

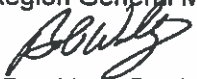


PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Published May 19, 2016

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

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

Specific information for Region support is provided below.

Condition

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on May 19, 2016 at approximately 4PM Pacific.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.