

TOYOTA

◀ IMPORTANT UPDATE ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
11/9/2016	The Technical Training Requirements section has been updated.
5/19/2016	The Technical Instructions section has been updated.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.



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: Warranty Enhancement Program– ZE3
Certain 2010 – 2014 Model Year Prius Vehicles
Extension of Warranty Coverage to the Intelligent Power Module (IPM)

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related failure of the Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall E0E (launched in mid-February, 2014) performed (if applicable).

In these vehicles, Toyota has received some reports where the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail. This condition is indicated by 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 also illuminate and the vehicle will enter fail safe mode.

Although the Hybrid Inverter assembly is covered by Toyota's New Vehicle Limited Warranty for 8 years or 100,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related to failure of the Intelligent Power Module (IPM). Please see the Warranty Enhancement Program Details for additional information.

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 Toyota New Vehicles Limited Warranty coverage is 15 years from the date of first use, or 150,000 miles (whichever occurs first).

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in Late August, 2014 and will be mailed over several months. We have attached a sample owner letter for your reference.

2. **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 covers failure of the IPM and other internal inverter components potentially damaged by IPM failure.

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

**This coverage is for warranty work performed at an authorized Toyota dealer only. It 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.*

3. Number and Identification of covered Vehicles

There are approximately 711,000 (certain 2010 - 2014 Model Year) Prius vehicles covered by this Warranty Extension.

Model	Model Year	Production Period	Appx. UIO
Prius	Certain 2010 – 2014	Late March, 2009 through Early February, 2014	711,000

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-05) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

5. Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0036-16.

6. 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 hold at least one of the following certification levels:

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy 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.

Parts Ordering

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements. Dealers should not increase parts stock for this Warranty Enhancement. As always, if a customer experiences one of the conditions described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL 14-05 for detailed parts ordering information.

Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

TOYOTA						
Parts Allocation Report						
99999 SAMPLE TOYOTA of NOWHERE						
The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.						
Parts with recent changes will be illustrated from top to bottom with the most recent effective date.						
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

7. Customer Reimbursement

Please refer to the attached owner letter for reimbursement consideration instructions.

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 Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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



**Warranty Enhancement Program – ZE3
 Certain 2010 – 2014 Model Year Prius Vehicles
 Extension of Warranty Coverage to the Intelligent Power Module (IPM)**

BACKGROUND

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related to internal malfunctions of the Intelligent Power Module (IPM). The vehicles covered under this Warranty Enhancement must first have Safety Recall EOE (launched in mid-February, 2014) performed (if applicable).

Q1: What is the condition?

A1: In these vehicles, Toyota has received some reports where the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail. 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.

Q1a: What is the Hybrid System Inverter?



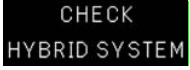



A1a: The hybrid system inverter converts high-voltage direct current (DC), stored in the HV battery, into high-voltage alternating current (AC) for the motor generator. It also converts AC into DC during regenerative braking for storage in the HV battery.

Q1b: What is Fail-Safe Mode?

A1b: 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.

Q2: Which Warning Lamps are illuminated on the instrument panel when the vehicle experiences this condition and enters fail-safe driving mode?

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 Engine Warning Light		Hybrid system warning message
	Slip Indicator Light		Electronically Controlled Brake System Warning Light <i>(yellow indicator)</i>		PCS system warning message (if equipped)
<i>Note: Display may switch between Check Hybrid System and Check PCS System</i>					

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

Q3: What is Toyota going to do?

A3: Owners of certain 2010 - 2014 Model Year Prius vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in late August, 2014.

If the owner experiences the Warning Lights and Warning Messages (shown above) and the vehicle enters fail safe mode, he/she should contact his/her local authorized Toyota dealership for diagnosis and repair. **Safety Recall E0E must first be completed on the vehicle before this Warranty Enhancement is performed (if applicable).** If the condition is covered by the terms of this warranty enhancement program, an appropriate remedy will be performed at **no charge** to the vehicle's owner. This Warranty Enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure.

Please see your local authorized Toyota dealer for additional details.

Q3a: How does Toyota obtain my mailing information?

A3a: 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.

Q4: Which vehicles are covered by this Warranty Enhancement Program?

A4: There are approximately 711,000 (certain 2010 - 2014 Model Year) Prius vehicles covered by this Warranty Extension.

Model	Model Year	Production Period	Appx. UIO
Prius	Certain 2010 – 2014	Late March, 2009 through Early February, 2014	711,000

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?

A4a: There are no other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program.

Q5: What are the details of this coverage?

A5: This Warranty Enhancement Program provides an extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to failure 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 is available for **15 years with no mileage limitation from the date of first use.**

This coverage is for warranty work performed at an authorized Toyota dealer only. It 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.

Q6: Which parts are covered by this warranty enhancement program?

A6: 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

Q7: What if an owner experiences the condition described above?

A7: If the owner experience the condition described above, he/she is requested to contact an authorized Toyota dealer for diagnosis and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **no charge** to the vehicle owner.

Q8: What if the dealer performs diagnosis and determines that the vehicle does not have the conditions covered by this Warranty Enhancement Program?

A8: 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 does not relate to the DTCs or warning lights, vehicle owners may be responsible for the initial diagnostic fees and any other repairs they decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.

Q9: What if an owner has NOT experienced this condition but would like to have the repair completed?

A9: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty & Maintenance Guide for future reference. However, Toyota requests owners who have not yet had Safety Recall E0E performed on their vehicle to contact an authorized Toyota Dealership and have Safety Recall E0E completed as soon as possible (if applicable).

Q10: How long will the repair take?

A10: Replacement of the IPM and other internal inverter components potentially damaged by IPM failure 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.

Q11: What if a customer previously paid for repairs to his/her vehicle for this condition?

A11: Owners that have previously paid for repairs to address this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q12: What if a customer has additional questions or concerns?

A12: If a customer has additional questions or concerns, he/she should 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.

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.**

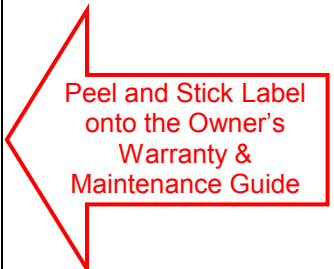
Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

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: _____



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,






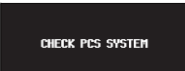
Toyota Motor Sales, U.S.A., Inc.

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 Engine Warning Light		Hybrid system warning message
	Slip Indicator light		Electronically Controlled Brake System Warning Light (yellow indicator)		PCS system warning message (if equipped)
<i>Note: Display may switch between Check Hybrid System and Check PCS System</i>					

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

*** 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?