From:	Quality Compliance
Sent:	Thursday, January 23, 2020 4:38 PM
Subject:	STOP SALE: Safety (Noncompliance) Recall 19TA21 – REMEDY Notice - Certain 2019 Model Year Prius - Combination Meter Main Display May Become Inoperative (Dealer)
Attachments:	19TA21 - Remedy Dealer Package - Published 1.23.20.pdf; 19TA21 - TI - Published 1.23.20.pdf

On December 11, 2019, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2019 model year Prius vehicles.

Condition:
There is a possibility that an electrical short circuit in the combination meter could occur, causing the speedometer, the odometer, and the fuel gauge to become inoperative. If the speedometer and the fuel gauge are inoperative, it will not show important information like vehicle speed or fuel level. Driving with an inoperative display can increase the risk of a crash.

Remedy:
Any authorized Toyota dealer will inspect a component within the combination meter and, if necessary, replace the combination meter circuit board with a new one FREE OF CHARGE to customers.

Covered Vehicles:
There are approximately 3,800 vehicles covered by this Safety (Noncompliance) Recall. Also note that no vehicles covered by this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Model Name	Model Year	Approximate Total Vehicles	Production Period
Prius	2019	3,800	Early July 2019 – Late July 2019

New Vehicles in Dealership Inventory
There are approximately 605 vehicles in new dealer inventory as of December 10, 2019.

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- ***New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.***

- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (https://dealerdaily.toyota.com/). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
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