

From: QC_DoNotReply QC_DoNotReply@toyota.com
Subject: Customer Support Program 20TE07 - Certain 2012-2014 Model Year Prius V - Coverage for Brake Booster and Brake Booster Pump Assemblies - (Internal)
Date: September 8, 2020 at 2:58 PM
To:

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Brake Booster and Brake Booster Pump Assemblies on certain 2012-2014 Model Year Prius V Vehicles.

Background

Toyota has received reports regarding the Brake Booster and Brake Booster Pump Assemblies on certain 2012 – 2014 model year Prius V vehicles. These reports have indicated certain internal malfunctions of the Brake Booster Assembly.

Although the Brake Booster and Brake Booster Pump Assemblies are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to certain internal malfunctions of the Brake Booster and Brake Booster Pump Assemblies in some of the subject vehicles.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Covered Vehicles:

Model Name	Model Year	Approximate Total Vehicles	Production Period
Prius V	2012 - 2014	118,950	Late September 2010 – Mid-November 2014

Customer Support Program Details:

This Customer Support Program provides coverage as it applies to Brake Booster and Brake Booster Pump Assemblies. The specific condition covered by this program is related to certain internal malfunctions of the Brake Booster Assembly. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 will be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program.

Technician Certification Requirements

- Expert Technician (Hybrid)
- Master Technician
- Master Diagnostic Technician

Owner Letter Mailing Date

Toyota will begin to notify owners of involved vehicles in mid-September 2020.

Customer Reimbursement Opcode

Reimbursement for the cost of repairs previously paid by the customer, may be reimbursed under Opcode 20ECR2.

Expiration Date

- The **Primary Coverage** will be offered until December 31, 2021, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

Please reference the attachments for additional details.

Dealers will be notified on September 9, 2020 at approximately 4:00 pm Central time.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email quality_compliance@toyota.com.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department

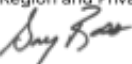


20TE07 - Dealer



INTEROFFICE MEMORANDUM

Original Publication Date: September 08, 2020

To: All Toyota Region and Private Distributor General Managers / Vice Presidents
From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 20TE07

**Certain 2012-2014 Model Year Prius V
Coverage for Brake Booster and Brake Booster Pump Assemblies**

Specific information for Region support is provided below.

Condition

This Customer Support Program provides coverage as it applies to Brake Booster and Brake Booster Pump Assemblies. The specific condition covered by this program is related to certain internal malfunctions of the Brake Booster Assembly.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on September 08, 2020.

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.