicles sold, registered, and normally operated in Arizona (12MY only), California, Connecticut, Maine, Maryland (beginning with 11MY), Massachusetts, New Jersey, New Mexico (10MY-11MY only), New York, Oregon, Rhode Island, and Vermont, the Toyota New Vehicle Limited Warranty coverage is 15 years from the date of first use, or 150,000 miles (whichever occurs first). For California-certified vehicles sold, registered, and normally operated in Delaware, Pennsylvania, and Washington, the Toyota New Vehicle Limited Warranty coverage is 7 years from the date of first use, or 70,000 miles (whichever occurs first).

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

Covered Vehicles

There are approximately 517,900 vehicles covered by this Warranty Enhancement Program.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If the condition is verified, the vehicle will be repaired in accordance with the applicable Technical Service Bulletin (TSB) under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until March 31, 2017 with no mileage limitation.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

Dealer Notification

- Claim filing will be available starting 6/17/2016

Please reference the attached Dealer Letter for additional details.

Thank you for your cooperation.

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We are unified in our passion
to provide the finest ownership experience.



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