



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12305
December 17, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 12V-536 – Dealer Notification - Interim

To whom it may concern,

Please find attached the Dealer Notification - Interim Letter for Toyota Safety Recall 12V-536 on the following Toyota vehicles:

- 2004 to certain 2009 Model Year Prius

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M.L. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-536 (C0U) Dealer Notification (Interim)



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

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

Subject: Safety Recall **C0U** – (C1U) **Interim Notification**
2004 to Certain 2009 Model Year Prius Vehicles
Hybrid Electric Water Pump

As previously announced, in November, 2012, 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 2004 to certain 2009 model year Prius vehicles.

The purpose of this communication is to inform you that Toyota will be mailing an interim notice to owners of vehicles covered by this Safety Recall. Toyota is continuing to prepare the remedy. Once preparations are completed you will receive another notice.

Condition

There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, which may increase the risk of an accident.

1. Interim Owner Notification

As communicated in the Preliminary Notification in November, Toyota is currently preparing the remedy for this Safety Recall. In the meantime, we are communicating the **interim** actions:

- Toyota will mail an **interim** owner notification in Mid-December, 2012.
- The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available.

2. Interim Customer Handling and Replacement Criteria

If a customer contacts your dealership and has experienced the condition described, dealerships are requested to assist them by setting up an appointment to diagnose the condition.

If the condition is verified, please assist the customer by repairing the vehicle at **no charge**. The necessary parts can be ordered through your dealerships facing PDC. Please refer to the parts ordering section and Interim Warranty Reimbursement Procedures section for additional details. ***At this time Toyota has a very limited number of parts available to support vehicle repairs. Dealers should only order parts for vehicles currently experiencing the condition described. All replaced parts are subject to Warranty Parts Return. Any parts replaced inappropriately will result in a claim debit.***

3. Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, until the remedy is available, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and that Toyota will send them a notification when the remedy is available. If the vehicle currently has the condition present, please be sure to diagnose and repair the vehicle prior to customer delivery. Please make sure your state DMV records are updated as soon as possible with the new owner name and address.

4. Timing of Safety Recall (Second) Notification

When the remedy is available, Toyota will send (consistent with parts availability and repair capacity) a second owner notification by first class mail, advising the vehicle owner to make an appointment with their authorized Toyota dealer to have the remedy performed at **no charge**. We anticipate the second notification will begin mailing on January 11th.

5. Dealer Summary Reports

Summary Report will be provided in the remedy communication.

6. Number and Identification of Covered Vehicles

There are approximately 350,000 Prius (2004 to certain 2009 model year) vehicles covered by this Safety Recall in the U.S.

Model	WMI	MY	VDS	START	FINISH
Prius	JTD	2004	KB20U	0001175	0116869
			KB22U	0001260	0116749
		2005	KB20U	0116878	0133247
				3000027	3128073
				7004347	7057932
			KB22U	0116886	0132689
				3000115	3128039
				7004602	7057877
		2006	KB20U	3099688	3202420
				7057977	7545072
			KB22U	3128125	3202418
				7056471	7544598
		2007	KB20U	3202456	3296439
				7083529	7694891
		2008	KB20U	3291973	3462539
				7690436	7818544
		2009	KB20U	3458507	3546425
				7815791	7894047

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

A UIO matrix by state will be provided during the remedy phase.

7. Parts Ordering during the Interim Phase

Orders can be placed through the dealership’s facing PDC. **At this time Toyota has a very limited number of parts available to support vehicle repairs. Dealers should only order parts for vehicles currently experiencing the condition described.** The parts have been placed on dealer ordering solutions; please refer to the parts table below for details. *All parts replaced for this Safety Recall are subject to Warranty Parts Recovery.*

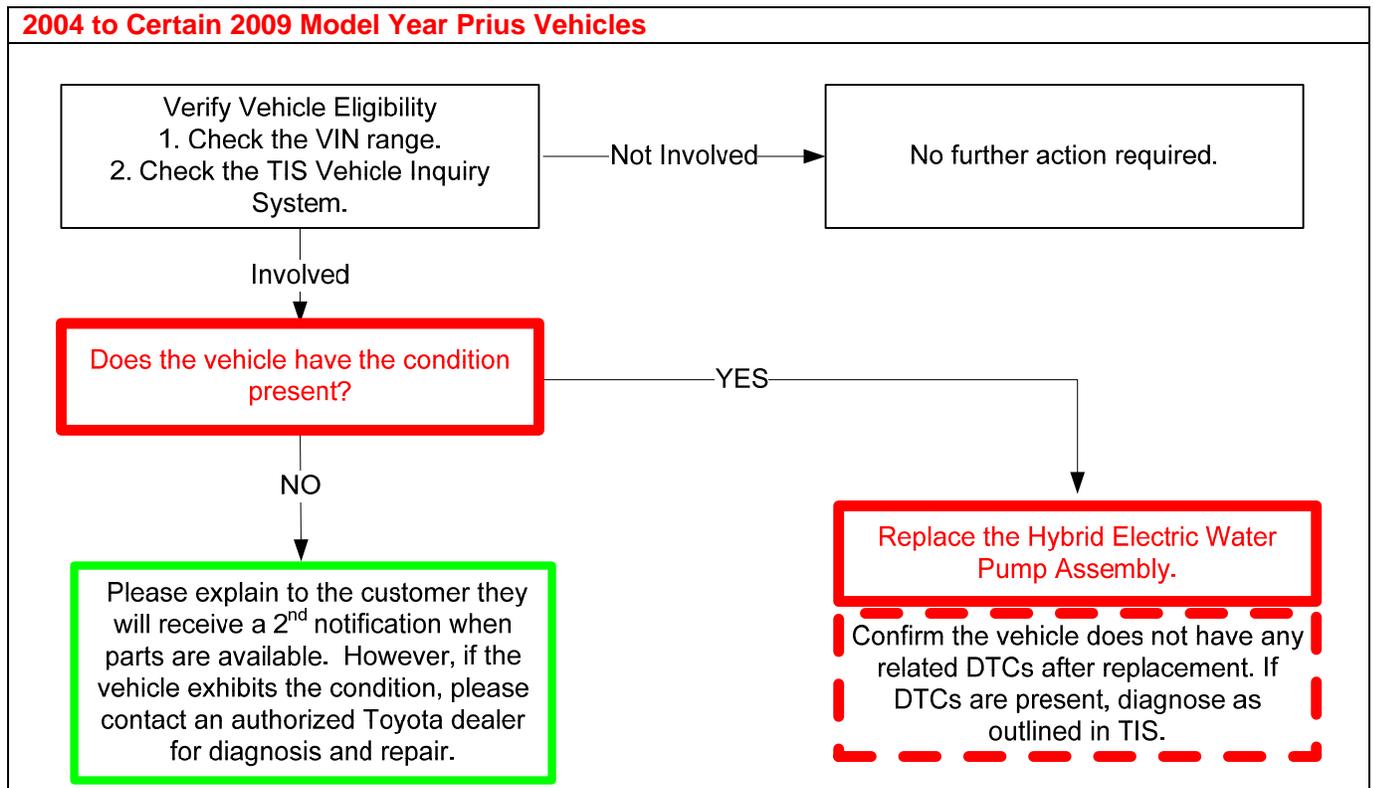
Model Application	Part No.	Part Name	Qty/Unit	D.O.S. Allocation Qty.
Prius	04000-32528	Hybrid Water Pump Kit	1	1 Part Per Week
The kit above includes the following parts: G9020-47031 = Hybrid Water Pump = Quantity 1 90430-18008 = Hybrid Water Pump Gasket = Quantity 1				

- If additional quantities are required, please contact your facing PDC Customer Support Leader.

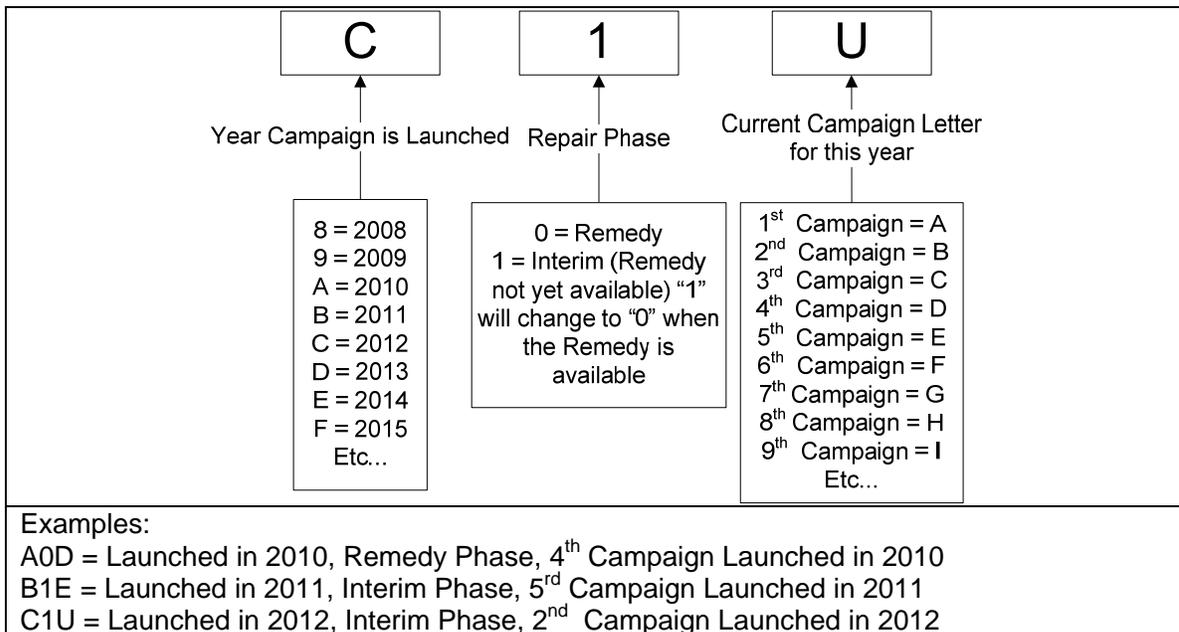
IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be 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 additional details.

8. Interim Warranty Reimbursement Procedure



- It is anticipated that the remedy phase will be launched in early January, 2013. Warranty operation codes will be provided at the time of remedy launch. In the event your dealership assists a customer prior to the remedy phase being launched, we appreciate your patience in holding the claim until the operation codes are available during the remedy phase.



9. 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.

11. 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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

12. Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

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 C0U (C1U)
2004 through Certain 2009 Model Year Prius Vehicles
Hybrid Electric Water Pump Q&A**

Q1: What is the condition?

A1: There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, which may increase the risk of a crash.

Q2: What is the Hybrid Electric Water Pump?

A2: The Hybrid Electric Water Pump (HV Water Pump) is an electrically driven coolant pump that circulates coolant through the Hybrid System components to provide cooling. The HV Water Pump serves a different purpose than the engine water pump.

Q3: Are there any warning that this condition exists?

A3: There are no warnings prior to the condition occurring. However, if this condition has occurred on the vehicle, a Malfunction Indicator Light, Master Warning Light and/or Hybrid System Warning Light may be illuminated*. In limited cases, if the pump failure causes the power fuse to become open, the Malfunction Indicator Light will not illuminate.

**Diagnostic code P0A93, with information code 346 will be recorded in the Hybrid Electronic Control Module (HV ECM). This code indicates the inverter coolant temperature became higher than the vehicle's HV ECM's expected value.*

Q3a: What if a customer has the Malfunction Indicator Light illuminated?

A3a: If the customer experiences a check engine light "ON" condition, the vehicle will continue to operate. However, the customer should contact an authorized Toyota dealer for diagnosis and, if applicable, repair. If the customer is not able to immediately service the vehicle, he or she should confirm that there is sufficient coolant for the Hybrid System before operating the vehicle. The vehicle should be serviced as soon as possible.

Q4: What is Toyota going to do?

A4: Toyota will be mailing an interim owner notification in Mid-December 2012. The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available.

Owners of vehicles that are covered by this campaign will receive the second notification via first class mail starting in January, 2013. Once the remedy preparations are complete, any authorized Toyota dealer will replace the HV Water Pump assembly with an improved one at **NO CHARGE** to the vehicle owner.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 350,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Number of Vehicles
Toyota Prius	2004 through certain 2009	Early August, 2003 Through Late March, 2009	Approximately 350,000 units

Q6: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall?

A6: This condition only affects 2004 through certain 2009 model year Prius vehicles. However, Toyota will also be repairing a number of Fuel Cell Hybrid Vehicles that have been placed in operation in test fleets.

Q6a: Why aren't other HV models included in this campaign?

A6a: Other models have a HV water pump manufactured using a different process.

Q7: How long will the repair take?

A7: The repair will take approximately 2.0 hours. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

Q8: What is the difference between this Safety Recall and Limited Service Campaign (LSC) A0N which was previously announced?

A8: LSC A0N was to address concerns over potential errors during the inspection and maintenance of the vehicle's hybrid coolant system where air was introduced. That air may remain at the bearing of the HV Water Pump, causing actuation to be slow, resulting in higher coolant temperature and illumination of the Malfunction Indicator Light.

This Safety Recall is to address a manufacturing concern with the vehicle's Hybrid Electric Water Pump assembly which could cause a short circuit, resulting in hybrid system stoppage.

Q8a: If the customer had the remedy for LSC A0N performed, will he/she need to have the Hybrid Electric Water Pump replaced again?

A8a: No. If the vehicle has had the remedy for LSC A0N performed, it will not require water pump replacement again, because the replacement water pumps used in the LSC do not have possible coil wire scratching.

Q9: What if an owner has previously paid for repairs for this condition?

A9: Owner reimbursement instructions will be provided in the remedy owner letter.

Q10: What if an owner has additional questions or concerns?

A10: Owners with questions or concerns are asked to 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 Standard Time.

2004 to certain 2009 Model Year Prius Vehicles
Phase 2 - Steering Intermediate Extension Shaft
& Hybrid Electric Water Pump
SAFETY RECALL NOTICE (Interim Notice)

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

[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 two defects, which relates to motor vehicle safety, exist in some 2004 to certain 2009 Model Year Prius vehicles.

The purpose of this letter is to explain what the recalls are about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedies. **We will send you another notification when the preparations are complete.**

What is the Steering Intermediate Extension Shaft condition?

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box could deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. The splines could eventually wear out over time, which could result in a loss of steering ability, increasing the risk of a crash.

What is the Hybrid Electric Water Pump condition?

There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, increasing the risk of a crash.

What should you do?

We appreciate your patience while we prepare the remedy parts. In the meantime, if you experience either condition described above, please contact your local Toyota dealer for diagnosis and appropriate repair. If the problem is related to the issues addressed by these recalls, the repair will be performed at **no charge** to you.

At this time the remedy for the Steering Intermediate Extension Shaft is available; however to minimize your inconvenience Toyota recommends that you wait until the Hybrid Electric Water Pump remedy is available and have both remedies performed at the same time. In the event you choose to have the Steering Intermediate Extension Shaft remedy performed prior to receiving the remedy notice, you will still need to return to the dealership to have the Hybrid Electric Water Pump replaced when the remedy is available.

If you would like to update your vehicle ownership or contact information, you may do so by registering at 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.
- Additional information is also available by contacting 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.

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 have previously paid for repairs to your vehicle for these specific conditions?

If you have previously paid for repairs to your vehicle for these specific conditions prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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 DRAFT

Lonnie Peterson / TMS Toyota Customer Services
 Product Quality and Service Support, Quality Compliance
 December 12, 2012
 Approved By: Bob Waltz

To: All Toyota Dealers
 From: Product Support Division

Safety Recall on 2004 to certain 2009 Model Year Prius Vehicles
C0T Phase 1 *Remedy* Notification and C2T Phase 2 *Interim* Notification-
Steering Intermediate Extension Shaft and
C0U (C1U) *Interim* Notification – Hybrid Electric Water Pump
 *****IMPORTANT UPDATE*****

As previously announced, in November, 2012, Toyota filed two Defect Information Reports (DIRs), with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct two voluntary Safety Recalls of 2004 to certain 2009 Model Year Prius vehicles.

Safety Recall C0T will be separated into two phases. Phase 1 will cover vehicles only involved in Safety Recall C0T for the Prius Steering Intermediate Extension Shaft. Phase 2 will cover vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). Toyota is currently preparing the remedy for C0U. Please refer to Safety Recall Launch Timing for further information.

C0T - Steering Intermediate Extension Shaft (All 2004 to certain 2009 model year Prius)

- The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub-assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability.
- There are approximately 670,000 vehicles covered by this Safety Recall in the U.S.

C0U - Hybrid Electric Water Pump (Only certain vehicles are covered. Always verify TIS)

- There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, which may increase the risk of an accident.
- There are approximately 350,000 vehicles covered by this Safety Recall in the U.S.

Remedy for C0T Phase 1

Toyota dealers are requested to perform an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection, and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to the customer.

Safety Recall Launch Timing:

Phase	Campaign Designation and Current Status	Remedy Start Date	Applicable Campaigns	
			C0T	C0U
1	C0T - Remedy Available	12/11/2012		
2	C2T* and C1U** - Interim Phase	January, 2013		

*C2T will change to C0T when the remedy for Phase 2 is launched.

**C1U will change to C0U when the remedy for Phase 2 is launched.

Q4c: What if a customer received an interim owner letter and would like to have the remedy for Safety Recall C0T performed?

A4c: If you are contacted by a customer whose vehicle is exhibiting the condition or prefers not to wait for Phase 2, please assist the customer by setting up an appointment to have the remedy performed. **The dealer must inform the customer they will need to return at a later date once the remedy for Safety Recall C0U Hybrid Electric Water Pump is available.**

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 670,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- Remedy Phase	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C2T* - Interim Phase	January, 2013				350,000

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

A5a: No, this condition only affects some 2004 through certain 2009 model year Prius vehicles.

Q5b: Why are other vehicles not covered by this Safety Recall?

A5b: Other vehicles have an extension shaft of sufficient hardness.

Q6: How long will the repair take?

A6: The repair will take approximately 1 hour. However, it may be necessary to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q7: What is the difference between this Safety Recall and Safety Recall 60C which was previously announced?

A7: The previous Safety Recall 60C addressed concerns with weld quality of the intermediate shaft as well as an inspection to verify correct installation of the extension shaft during the manufacturing process.

The new Safety Recall C0T is due to insufficient hardness of the extension shaft supplied by a specific supplier.

Q7a: If the vehicle had Safety Recall (60C) previously performed, will the customer need to have Safety Recall C0T performed as well?

A7a: Yes. The dealer will still need to perform the inspection to determine if the extension shaft requires replacement under Safety Recall C0T. We apologize for any inconvenience, but once the remedy is available, the owner should contact his/her authorized Toyota dealer to have the extension shaft inspected and if necessary replaced at **NO CHARGE**.

Q8: What if an owner has previously paid for repairs for this condition?

A8: Owner reimbursement instructions will be provided in the remedy owner letter.

Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns are asked to 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 Standard Time.



**Safety Recall C0U (C1U)
2004 through Certain 2009 Model Year Prius Vehicles
Hybrid Electric Water Pump Q&A**

Q1: What is the condition?

A1: There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, which may increase the risk of a crash.

Q2: What is the Hybrid Electric Water Pump?

A2: The Hybrid Electric Water Pump (HV Water Pump) is an electrically driven coolant pump that circulates coolant through the Hybrid System components to provide cooling. The HV Water Pump serves a different purpose than the engine water pump.

Q3: Are there any warning that this condition exists?

A3: There are no warnings prior to the condition occurring. However, if this condition has occurred on the vehicle, a Malfunction Indicator Light, Master Warning Light and/or Hybrid System Warning Light may be illuminated*. In limited cases, if the pump failure causes the power fuse to become open, the Malfunction Indicator Light will not illuminate.

**Diagnostic code P0A93, with information code 346 will be recorded in the Hybrid Electronic Control Module (HV ECM). This code indicates the inverter coolant temperature became higher than the vehicle's HV ECM's expected value.*

Q3a: What if a customer has the Malfunction Indicator Light illuminated?

A3a: If the customer experiences a check engine light "ON" condition, the vehicle will continue to operate. However, the customer should contact an authorized Toyota dealer for diagnosis and, if applicable, repair. If the customer is not able to immediately service the vehicle, he or she should confirm that there is sufficient coolant for the Hybrid System before operating the vehicle. The vehicle should be serviced as soon as possible.

Q4: What is Toyota going to do?

A4: Toyota will be mailing an interim owner notification in Mid-December 2012. The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available.

Owners of vehicles that are covered by this campaign will receive the second notification via first class mail starting in January, 2013. Once the remedy preparations are complete, any authorized Toyota dealer will replace the HV Water Pump assembly with an improved one at **NO CHARGE** to the vehicle owner.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 350,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Number of Vehicles
Toyota Prius	2004 through certain 2009	Early August, 2003 Through Late March, 2009	Approximately 350,000 units

Q6: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall?

A6: This condition only affects 2004 through certain 2009 model year Prius vehicles. However, Toyota will also be repairing a number of Fuel Cell Hybrid Vehicles that have been placed in operation in test fleets.

Q6a: Why aren't other HV models included in this campaign?

A6a: Other models have a HV water pump manufactured using a different process.

Q7: How long will the repair take?

A7: The repair will take approximately 2.0 hours. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

Q8: What is the difference between this Safety Recall and Limited Service Campaign (LSC) A0N which was previously announced?

A8: LSC A0N was to address concerns over potential errors during the inspection and maintenance of the vehicle's hybrid coolant system where air was introduced. That air may remain at the bearing of the HV Water Pump, causing actuation to be slow, resulting in higher coolant temperature and illumination of the Malfunction Indicator Light.

This Safety Recall is to address a manufacturing concern with the vehicle's Hybrid Electric Water Pump assembly which could cause a short circuit, resulting in hybrid system stoppage.

Q8a: If the customer had the remedy for LSC A0N performed, will he/she need to have the Hybrid Electric Water Pump replaced again?

A8a: No. If the vehicle has had the remedy for LSC A0N performed, it will not require water pump replacement again, because the replacement water pumps used in the LSC do not have possible coil wire scratching.

Q9: What if an owner has previously paid for repairs for this condition?

A9: Owner reimbursement instructions will be provided in the remedy owner letter.

Q10: What if an owner has additional questions or concerns?

A10: Owners with questions or concerns are asked to 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 Standard Time.