

From: [Quality Compliance](#)
Subject: Warranty Enhancement Program – ZF5 - Certain 2012 – 2014 Model Year Prius V - Extension of Warranty Coverage to the Intelligent Power Module (IPM)
Date: Thursday, May 19, 2016 3:56:21 PM
Attachments: [ZF5 -Dealer Package-PriusV-Rem-Published 5.19.16.pdf](#)
[T-SB-0036-16.pdf](#)
[Toyota POL16-02 - Warranty Enhancement Program ZF5 - Prius V Hybrid Inverter.pdf](#)

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.

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.*

Quality Compliance Department
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-5516
Fax 310-381-8095

This email may contain confidential and privileged material for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender by reply email and delete all copies of this message.