


DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL16-04 Date: 06/16/16 Page: 1 of 3 REVISED 8/30/19
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZF3):
WARRANTY EXTENSION FOR STICKING EXHAUST GAS
RECIRCULATION (EGR) VALVE, FOR THE FOLLOWING
VEHICLES:**

- **CERTAIN 2010-2012 MY Prius**
- **CERTAIN 2012 MY Prius V**
- **CERTAIN 2010-2012 Prius Plug-In**

Background

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

Applicability

The EGR Valve is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles* (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the repairs related to the EGR Valve to address the condition described above in the covered vehicles.

Primary Coverage offers the Warranty Enhancement until **March 31, 2017, regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.**

* **Note:** For California-certified Prius and Prius Plug-in 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 California Emissions Defect and Performance Warranty coverage is 15 years from the date of first use, or 150,000 miles (whichever occurs first).

For California-certified Prius and Prius Plug-in vehicles sold, registered, and normally operated in in Pennsylvania and Washington the California Emissions Defect and Performance Warranty coverage is 7 years from the date of first use, or 70,000 miles (whichever occurs first).

Applicability (Continued)

For California-certified Prius V vehicles sold, registered, and normally operated in Arizona (12MY only), California, Connecticut, Maine, Maryland (beginning with 11MY), Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington the California Long-Term Emissions Warranty coverage is 7 years from the date of first use, or 70,000 miles (whichever occurs first).

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

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

Please note that damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension. All other terms and conditions of the New Vehicle Limited Warranty apply.

Applicable VIN Ranges

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Claim Submission

Claim Type	Model	Opcode	Description	OFF	Labor Time
Repair Program	Prius	BHG10A	Replace the EGR valve assembly +	25620-37120	2.8 hr./vehicle
	Prius V		Modify the wire harness +		
	Prius Plug-In	BHG10B	Reprogram the engine ECU		2.7 hr./vehicle

- The cost of Super Long-Life Coolant (SLLC) may be claimed, at a maximum of \$3.00 per vehicle, as Sublet Type "OF" under all opcodes listed above.

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

Claim Submission (Continued)

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

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Quantity	Applicable TSB
04004-58137*	Kit, EGR Valve	1	T-SB-0075-13
25685-37010	Gasket No.1, EGR Cooler	1	

* The EGR Valve Kit includes the following parts:

Part Number	Description	Quantity
25620-37120	Valve Assy, EGR	1
25628-28010	Gasket, EGR Inlet	1
25634-37010	Gasket, EGR Pipe	1
25627-37010	Gasket, EGR Valve	1

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 Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

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

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