



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

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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


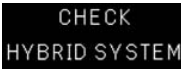

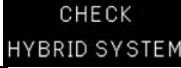
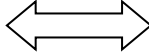




Q1a: *What is the Hybrid System Inverter?*

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.