

Original Publication Date: October 7, 2020

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

CUSTOMER SUPPORT PROGRAM 20TE10

Certain 2013–2015 Model Year Prius
Certain 2014–2017 Model Year Prius V
Extension of Coverage to the Intelligent Power Module (IPM)

Model / Years	Production Period	Approximate Total Vehicles
Prius / 2013 - 2015	Mid-March 2013 – Early November 2015	204,800
Prius V / 2014 -2017	Late June 2014 – Late November 2017	61,800

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to extend the coverage for repairs related to failure of the Intelligent Power Module (IPM). The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 (launched in late June 2020) performed.

Background

This Customer Support Program provides coverage as it applies to the Intelligent Power Module (IPM). The specific condition covered by this program is failure of the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A that your dealer can find by use of a special diagnostic tool. 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 driving mode. The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 performed. If the condition is verified, an appropriate remedy will be performed under the terms of this Customer Support Program

Although the Intelligent Power Module (IPM) is covered by Toyota's New Vehicle Limited Warranty for 8 years or 100,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing additional coverage for repairs related to the Intelligent Power Module (IPM).

Note: For California-certified Prius (NOT Prius V) vehicles sold, registered, and normally operated in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Rhode Island, and Vermont, the Toyota New Vehicles Limited Warranty coverage is 15 years from the date of first use, or 150,000 miles (whichever occurs first).

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

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the Intelligent Power Module (IPM). The specific condition covered by this program is failure of the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A that your dealer can find by use of a special diagnostic tool. 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 driving mode. The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 performed. If the condition is verified, an appropriate remedy will be performed under the terms of this Customer Support Program.*

- ***This coverage will be offered for 15 years with no mileage limitation from the date of first use (DOFU).***

**This coverage is for 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 the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

Covered Vehicles

There are approximately 266,600 vehicles covered by this Customer Support Program. Approximately 120 vehicles were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-October 2020 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP *IS* emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title ***ARE ELIGIBLE*** for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.22](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process – Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, the condition ***MUST*** be verified by inspecting the vehicle. Therefore, dealers ***SHOULD NOT*** increase their stock of related repair parts. ***Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.*** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Inverter component or assembly replacement MAY BE necessary based on the vehicle condition and diagnosis as per T-SB-0036-16. ONLY ORDER the necessary parts based on the vehicle's diagnosed condition. These parts can be found in T-SB-0036-16.

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

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:

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

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

Remedy Procedures

Technical instructions for this Customer Support Program can be found in T-SB-0036-16.

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

Warranty Reimbursement Procedures

Reimbursement Procedure

NOTE: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim. If the vehicle is still under the New Vehicle Limited Warranty – Powertrain, an OFP must be input on the claim. The OFP to list on the claim should be: G9200-#####

****NOTE****

- **Warranty Op Codes have 2 separate tables below. First table is for Prius only. Second table is for Prius V only.**

Prius Vehicles ONLY

Description	
1.	Replace the IPM (Intelligent Power Module)
2.	Replace the MG ECU
3.	Replace the inverter current sensor sub-assembly
4.	Replace the inverter assembly

Op Codes	Description (Reference Chart Above)				Dealer Flat Rate Time
	1	2	3	4	
E10001	✓				2.9
E10002	✓	✓			2.9
E10003	✓	✓	✓		3.0
E10004				✓	2.0

- The cost of super long-life coolant will be reimbursed under sublet type "OF" under **ALL** remedy op codes for up to 1.2 liters per vehicle for a MAX of \$15.

Prius V Vehicles ONLY

Description	
1.	Replace the IPM (Intelligent Power Module)
2.	Replace the MG ECU
3.	Replace the inverter current sensor sub-assembly
4.	Replace the inverter assembly

Op Codes	Description (Reference Chart Above)				Flat Rate Time
	1	2	3	4	
E10101	✓				3.2
E10102	✓	✓			3.2
E10103	✓	✓	✓		3.5
E10104				✓	1.6

- The cost of super long-life coolant will be reimbursed under sublet type "OF" under **ALL** remedy op codes for up to 1.2 liters per vehicle for a MAX of \$15.

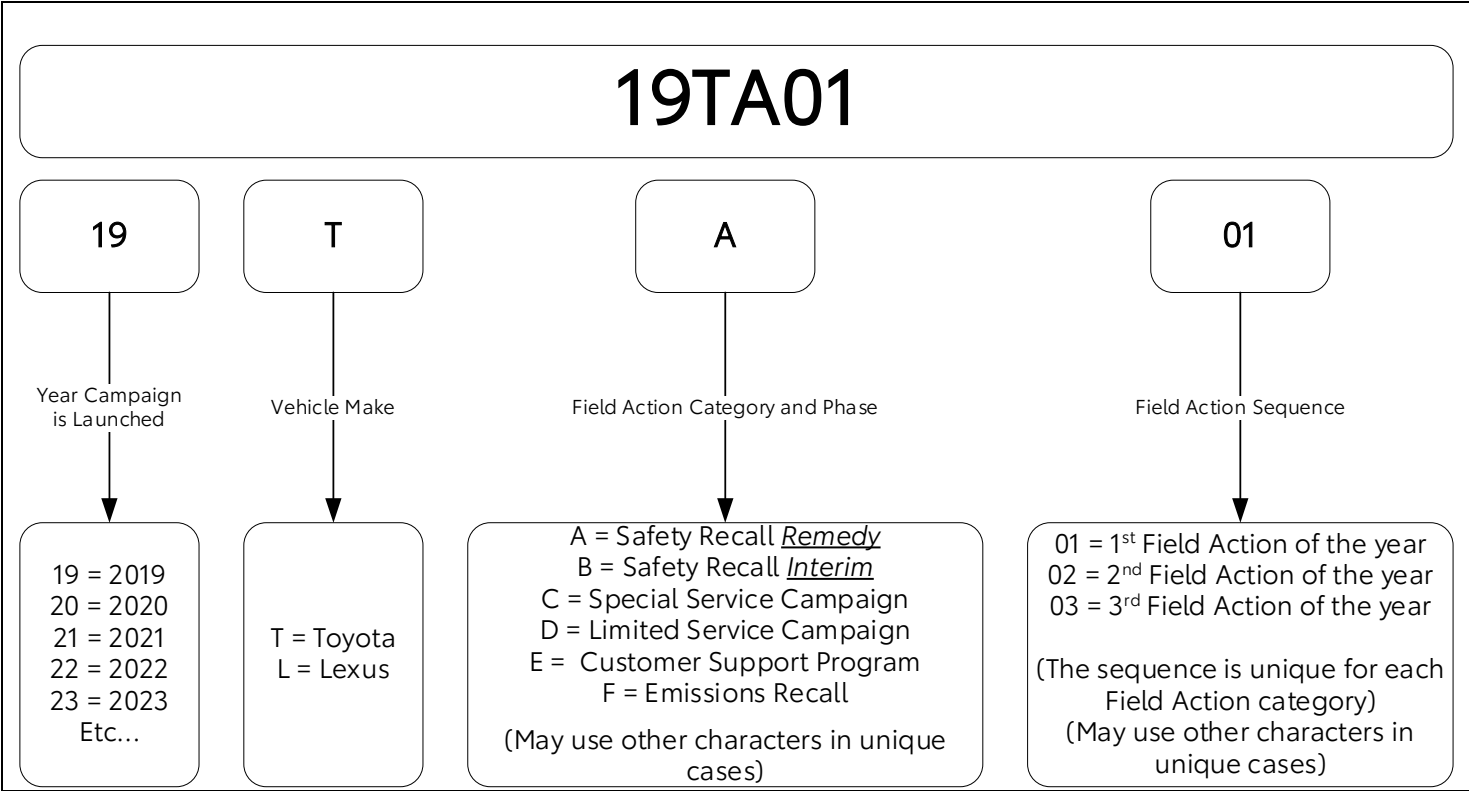
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
 21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Customer Support Program.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



CUSTOMER SUPPORT PROGRAM 20TE10

Certain 2013–2015 Model Year Prius
Certain 2014–2017 Model Year Prius V
Extension of Coverage to the Intelligent Power Module (IPM)

Frequently Asked Questions

Original Publication Date: October 7, 2020

BACKGROUND

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to extend the coverage for repairs related to failure of the Intelligent Power Module (IPM). The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 (launched in late June 2020) performed.

Q1: *What is the condition?*





A1: This Customer Support Program provides coverage as it applies to the Intelligent Power Module (IPM). The specific condition covered by this program is failure of the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A that your dealer can find by use of a special diagnostic tool. 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 driving mode. The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 performed. If the condition is verified, an appropriate remedy will be performed under the terms of this Customer Support Program


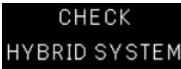

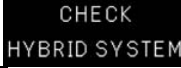
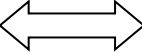




Q1a: *What is the Hybrid System Inverter?*

A1a: The hybrid system inverter converts high-voltage direct current (DC), stored in the HV battery, into high-voltage alternating current (AC) for the motor generator. It also converts AC into DC during regenerative braking for storage in the HV battery.

Q1b: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?

A1b The various warning lamps shown below will illuminate on the instrument panel if the Intelligent Power Module (IPM) fails. The vehicle will also enter a fail-safe mode

Warning Lights Prius V Without Multi-Information Display (MID)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Warning Lights Prius V With Multi-Information Display (MID) and Prius	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	  Display switches
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in mid-October 2020, advising owners of this Customer Support Program.

If the owner experiences the Warning Lights and Warning Messages (shown above) and the vehicle enters Fail-Safe Driving Mode, he/she should contact his/her local authorized Toyota dealership for diagnosis and repair. Safety Recall 20TA10 must first be completed on the vehicle before this Customer Support Program is performed (if applicable). If the condition is covered by the terms of this Customer Support Program, an appropriate remedy will be performed at no charge to the vehicle's owner. This Customer Support Program covers failure of the IPM and other internal inverter components potentially damaged by IPM failure. Please see your local authorized Toyota dealer for additional details.

Q3: Which and how many vehicles are covered by this Customer Support Program?

A3: There are approximately 266,600 vehicles covered by this Customer Support Program. Approximately 120 vehicles were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius	2013 - 2015	Mid-March 2013 – Early November 2015
Prius V	2014 - 2017	Late June 2014 – Late November 2017

Q4: What are the details of this program?

A4: This Customer Support Program provides coverage as it applies to failure of the Intelligent Power Module (IPM). The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 performed. If the condition is verified, an appropriate remedy will be performed under the terms of this Customer Support Program.

- The coverage will be offered for **15 years with no mileage limitation from the date of first use (DOFU).**

This coverage is for 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 the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Q5: *Which part(s) are covered by this Customer Support Program?*

A5: This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A. If any of these DTCs are present, this Customer Support Program covers failure of the IPM and other internal inverter components potentially damaged by IPM failure.

Q6: *What should an owner do if experiencing this condition?*

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner.

Q6a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

Q7: *What if the dealer performs diagnosis and determines that the vehicle does not have the conditions covered by this Customer Support Program?*

A7: The warning lights and stored hybrid system DTCs can be triggered due to conditions detected not specific to the inverter assembly and its internal components. These additional conditions may require diagnosis or repairs not specifically covered by this Customer Support Program. Please be aware that if the condition does not relate to the DTCs or warning lights, vehicle owners may be responsible for the initial diagnostic fees and any other repairs they decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

Q8: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A8: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q9: *How long will the repair take?*

A9: Replacement of the IPM and other internal inverter components potentially damaged by IPM failure will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: *What if I previously paid for repairs related to this Customer Support Program?*

A10: Reimbursement consideration instructions will be provided in the owner letter.

Q11: *How does Toyota obtain my mailing information?*

A11: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q12: *What if I have additional questions or concerns?*

A12: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024

CUSTOMER SUPPORT PROGRAM NOTIFICATION

[VIN]

Dear Toyota Owner:





At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.


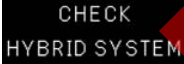


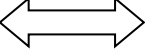




Toyota has received some reports where the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail.

This Customer Support Program provides coverage as it applies to the Intelligent Power Module (IPM). The specific condition covered by this program is failure of the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A that your dealer can find by use of a special diagnostic tool. 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 driving mode. The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 performed. If the condition is verified, an appropriate remedy will be performed under the terms of this Customer Support Program

Coverage
15 years from the date of first use (DOFU) with no mileage limitation.

If this condition occurs, various warning lamps shown below will illuminate on the instrument panel if the Intelligent Power Module (IPM) fails. The vehicle will also enter a fail-safe driving mode.

Warning Lights Prius V Without Multi-Information Display (MID)	
	Hybrid system warning
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

Warning Lights Prius V With Multi-Information Display (MID) and Prius	
	Master Warning Light
	Hybrid system warning message
	PCS system warning message (if equipped)
NOTE: If PCS equipped. 	 Display switches 
	Slip Indicator
	Check Engine Warning Light
 (Yellow Light)	Electronically Controlled Brake System Warning Light

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What if you have other questions?

- *Refer to the Frequently Asked Questions sheet included with this letter.*
- *Your local Toyota dealer will also be more than happy to answer any of your questions.*
- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 - SSC/CSP Reimbursements
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the Intelligent Power Module (IPM). The specific condition covered by this program is failure of the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system. This condition is indicated by hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A that your dealer can find by use of a special diagnostic tool. 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 driving mode. The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 performed. If the condition is verified, an appropriate remedy will be performed under the terms of this Customer Support Program

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- The **Coverage** will be offered for 15 years from the date of first use, regardless of mileage.

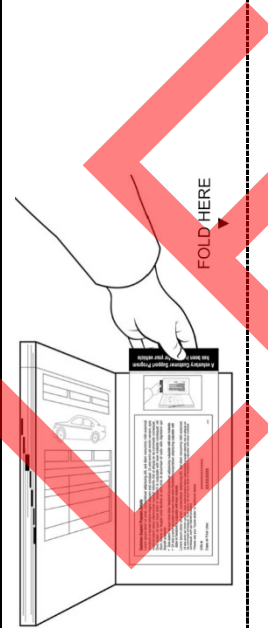
Please note that this coverage is for work performed at an authorized Toyota dealer only.

This coverage is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

*Please see your Toyota dealer for additional details

VIN #

Date of First Use



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE

TOYOTA

CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

Q1: *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.

Q3: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: *Which part(s) are covered by this Customer Support Program?*

A5: Refer to the owner letter to find the specific component(s) covered by this program.

Q6: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.