

INTEROFFICE MEMORANDUM

Original Publication Date: September 30, 2021

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support

SPECIAL SERVICE CAMPAIGN 21TC06 (Remedy)

Certain 2021 Model Year Prius
Pre-Collision System Software Update

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on September 30, 2021.

Region Unique Information

- We have included an operation code for vehicles in which the PCS Brake Booster ECU reprogram is unsuccessful. Dealers can use this operation code in the event they need to replace the Brake Booster Assy. due to reprogramming failure.

Op Code	Description	Flat Rate Hours
TC0602	Reprogram – PCS Brake Booster ECU + Replace Brake Booster Assy. due to reprogram failure.	4.8

- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 1 days, at a maximum of \$42.00 per day, as a sublet type “RT” under Op Code TC0602.
 - For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
 - Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

Part Number	Part Description	Quantity
47050-47J30	BRAKE BOOSTER ASSY, W/MASTER CYLINDER	1

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.