WARRANTY ENHANCEMENT NOTIFICATION – ZE3

Re: <VIN>

Dear Toyota Prius Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota Prius New Vehicle Limited Warranty related to the hybrid system Intelligent Power Module (IPM), located inside the inverter assembly. This Warranty Enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure. 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 mode.

Please Note: *The warning lights and stored hybrid system DTCs can be triggered due to conditions detected not specific to the inverter assembly and its internal components. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that if the condition is not covered by this warranty enhancement, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.*

While the majority of vehicles will not experience failure of the IPM, we are offering the following New Vehicle Warranty Extension to assure you that we stand behind our product.

What should you do?

Please apply the sticker below to your Owner's Warranty & Maintenance Guide booklet for future reference. If you have not experienced illumination of various system related warning lamps,‡ there is no action necessary at this time.

‡Please refer to owner FAQ for warning lamps related to these conditions.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides an extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to certain internal malfunctions of Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall E0E performed (if applicable). If the condition is verified, an appropriate remedy will be performed under the terms of this Warranty Enhancement Program*.

This warranty enhancement provides coverage for ***15 years with no mileage limitation from the date of first use***.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty & Maintenance Guide. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

* Please see your Toyota dealer for additional details

VIN #:_____

Date of First Use:_____

Peel and Stick Label onto the Owner's Warranty & Maintenance Guide

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/#login. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repairs related to the Intelligent Power Module (IPM), 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, USA, Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

Sample

Warranty Enhancement Program Frequently Asked Questions	ZE3

Q1: Is this a recall?

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this enhancement to the warranty coverage to assure you that we stand behind the product.

Q2: Which warning lamps will illuminate if the Intelligent Power Module (IPM) has failed?

A2: The various warning lamps shown below will illuminate on the instrument panel if the Intelligent Power Module (IPM) fails. The vehicle will also enter a fail safe mode.

	Master Warning Light	CHECK	Check Engine Warning Light	CHECK HYBRID SYSTEM	Hybrid system warning message
	Slip Indicator light	*(yellow indicator)*	Electronically Controlled Brake System Warning Light	CHECK PCS SYSTEM	PCS system warning message (if equipped)
				Note: Display may switch between Check Hybrid System and Check PCS System	

Please note: It is possible for the lights above to be illuminated and the condition not be related to this Warranty Enhancement program.

Q2a: What is Fail-Safe Mode?

A2a: Fail-Safe Mode is a form of vehicle self-protection (also known as Limp-Home Mode). When the vehicle's self-diagnostic system determines a possible malfunction, the hybrid control system may reduce vehicle power to minimize potential component damage. The vehicle is still drivable, but you will notice a reduction in available vehicle power and speed. If this condition occurs, the vehicle should be immediately taken to an authorized Toyota Dealer for appropriate diagnosis and repair.

Q2b: What if the dealer performs diagnosis and determines that my vehicle is not covered by this Warranty Enhancement Program?

A2b: The warning lights and stored hybrid system DTCs can be triggered due to conditions detected not specific to the inverter assembly and its internal components. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that if the condition is not covered by this warranty enhancement, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.

Q3: If my vehicle is operating properly, do I need to make an appointment with my dealership?

A3: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **Even if you have not experienced one of these conditions, please apply the sticker to your Owner's Warranty & Maintenance Guide booklet** for future reference.

Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A4 Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the conditions and terms specified in the notification letter.

Q5: What should I do if my vehicle has the condition described?

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q6: How long will the repair take?

A6: If the condition is present on your vehicle, the appropriate remedy will take approximately 3 hours. 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 have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Assistance 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

Sample

*** Warranty Enhancement**
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
- ☐ 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

Detailed diagnosis statement must answer the following three questions:

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?*

Sample

DISTRIBUTE TO: ☑ Service Manager ☑ Warranty Administrator	TOYOTA ***Warranty Policy Bulletin***	No.: POL14-05 Date: 08/14/14 Page: 1 of 3

SUBJECT: ***WARRANTY ENHANCEMENT PROGRAM (ZE3): WARRANTY EXTENSION FOR HYBRID INVERTER ASSEMBLY ON CERTAIN 2010-2014 MY PRIUS VEHICLES***

Background

Toyota has received some reports indicating the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail. This condition is indicated by the hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A. If one or more of these DTCs are detected, various warning lamps on the instrument panel will illuminate and the vehicle will enter fail safe mode.

Applicability

The hybrid inverter assembly* is covered under the Toyota New Vehicle Limited Warranty for 8 years from the date of first use or 100,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to the condition described above.

This Warranty Enhancement Program provides an extension to the Toyota New Vehicle Limited Warranty for repairs related to certain internal malfunctions of the IPM. The vehicles covered under this warranty enhancement must first have Safety Recall E0E performed (if applicable). This warranty enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure. If the condition is verified, an appropriate remedy will be performed under the terms of this Warranty Enhancement Program.

This warranty enhancement provides coverage for **15 years, regardless of mileage**.

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

* **Note**: For California-certified vehicles sold, registered, and normally operated in Arizona (12MY only), California, Connecticut, Maine, Maryland (beginning with 11MY), Massachusetts, New Jersey, New Mexico (10MY-11MY only), New York, Oregon, Rhode Island, and Vermont the warranty coverage is 15 years from the date of first use, or 150,000 miles (whichever occurs first).

Applicability (Continued)

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Applicable VIN Ranges

WMI	VDS	Model Year	Start	End
JTD	KN3DU	2010	0001044	0246000
			1000089	1314319
			5000002	5229180
		2011	0242812	0329648
			1308891	1479507
			5226927	5374171
		2012	0320767	0336945
			1389037	1615196
			5287389	5538257
		2013	0336850	0356537
			1575758	1735090
			5489733	5705210
		2014	0356538	0361881
			1732984	1795831

Note: Not all vehicles in the VIN range are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Claim Submission

Claim Type	Opcode	Description	Labor Time
Repair Program	AHG10A	Replace the Inverter Assembly with Converter	2.0 hr./vehicle
	AHG10B	Replace the IPM Transistor	2.9 hr./vehicle
	AHG10C	Replace the IPM Transistor + Replace the MG ECU	2.9 hr./vehicle

- The cost of Super Long Life Coolant (SLLC) may be claimed, at a maximum of $15.00 per vehicle, as Sublet Type "OF" under all opcodes listed above.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Opcode	Part Number	Description	Quantity
AHG10A	G9200-49025*	Inverter Assembly w/ Converter	1
	G9200-49065*	Inverter Assembly w/ Converter	1
	G9200-49075*	Inverter Assembly w/ Converter	1
	G9200-47121*	Inverter Assembly w/ Converter	1
AHG10B	04899-47021	IPM Transistor Kit	1
	04899-47050	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
	90430-18008	Gasket	1
	G920J-52010*	Inverter Current Sensor	1
	G9208-47090*	Inverter Wire Sub Assembly	1
	08826-00100	Seal Packing	1
	08833-80090	Adhesive	1
AHG10C	G920H-47030*	MG ECU	1
	04899-47021	IPM Transistor Kit	1
	04899-47050	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
	90430-18008	Gasket	1
	G920J-52010	Inverter Current Sensor	1
	G9208-47090	Inverter Wire Sub Assembly	1
	08826-00100	Seal Packing	1
	08833-80090	Adhesive	1

*Due to a limited number of available parts, these parts have been placed on Manual Allocation Control (MAC). 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: ZE3 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 Quantity 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.

Replacement Parts (Continued)

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 cancellation.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.