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Published May 19, 2016

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

Subject: Warranty Enhancement Program – ZF5  
Certain 2012 – 2014 Model Year Prius V  
Extension of Warranty Coverage to the Intelligent Power Module (IPM)

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related to failure of the Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall F0R (launched in late July, 2015) performed (if applicable).

In these vehicles, Toyota has received some reports where the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A. If one or more of these DTCs are detected, various warning lamps on the instrument panel will also illuminate and the vehicle will enter fail safe mode.

Although the Hybrid Inverter assembly is covered by Toyota's New Vehicle Limited Warranty for 8 years or 100,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to failure of the Intelligent Power Module (IPM). Please see the Warranty Enhancement Program Details for additional information.

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

**Covered Vehicles**

There are approximately 108,600 certain 2012-2014 model year Prius V vehicles covered by this Warranty Enhancement Program.

Model Name	Model Year	Production Period
Prius V	2012 - 2014	Late August, 2011 – Late June, 2014

**Owner Letter Mailing Date**

Toyota will begin to notify owners in June, 2016.

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides an extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to failure of Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall F0R performed (if applicable). If the condition is verified, an appropriate remedy will be performed under the terms of this Warranty Enhancement Program\*. This Warranty Enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure.

This warranty enhancement provides coverage for **15 years with no mileage limitation from the date of first use.**

*\*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 your Owner's Warranty & Maintenance Guide. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

### **Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL16-02) for warranty claim processing instructions. All parts replaced for this repair are subject to warranty parts recovery.

### **Technical Instructions (Repair Procedures)**

Technical instructions can be found in T-SB-0036-16.

### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### **Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### **Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin (Bulletin No. POL16-02) for additional parts ordering information.

*All Warranty Enhancement Program (WEP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.*

### **Customer Reimbursement**

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 Enhancement Program.***

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.



**Warranty Enhancement Program – ZF5  
 Certain 2012 - 2014 Model Year Prius V Vehicles  
 Extension of Warranty Coverage to the Intelligent Power Module (IPM)**

**Customer Frequently Asked Questions  
 Published May 19, 2016**

**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 repairs related to failure of the Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall F0R (launched in late July, 2015) performed (if applicable).

**Q1: What is the condition?**

**A1:** In these vehicles, Toyota has received some reports where the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A that your dealer can find by use of a special diagnostic tool. If one or more of these DTCs are detected, various warning lamps on the instrument panel will also illuminate and the vehicle will enter fail safe mode.

**Q1a: What is the Hybrid System Inverter?**

**A1a:** The hybrid system inverter converts high-voltage direct current (DC), stored in the HV battery, into high-voltage alternating current (AC) for the motor generator. It also converts AC into DC during regenerative braking for storage in the HV battery.

**Q1b: What is Fail-Safe Mode?**

**A1b:** Fail-Safe Mode is a form of vehicle self-protection (also known as Limp-Home Mode). When the vehicle's self-diagnostic system determines a possible malfunction, the hybrid control system may reduce vehicle power to minimize potential component damage. The vehicle is still drivable, but you will notice a reduction in available vehicle power and speed. If this condition occurs, the vehicle should be immediately taken to an authorized Toyota Dealer for appropriate diagnosis and repair.

**Q2: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?**

**A2:** The various warning lamps shown below will illuminate on the instrument panel if the Intelligent Power Module (IPM) fails. The vehicle will also enter a fail-safe mode

Warning Lights	
	Hybrid System Warning
	Slip Indicator
	Check Engine Warning Light

Warning Lights	
	Electronically Controlled Brake System Warning Light
<b>PCS</b>	Pre-Collision System Warning Light (If equipped)

**Q3: What is Toyota going to do?**

A3: Owners of certain 2010 - 2014 Model Year Prius V vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in June 2016.

If the owner experiences the Warning Lights and Warning Messages (shown above) and the vehicle enters fail-safe mode, he/she should contact his/her local authorized Toyota dealership for diagnosis and repair. Safety Recall F0R must first be completed on the vehicle before this Warranty Enhancement is performed (if applicable). If the condition is covered by the terms of this warranty enhancement program, an appropriate remedy will be performed at no charge to the vehicle's owner. This Warranty Enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure. Please see your local authorized Toyota dealer for additional details.

**Q4: Which and how many vehicles are covered by this Warranty Enhancement Program?**

A4: There are approximately 108,600 certain 2012-2014 model year Prius V vehicles covered by this Warranty enhancement Program.

Model	Model Year	Production Period
Prius V	2012-2014	Late August, 2011 – Late June, 2014

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?**

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Warranty enhancement Program.

**Q4b: Why are other hybrid vehicles not covered by this Warranty Enhancement Program?**

A4b: Toyota has determined that other hybrid vehicles aren't affected because the programming of the ECUs of other vehicles is different.

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

A5: This Warranty Enhancement Program provides an extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to failure of Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall F0R performed (if applicable). If the condition is verified, an appropriate remedy will be performed under the terms of this Warranty Enhancement Program.

This warranty enhancement is available for **15 years with no mileage limitation from the date of first use.**

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 your Owner's Warranty & Maintenance Guide. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

**Q6: Which parts are covered by this warranty enhancement program?**

A6: This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A. If any of these DTCs are present, this Warranty Enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure.

**Q7: What if an owner experiences the condition described above?**

A7: If the owner experience the condition described above, he/she is requested to contact an authorized Toyota dealer for diagnosis and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at no charge to the vehicle owner.

**Q8: What if the dealer performs diagnosis and determines that the vehicle does not have the conditions covered by this Warranty Enhancement Program?**

A8: The warning lights and stored hybrid system DTCs can be triggered due to conditions detected not specific to the inverter assembly and its internal components. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that if the condition does not relate to the DTCs or warning lights, vehicle owners may be responsible for the initial diagnostic fees and any other repairs they decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.

**Q9: What if an owner has NOT experienced this condition but would like to have the repair completed?**

A9: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty & Maintenance Guide for future reference. However, Toyota requests owners who have not yet had Safety Recall F0R performed on their vehicle to contact an authorized Toyota Dealership and have Safety Recall F0R completed as soon as possible (if applicable).

**Q10: How long will the repair take?**

A10: Replacement of the IPM and other internal inverter components potentially damaged by IPM failure will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What if I previously paid for repairs related to this Warranty Enhancement Program?**

A11: Owners that have previously paid for repairs to address this specific condition should refer to the owner letter for reimbursement consideration instructions.

**Q12: What if I have addition questions or concerns?**

A12: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

**WARRANTY ENHANCEMENT NOTIFICATION – ZF5**

Re: <VIN>

Dear Toyota Customer,

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty related to the hybrid system Intelligent Power Module (IPM), located inside the inverter assembly. This Warranty Enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A that your dealer can find by use of a special diagnostic tool. If one or more of these DTCs are detected, various warning lamps on the instrument panel will also illuminate and the vehicle will enter fail safe mode.

*Please Note: The warning lights and stored hybrid system DTCs can be triggered due to conditions detected not specific to the inverter assembly and its internal components. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that if the condition is not covered by this warranty enhancement, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.*

While the majority of vehicles will not experience failure of the IPM, we are offering the following New Vehicle Warranty Extension to assure you that we stand behind our product.

**What should you do?**

**Please apply the sticker below to your Owner's Warranty & Maintenance Guide booklet for future reference. If you have not experienced illumination of various system related warning lamps,<sup>‡</sup> there is no action necessary at this time.**

<sup>‡</sup>Please refer to owner FAQ for warning lamps related to these conditions

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides an extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to certain internal malfunctions of Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall FOR performed (if applicable). If the condition is verified, an appropriate remedy will be performed under the terms of this Warranty Enhancement Program\*.

This warranty enhancement provides coverage for **15 years with no mileage limitation from the date of first use.**

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

*This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty & Maintenance Guide. 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 see your Toyota dealer for additional details

VIN #: \_\_\_\_\_

Date of First Use: \_\_\_\_\_



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.

If you have previously paid for repairs related to the Intelligent Power Module (IPM), please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

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

\*Please refer to the attached Reimbursement Checklist for required documentation details.

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

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

**Warranty Enhancement Program  
Frequently Asked Questions**




ZF5


**Q1: Is this a recall?**

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this enhancement to the warranty coverage to assure you that we stand behind the product.

**Q2: Which warning lamps will illuminate if the Intelligent Power Module (IPM) has failed?**

A2: The various warning lamps shown below will illuminate on the instrument panel if the Intelligent Power Module (IPM) fails. The vehicle will also enter a fail-safe mode.

Warning Lights	
	Hybrid System Warning
	Slip Indicator
	Check Engine Warning Light

Warning Lights	
 (Yellow Light)	Electronically Controlled Brake System Warning Light
<b>PCS</b>	Pre-Collision System Warning Light (If equipped)

Please note: It is possible for the lights above to be illuminated and the condition not be related to this Warranty Enhancement program.

**Q2a: What is Fail-Safe Mode?**

A2a: Fail-Safe Mode is a form of vehicle self-protection (also known as Limp-Home Mode). When the vehicle's self-diagnostic system determines a possible malfunction, the hybrid control system may reduce vehicle power to minimize potential component damage. The vehicle is still drivable, but you will notice a reduction in available vehicle power and speed. If this condition occurs, the vehicle should be immediately taken to an authorized Toyota Dealer for appropriate diagnosis and repair.

**Q2b: What if the dealer performs diagnosis and determines that my vehicle is not covered by this Warranty Enhancement Program?**

A2b: The warning lights and stored hybrid system DTCs can be triggered due to conditions detected not specific to the inverter assembly and its internal components. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that if the condition is not covered by this warranty enhancement, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.

**Q3: If my vehicle is operating properly, do I need to make an appointment with my dealership?**

A3: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. Even if you have not experienced one of these conditions, please apply the sticker to your Owner's Warranty & Maintenance Guide booklet for future reference.

**Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the conditions and terms specified in the notification letter.

**Q5: What should I do if my vehicle has the condition described?**

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

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

A6: If the condition is present on your vehicle, the appropriate remedy will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Toyota Customer Assistance 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

## Warranty Enhancement Reimbursement Checklist

- **Repair Order or Invoice**
  - **Must include the following information**
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
      1. Why was the vehicle brought into the repair facility?
      2. What was the repair facility's diagnosis?
      3. What did the repair facility do to correct the concern?
- **Proof-of-Payment**
  - **Only the following items are valid Proof-of-Payment**
    - Copy of a cancelled check
    - Copy of a signed credit card receipt
    - Copy of a credit card statement
    - (If paid by cash) Letter from repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- **Proof-of-Ownership**
  - **Only the following items are valid Proof-of-Ownership**
  - Copy of bill of sale
  - Copy of the title
- **Name, address, and phone number printed on all documents**