

Original Publication Date: September 30, 2021

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

## SPECIAL SERVICE CAMPAIGN 21TC06 *(Remedy Notice)*

### Certain 2021 Model Year Prius Pre-Collision System Software Update

Model / Years	Production Period	Approximate Total Vehicles
Prius- 2021	Late June 2020 – Early June 2021	29,300

#### Condition

One of the Pre-Collision System (PCS) features in your vehicle is called “pre-collision brake assist.” When you apply some pressure to the brake pedal, this feature of the system can automatically help further reduce speed if sensors detect the possibility of a crash. Due to incorrect software programming, there could be a delay in the activation of pre-collision brake assist, resulting in less overall vehicle speed reduction. However, the other features of PCS (the pre-collision warning and pre-collision braking) are not affected by this programming error.

#### Remedy

Any authorized Toyota dealer will update the Pre-Collision System **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 29,300 vehicles covered by this Special Service Campaign. Approximately 30 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

#### Owner Letter Mailing Date

Toyota will begin to notify owners in Early December 2021. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership’s responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### **Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 21TC06" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### **Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## 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 Special Service Campaign. 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 Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### **Head Unit Notifications**

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Customers who receive head unit notification regarding this Special Service Campaign are requested to schedule an appointment with their authorized dealer to have this Special Service Campaign completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Special Service Campaign. The prompt will contain options to 'Remind Me' or to 'View' the message. If a customer chooses 'Remind Me', the customer can then choose to be reminded again on next trip, in 7 days, or in 30 days. If a customer views and then closes the message, the message will be available in the Notification App if the customer chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the customer to have this Special Service Campaign completed.

The message will completely clear from the vehicle once the following conditions are met: The Special Service Campaign is completed, the dealer has filed a claim, and the claim is approved by Toyota. Then the message will be cleared at the next clearing cycle, which currently happens daily.

Owners who receive a head unit notification after having this Special Service Campaign completed can be advised to ignore the message. Owners with additional concerns can be directed to the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### **Salvage Title Vehicles**

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

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

### **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 Ed Hellwig (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. Dealers can also identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

*All Safety Recall, Service Campaign (SSC/LSC) 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 have completed all of the following courses:

- T623 - Toyota Electrical Circuit Diagnosis

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.

**Remedy Procedures**

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**Parts Recovery Procedures**

All parts replaced as part of this Special Service Campaign 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:

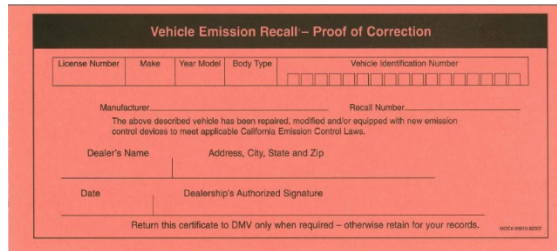
- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

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

**Vehicles Emission Recall Proof of Correction Form (California only)**

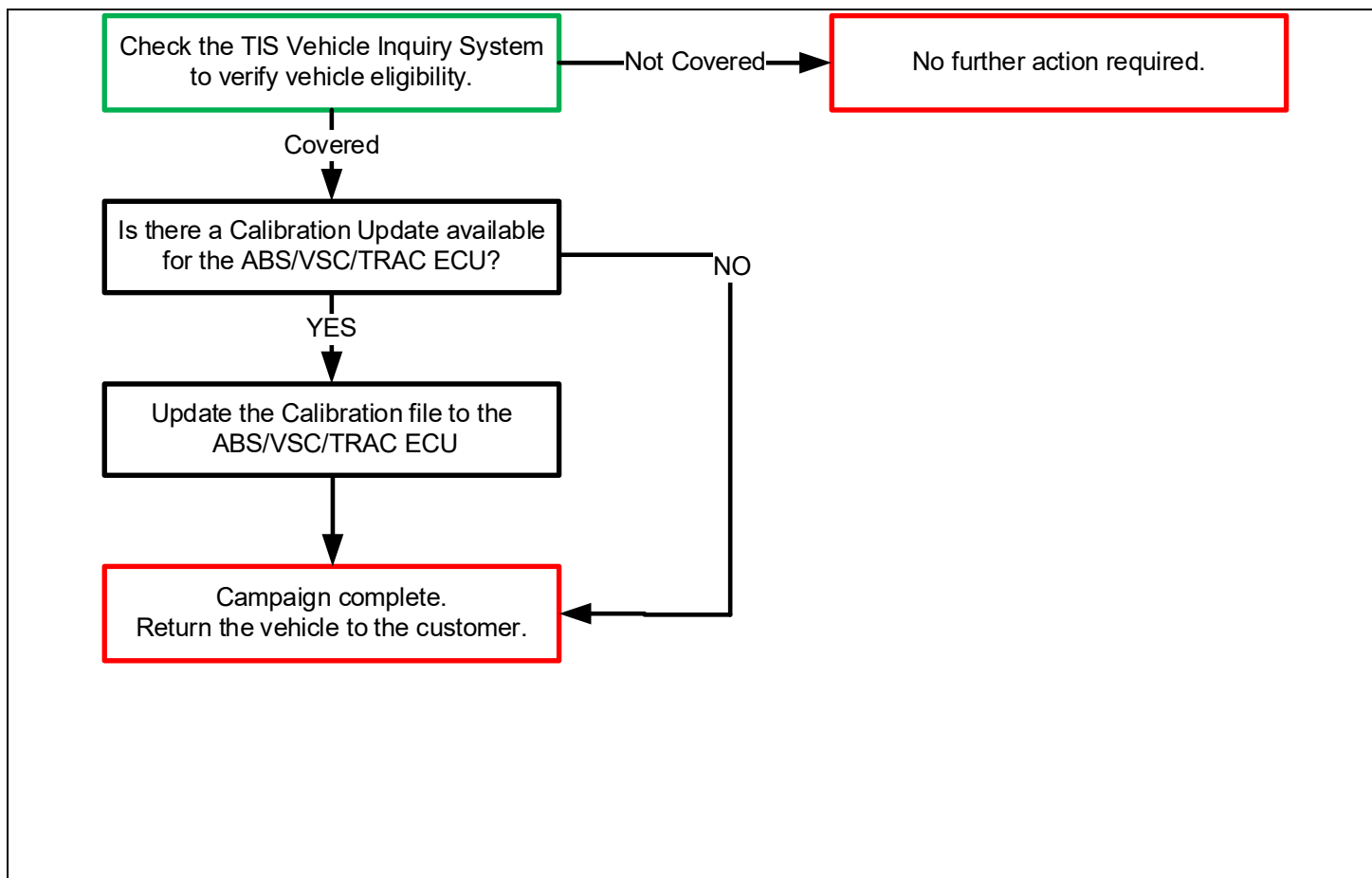
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. **It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early May, 2022 If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.



**Warranty Reimbursement Procedures**

**Warranty Reimbursement Procedure**



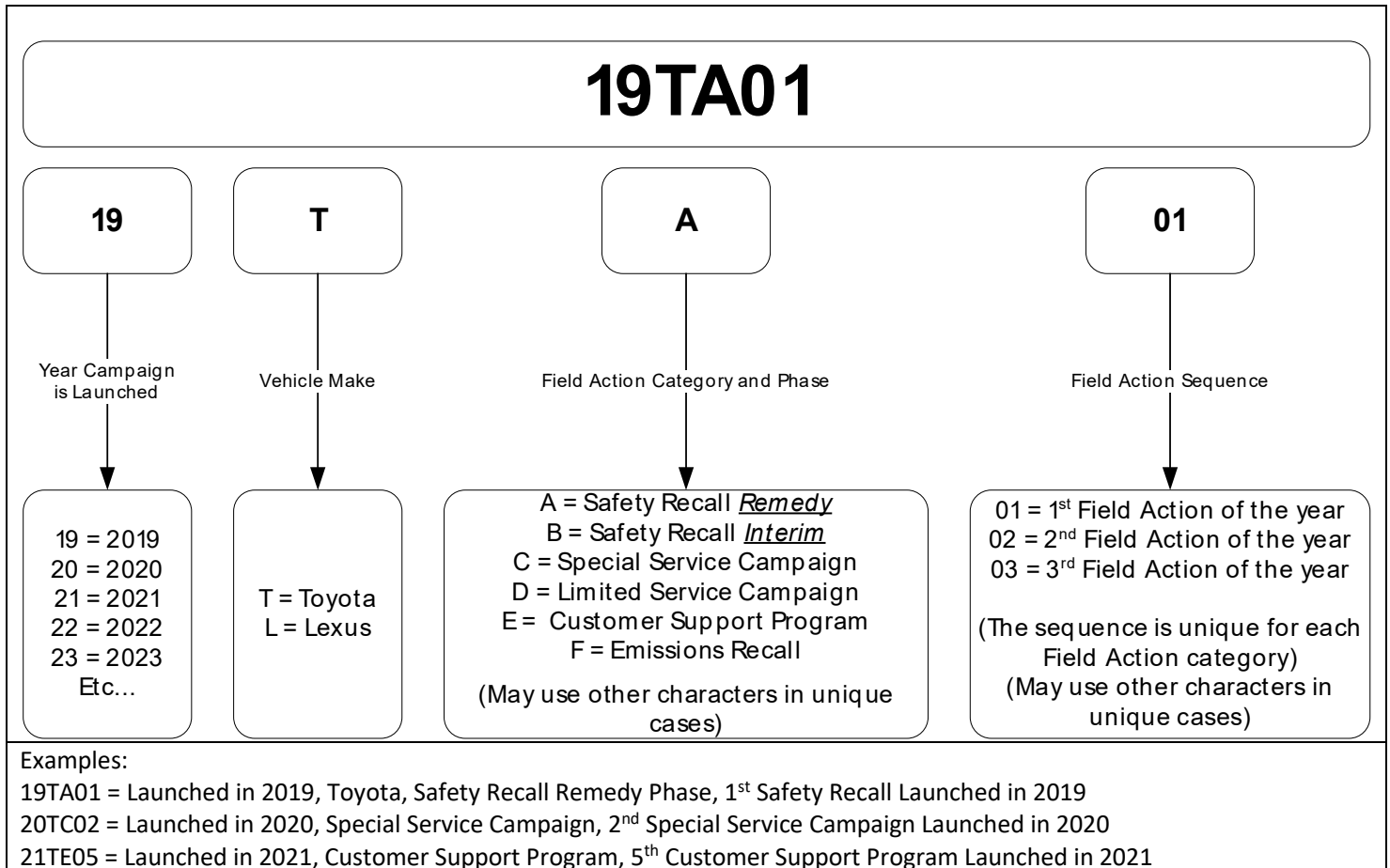
Op Code	Description	Flat Rate Hours
TC0601	PCS Software Update	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that PCS Brake Booster contains the latest calibration ID (no software update needed), use opcode TC0601

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. 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.

## Campaign Designation / Phase Decoder



**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 Special Service Campaign.**

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

## SPECIAL SERVICE CAMPAIGN 21TC06 *Remedy*

Certain 2021 Model Year Prius  
Pre-Collision System Software Update

### Frequently Asked Questions

Original Publication Date: September 30, 2021

**Q1: *What is the condition?***

A1: One of the Pre-Collision System (PCS) features in your vehicle is called “pre-collision brake assist.” When you apply some pressure to the brake pedal, this feature of the system can automatically help further reduce speed if sensors detect the possibility of a crash. Due to incorrect software programming, there could be a delay in the activation of pre-collision brake assist, resulting in less overall vehicle speed reduction. However, the other features of PCS (the pre-collision warning and pre-collision braking) are not affected by this programming error.

**Q1A: *What is the Pre-Collision System (PCS)?***

A1A: The pre-collision system uses a radar sensor and front camera to detect objects in front of the vehicle. When the system determines that the possibility of a frontal collision with an object is high, a warning operates to urge the driver to take evasive action. The pre-collision warning and the potential brake pressure is increased (pre-collision brake assist) to help the driver avoid the collision. If the system determines that the possibility of a frontal collision with an object is extremely high, the brakes are automatically applied (the pre-collision braking) to help avoid the collision or help reduce the impact of the collision. For more information please reference your Owner’s Manual.

**Q2: *Are there any warnings of this condition?***

A2: No, there are no advanced warnings prior to the occurrence of this condition.

**Q3: *What is Toyota going to do?***

A3: Toyota will send, starting in late August 2021, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the Pre-Collision System software updated **FREE OF CHARGE.**]

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**Q4: Which and how many vehicles are covered by this Special Service Campaign?**

A4: There are approximately 29,300 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Prius	2021	June 30, 2020 – June 1, 2021

**Q4a: Are there any other Toyota vehicles covered by this Special Service Campaign in the U.S.?**

A4a: No, there are no other Toyota vehicles covered by this Special Service Campaign.

**Q5: How long will the repair take?**

A5: The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: How does Toyota obtain my mailing information?**

A6: 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.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.