


From: QC_DoNotReply QC_DoNotReply@toyota.com 
Subject: 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) (Internal)
Date: October 7, 2020 at 1:34 PM
To:

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).

Covered Vehicles:

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

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

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.*

Technician Certification Requirements

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician

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 Reimbursement Opcode

Reimbursement for the cost of repairs previously paid by the customer, may be reimbursed under Opcode VHG286.

Expiration Date

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

Please reference the attachments for additional details.

Dealers will be notified on October 7, 2020 at approximately 3:00 pm Central time.

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Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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