




# PRODUCT SUPPORT DIVISION

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Action  
 Retain  
 Information

## INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents  
From: Bob Waltz,   
Vice President, Product Quality & Service Support  
Subject: Warranty Enhancement Program – ZF3  
Certain 2010-2012 Prius  
Certain 2012 Prius V  
Certain 2010 and 2012 Prius Plug-In  
Extension of Warranty Coverage for Sticking Exhaust Gas Recirculation (EGR) Valve

**In our continuing efforts to help ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for a sticking EGR Valve on Certain 2010-2012 Prius, 2012 Prius V, and Certain 2010 and 2012 Prius Plug-In vehicles.**

In these vehicles, Toyota has received some reports of a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401.

Although the EGR Valve is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers ownership experience. Toyota is now extending the warranty coverage for repairs related to the EGR Valve to address the condition described above.

**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 Vehicle Limited Warranty coverage is 15 years from the date of first use, or 150,000 miles (whichever occurs first). For California-certified vehicles sold, registered, and normally operated in Delaware, Pennsylvania, and Washington, the Toyota New Vehicle Limited Warranty coverage is 7 years from the date of first use, or 70,000 miles (whichever occurs first).

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

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in Mid-June, 2016.

2. **Owner Notification Mailing Date**

The owner notification will commence in Late June, 2016 and will be mailed over 3 months. We have attached a sample owner letter for your reference.

### 3. Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If the condition is verified, the vehicle will be repaired in accordance with the applicable Technical Service Bulletin (TSB) under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until March 31, 2017 with no mileage limitation.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

*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 the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

### 4. Number of Vehicles Covered

There are approximately 517,900 vehicles covered by this Warranty Enhancement Program.

### 5. Region/District Summary Reports

We have enclosed the following Warranty Enhancement Program ZF3 Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports, as this is not a Special or Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
 Region/Private Distributor Customer Service Operations Managers  
 Region/Private Distributor Service Managers/Directors/VPs  
 Region/Private Distributor Parts Managers/Directors/VPs  
 Region/Private Distributor Customer Services Field Managers  
 Region/Private Distributor Technical Services and Training Managers  
 Region/Private Distributor District Service and/or Parts Managers  
 Region/Private Distributor Customer Relations Managers  
 Region/Private Distributor PDC Managers  
 Region/Private Distributor Field Technical Specialists  
 Region/Private Distributor Service Training Specialists  
 Region/Private Distributor Vehicle Operations Managers  
 Field Product Engineers