

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Customer Support Program Bulletin	No.: POL18-03 Date: 8/9/2018 Page: 1 of 5 REVISED 3/7/19
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**SUBJECT: CUSTOMER SUPPORT PROGRAM BULLETIN (ZJB):
REPAIR COVERAGE FOR BRAKE BOOSTER AND BRAKE
BOOSTER PUMP ASSEMBLIES ON CERTAIN 2010-2015
MY PRIUS AND CERTAIN 2010 AND 2012-2015 MY PRIUS
PHV VEHICLES**

Background

Toyota has received reports indicating various brake system related warning lamps illuminate due to internal malfunctions.

Phase	Model	Model Year
1	Prius and Prius PHV Vehicles	2010
2	Prius Vehicles	2011-2015
	Prius PHV Vehicles	2012-2015

Applicability

The Brake Booster and Brake Booster Pump are covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, because we at Toyota care about each customer’s ownership experience, Toyota is now offering a voluntary Customer Support Program that applies to various brake system related warning lamps of covered vehicles as a result of internal malfunctions, regardless of whether the vehicle is out of warranty. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

2010 MY Prius and Prius PHV Vehicles – Phase 1

The Customer Support Program will be offered for all vehicles until **November 30, 2019, regardless of mileage.**

In addition, the Customer Support Program will be available for **10 years from the date of first use, or 150,000 miles whichever occurs first.**

2011-2015 MY Prius Vehicles and 2012-2015 MY Prius PHV Vehicles – Phase 2

The Customer Support Program will be offered for all vehicles until **August 31, 2021, regardless of mileage.**

In addition, the Customer Support Program will be available for **10 years from the date of first use, or 150,000 miles whichever occurs first.**

Applicability (Continued)

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

This Customer Support Program does not cover brake boosters and brake booster pump assemblies that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, water contamination or any vehicles that are currently or previously titled as "scrap," "salvage," or "dismantled".

Covered Vehicles

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

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:

- Expert Hybrid
- Master
- Master Diagnostic Technician

Claims for repairs that were performed by non-qualified technicians are subject to debit.

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

Claim Submission

Claim Type: Repair Program

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

Opcode	Model/ Model Year	Description	Labor Time
ZJB001	Prius/ 2010	R & R Brake Booster Assembly with Master Cylinder, R & R Brake Booster Pump Assembly, and Reprogram Skid Control ECU	5.8 hr./vehicle
ZJB002	Prius HV/ 2010	R & R Brake Booster Assembly with Master Cylinder, R & R Brake Booster Pump Assembly	5.3 hr./vehicle
ZJB003	Prius/ 2011-2015	R & R Brake Booster Assembly with Master Cylinder, R & R Brake Booster Pump Assembly	5.3 hr./vehicle
ZJB004	Prius HV/ 2011-2015	R & R Brake Booster Assembly with Master Cylinder, R & R Brake Booster Pump Assembly	5.3 hr./vehicle

Sublet

The cost of the brake fluid (2.0L per vehicle) will be reimbursed under sublet type "OF" for opcodes ZJB001, ZJB002, **ZJB003 and ZJB004**.

Rental

The rental car cost will be reimbursed for the rental period of maximum **1** day at the rental rate of maximum \$35/day. Use "RT" sublet type and "LNM" as the sublet reason code. A rental invoice must be attached to all rental claims.

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Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery. To determine the applicable part number for a specific VIN, refer to the EPC. Alternatively, the Inspection Application will also show an applicable part number for a specific VIN as part of the inspection process.

Model/ Model Year		Part Number	Description	Quantity
Prius	10MY/ 15inch	04002-33347	Brake Booster Assy with Master Cylinder	1
	10MY/ 17inch	04002-33447		1
Prius PHV	10MY	04002-33647	Brake Booster Assy with Master Cylinder	1
Prius	11MY/ 15inch	04008-11147	Brake Booster Assy with Master Cylinder	1
	11MY/ 17inch	04008-11247		1
	12MY,13MY/ 15inch	04008-11347		1
	12MY,13MY/ 17inch	04008-11447		1
	14MY,15MY/ 15inch	04008-11547		1
	14MY,15MY/ 17inch	04008-11647		1
Prius PHV	12MY,13MY	04008-11747	Brake Booster Assy with Master Cylinder	1
	14MY,15MY	04008-11847		1
Prius/ Prius PHV	All Models	04006-22147	Pump Assy, Brake Booster	1

Technical Instructions (Repair Procedures)

Technical instructions can be found in:

- T-SB-0079-18 for 2010.
- T-SB-0024-19 for 2011-2015.

Please refer to TIS for additional information.

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Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair 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 Customer Experience Center
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001**

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

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