

From: QC_DoNotReply QC_DoNotReply@toyota.com 
Subject: Customer Support Program 21TE01 - Certain 2012-2014 Model Year Prius c Vehicles - Brake Booster and Brake Booster Pump Coverage - (Dealer)
Date: May 20, 2021 at 10:06 AM
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 c Vehicles. 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.

Covered Vehicles:

Model Name	Model Year	Approximate Total Vehicles	Production Period
Prius c	2012 - 2014	129,080	Mid-July 2011 – Early December 2014

Customer Support Program Details:

This Customer Support Program provides coverage as it applies to Brake Booster and Brake Booster Pump Assemblies on certain 2012-2014 Model Year Prius c Vehicles. 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

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 recall repair are required to currently have completed all of the following courses:

- T553 – Brake Systems
- T071 – Toyota Hybrid Systems

It is the dealership's responsibility to select technicians that have completed the above courses to perform this recall 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.

Owner Letter Mailing Date

Toyota will begin to notify owners of involved vehicles in late May 2021.

Customer Reimbursement Opcode

Reimbursement for the cost of repairs previously paid by the customer, may be reimbursed under Opcode 21TCR1.

Expiration Date

- The Primary Coverage will be offered until November 30, 2022, 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.

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Thank you for your support,

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