

# TOYOTA

**Updated: 8/15/2014 Repair Procedure, Op. Codes and Parts List Updated**  
**Updated: 2/18/2014 MAC Information Update**  
**Updated: 3/10/2014 Operation Code Update and Sample Owner Letter Added**  
**Updated: 3/18/2014 Super Long Life Coolant Sublet Added**

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, and Parts Managers  
Subject: Safety Recall E0E – **Remedy Available**  
Certain 2010-2014 Model Year Prius Vehicles  
Software Update for Motor Generator ECU and Power Management ECU

On February 12, 2014, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2010 - 2014 Model Year Prius Vehicles.

**Toyota has completed remedy preparations and will now begin owner notification.**

## Condition

Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Due to software programming in the involved vehicles, certain transistors in the IPM could become damaged when operating the vehicle under high-load driving conditions, such as accelerating during highway driving. If this occurs, various warning lamps on the instrument panel will illuminate. In most cases the vehicle will enter a fail-safe mode, resulting in reduced motive power in which the vehicle can still be driven for short distances. In limited instances, the motor/generator ECU could reset, causing the hybrid system to shut down, resulting in the vehicle stopping while being driven and increasing the risk of a crash.

## Remedy

Toyota dealers will perform a software update to the Motor Generator ECU and Power Management ECU at **NO CHARGE** to the vehicle owner. Additionally, if the vehicle has the condition present the inverter assembly will be **repaired or** replaced prior to the software updates. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform you of the owner notification timing and your degree of involvement.

### 1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in Late February, 2014. A sample of the owner notification letter has been included for your reference.

*Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall 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 dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

### 2. New Vehicles in Dealership Inventory

As required by Federal law (49 Code of Federal Regulations §577.13), dealerships are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. A member of your Region/PD will provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered prior to remedy. Additional information will be provided as it becomes available. Vehicle completion can be verified through TIS.

Toyota tries very hard to identify all vehicles that could be in dealership inventory to ensure correction prior to delivery. Please note the provided VIN list contains vehicles known to be in dealer inventory as well as previously shipped vehicles that could arrive in dealer inventory that have not yet been corrected. Due to various systems required to track vehicle location and the constant movement of vehicles, the list provided could include VINs that are not in your inventory.



**3. Inspection Reminder Mirror Hang Tags for Covered Vehicles**

To identify vehicles involved in this Safety Recall, each dealership will be sent a package of Inspection Reminder Hang Tags. Please reference the regional supplied VIN list to identify new vehicles in your dealer inventory that are involved in this Safety Recall. Inside the vehicle’s glove box are stickers containing the VIN, please apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference. Please note dealerships may receive extra hang tags.



Note: Additional Hang Tags can be ordered from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

**4. Pre-Owned Vehicles in Dealer Stock**

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

**5. Number and Identification of Covered Vehicles**

There are approximately 701,000 certain 2010-2014 Model Year Prius vehicles covered by this Safety Recall in the U.S.

WMI	VDS	MY	START	FINISH
JTD	KN3DU	2010	0001044	0246000
			1000089	1314319
			5000058	5229180
		2011	0242812	0329648
			1308891	1479507
			5226927	5374171
		2012	0320767	0336945
			1389037	1615196
			5287389	5538257
		2013	0336850	0356537
			1575758	1735090
			5489733	5705210
2014	0356538	0361595		
	1732984	1795148		

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

**6. Parts Ordering Process**

The required Authorized Modification Label to indicate the new software calibration ID can be ordered through the Material Distribution Center (MDC).

Part Number	Part Description	Quantity
00451-00001-LBL	Authorized Modification Label*	1

\*Labels can be ordered in packs of 25 from the MDC through Dealer Daily website.

**(Parts Ordering Procedure Continued...)**

**The following parts could be required if the vehicle currently has the condition present or if the Motor Generator (MG) ECU or Power Management ECU re-flash procedure failed mid-process.**

Parts required for repair vary by model year and repair. Refer to the Technical Instructions for diagnostic procedure.

Part Number	Description	Qty As Needed	Part Number	Description	Qty As Needed
89681-47088	Power Management ECU	1	08887-02809	Thermal Grease	2
89681-47123	Power Management ECU	1	90430-18008	Gasket	1
89681-47215	Power Management ECU	1	90982-08300	Fusible Link	1
89681-47251	Power Management ECU	1	G9200-49025*	Inverter Assy, W/Converter	1
89681-47303	Power Management ECU	1	G9200-49065*	Inverter Assy, W/Converter	1
89681-47442	Power Management ECU	1	G9200-49075*	Inverter Assy, W/Converter	1
04899-47021	IPM Transistor Kit	1	G9200-47121*	Inverter Assy, W/Converter	1
04899-47050	Plug Kit / Inverter Drain	1	G9208-47090*	Inverter Wire Sub Assy	1
08826-00100	Seal Packing	1	G920H-47030*	MG ECU	1
08833-80090	Adhesive	1	G920J-52010*	Inverter Current Sensor	1

*Power Management ECU part number varies based on production timing.*

**\*Note:**

Due to a limited number of available parts, these parts have been placed on Manual Allocation Control. If you require a part that is on MAC please send an email to Quality\_Compliance@Toyota.com with the following information:

1. Subject Line: **E0E MAC Release Request (Dealer Code)**
2. Dealer Code
3. DTC's Present or Reason for Order (If parts are required due to a failed calibration attempt, include the calibration id that failed.)
4. VIN Number
5. Part Number and Qty Ordered
6. Order Reference Number
7. Order Date
8. Contact Person

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

**Important Notes:**

- **Once you have placed your order, DO NOT upgrade or change your order status.**
- **Dealerships must provide the above listed information within 48 hours of order placement; failure to provide the information above will result in an order cancelation.**

**7. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have the following minimum certification:

- **Toyota Hybrid Certified**

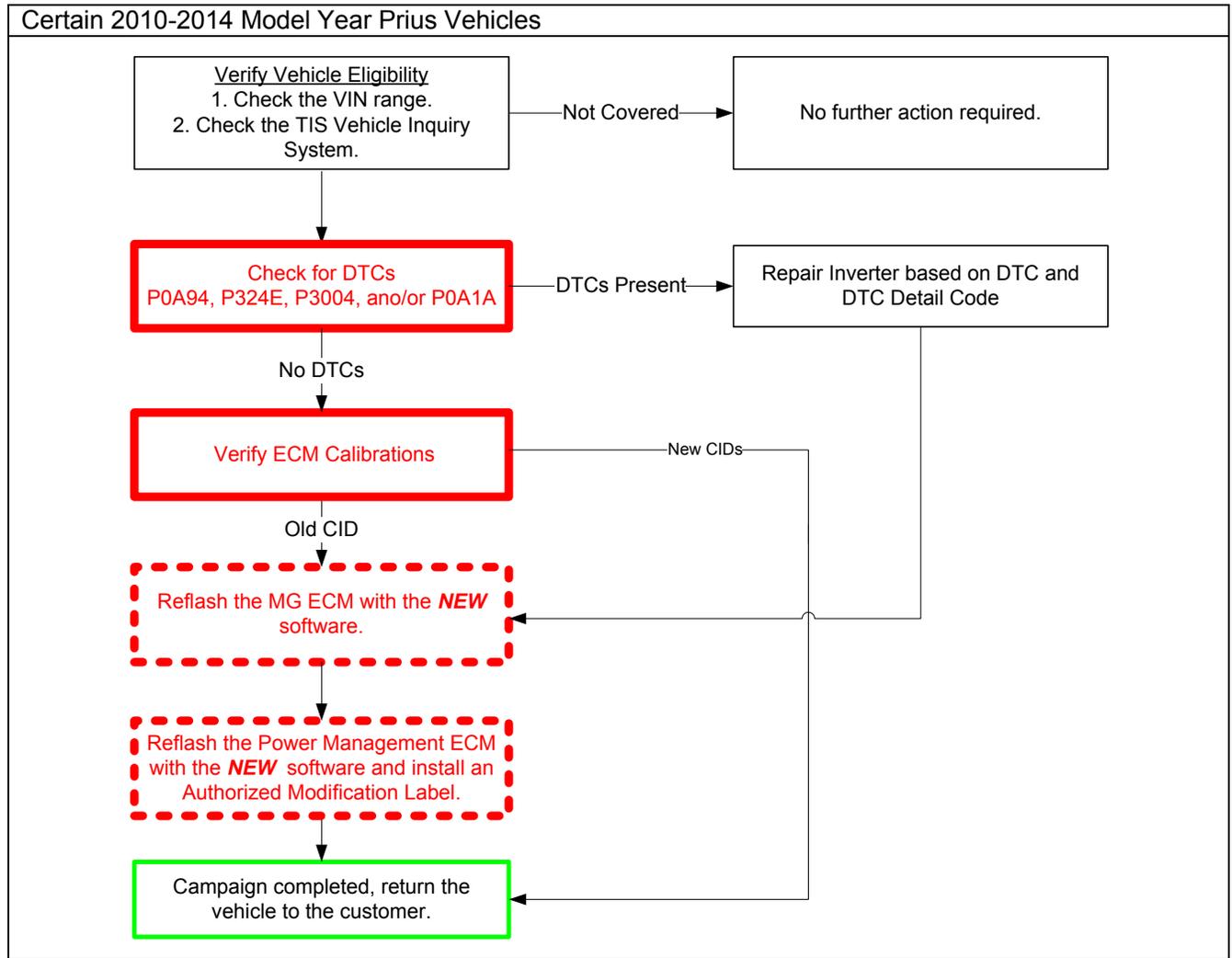
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**8. Remedy Procedures**

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

**9. Warranty Reimbursement Procedure**

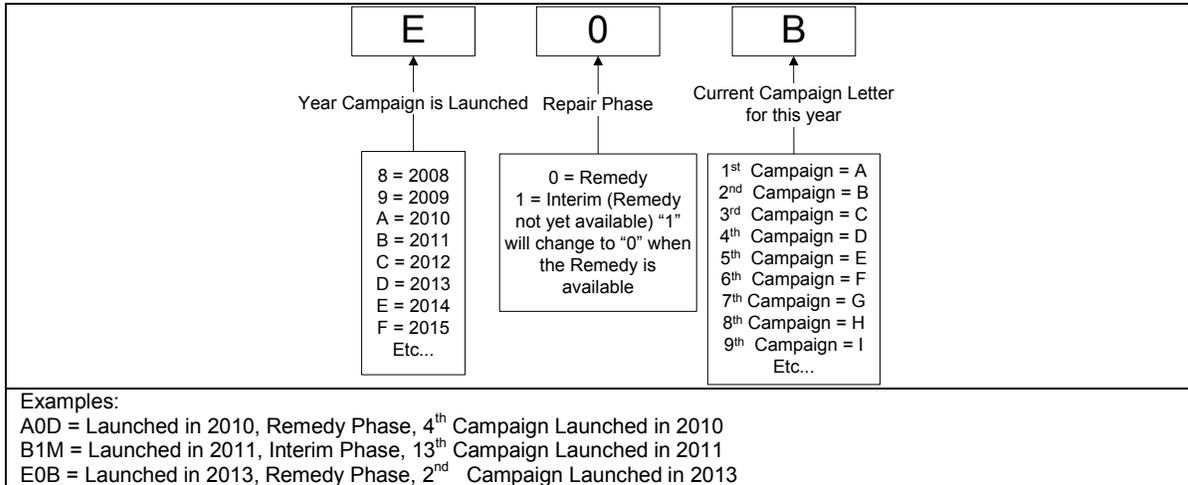


**(Warranty Reimbursement Procedure Continued...)**

Op Codes	Replace Inverter Assembly (Related DTCs Present)	R&R IPM Transistor and Other Internal Components (Related DTCs Present)	Software Update to Power Management & MG ECU	Power Management ECU Failure	MG ECU Failure	R&R Power Management ECU	R&R MG ECU	Verify Software in New Power Management ECU – ECU Countermeasured	Verify Software in New MG ECU – ECU Countermeasured	Verify Software in New Power Management ECU – ECU <u>Not</u> Countermeasured – Update Software	Verify Software in New MG ECU – ECU <u>Not</u> Countermeasured – Update Software	Verify Software has been Successfully Updated	Flat Rate Hours
AGG09A			✓									✓	0.7 hr/veh
AGG09B	✓		✓									✓	2.7 hr/veh
AGG09E			✓	✓		✓				✓		✓	1.9 hr/veh
AGG09F			✓	✓		✓		✓				✓	1.7 hr/veh
AGG79B		✓	✓									✓	3.6 hr/veh
AGG79C			✓		✓		✓				✓	✓	3.4 hr/veh
AGG79D			✓		✓			✓				✓	3.2 hr/veh
AGG79K			✓	✓	✓	✓	✓			✓	✓	✓	4.6 hr/veh
AGG79L			✓	✓	✓	✓	✓	✓	✓			✓	4.2 hr/veh
AGG79G		✓	✓		✓		✓				✓	✓	6.3 hr/veh
AGG79H		✓	✓		✓			✓				✓	6.1 hr/veh
AGG79J		✓	✓	✓		✓				✓		✓	4.8 hr/veh
AGG79M		✓	✓	✓		✓		✓				✓	4.6 hr/veh
AGG79N		✓	✓	✓	✓	✓	✓			✓	✓	✓	7.5 hr/veh
AGG79P		✓	✓	✓	✓	✓	✓	✓	✓			✓	7.1 hr/veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Coolant Sublet: The cost of 50/50 Pre-Mix Super Long Life Coolant (00272-SLLC2) can be claimed as sublet type “OF” at a maximum cost of 4.2L (\$12.50 per vehicle) under Op. Code AGG09C/D

**10. Campaign Designation Decoder**



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

As this Safety Recall 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.*** Additional books are available from the MDC (material part # 00410-92007). Please complete the form and provide it to the owner upon completion of the campaign.



**12. 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.

**13. Media Contacts**

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers)

**14. Customer Contacts**

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.

***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 Safety Recall.***

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



**Safety Recall E0E - *Remedy Available***

**Certain 2010 – 2014 Model Year Prius Vehicles**

**Software Update for Motor Generator ECU and Power Management ECU**

**Customer Frequently Asked Questions**

Published mid-February, 2014

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

**Q1: What is the condition?**

A1: Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Due to software programming in the involved vehicles, certain transistors in the IPM could become damaged when operating the vehicle under high-load driving conditions, such as accelerating during highway driving. If this occurs, various warning lamps on the instrument panel will illuminate. In most cases the vehicle will enter a fail-safe mode, resulting in reduced motive power in which the vehicle can still be driven for short distances. In limited instances, the motor/generator ECU could reset, causing the hybrid system to shut down, resulting in the vehicle stopping while being driven and increasing the risk of a crash.

**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.

**Q2: What is Toyota going to do?**

A2: In Late February, 2014 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will perform a software update to the Motor Generator ECU and Power Management ECU at **No Charge** to you. Additionally, if the vehicle has the condition present the inverter assembly will be replaced prior to the software updates.

Please see your local authorized Toyota dealer for additional details.

**Q2a: How does Toyota obtain my mailing information?**

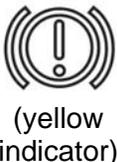
A2a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

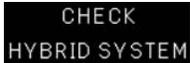
**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

**Q3: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?**

A3: All of the following warning lights and messages will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode. The fail-safe driving mode will result in reduced power under which the vehicle can still be driven for short distances.

	<b>Warning lights</b>
	Master Warning Light
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light

	<b>Warning messages</b>
	Hybrid system warning message
	PCS system warning message (if equipped)  <i>Note: Display may switch between Check Hybrid System and Check PCS System</i>

**Q3a: How long and what distance can a vehicle be driven when the vehicle enters fail-safe driving mode?**

A3a: The distance a vehicle will continue to travel in fail-safe driving mode will vary based upon the hybrid battery state of charge and the road conditions. If a vehicle enters fail-safe driving mode, the driver should pull-over and stop the car in a safe area. The driver should immediately contact his/her local Toyota dealer for assistance.

**Q4: What steps can I take to reduce the possibility of this condition from occurring until the remedy is performed?**

A4: Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application, when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your Prius, and we urge you to follow this recommendation to avoid placing a high load on the Hybrid System.

**Q4a: What if I experience the condition described above?**

A4a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

**Q5: Which and how many vehicles are covered?**

A5: There are approximately 701,000 (certain 2010 - 2014 Model Year) Prius vehicles covered by this Safety Recall in the U.S.

Model	Model Year	Production Period	Appx. UIO
Prius	Certain 2010 – 2014	Late March, 2009 through Early February, 2014	701,000

**Q5a: Are there any other Toyota or Lexus models covered by this Safety Recall?**

A5a: No. There are no other Toyota or Lexus models covered by this Safety Recall.

**Q5b: Why are the HS250h and CT200h vehicles not covered by this Safety Recall?**

A5b: While the hybrid system is similar, the vehicle configuration and powertrain has slight differences and, therefore, the HS250h and CT200h are not affected by this condition.

**Q6: How long will the repair take?**

A6: The software updates will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What if I previously paid for repairs to my vehicle for this condition?**

A7: Reimbursement consideration instruction will be provided in the remedy owner letter.

**Q8: What if I have additional questions or concerns?**

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Certain 2010-2014 Model Year Prius Vehicles  
Software Update for Motor Generator ECU and Power Management ECU**

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [VIN]

**URGENT SAFETY RECALL**

This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2014 model year Prius Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Certain transistors could become damaged when operating the vehicle under high-load driving conditions. If this occurs, various warning lamps on the instrument panel will illuminate. The vehicle should enter a fail-safe mode limiting the vehicle's power, allowing it to be driven a short distance. In some cases, the motor/generator ECU could reset, causing the hybrid system to shut down, resulting in the vehicle stopping while being driven and increasing the risk of a crash.

**What is Toyota going to do?**

Any authorized Toyota dealer will perform a software update to the Motor Generator ECU and Power Management ECU at **NO CHARGE** to you. Additionally, in the unlikely event your vehicle has experienced the condition described, the dealer will replace the inverter assembly prior to the software updates.

**What should you do?**

***This is an important Safety Recall***

Please contact any authorized Toyota dealer and make an appointment to have the software updates performed as soon as possible.

The software updates will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. In the unlikely event the inverter requires replacement; the repair will take approximately 2 days.

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application, when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your Prius and we urge you to follow this recommendation to avoid placing a high load on the system.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**What if you live in California and don't have this Safety Recall Campaign performed?**

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 **no charge** Safety Recall Campaign the California Air Research 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 Safety Recall Campaign completed.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,  
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

## Safety Recall Reimbursement Checklist

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
      1. Why was the vehicle brought into the repair facility?
      2. What was the repair facility's diagnosis?
      3. What did the repair facility do to correct the concern?
  
- Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
  
- Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
  
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.