

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA <i>Customer Support Program Bulletin</i>	No.: POL18-03 Date: 8/9/2018 Page: 1 of 3 REVISED 8/29/18
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**SUBJECT: CUSTOMER SUPPORT PROGRAM BULLETIN (ZJB):
REPAIR COVERAGE FOR BRAKE BOOSTER AND BRAKE
BOOSTER PUMP ASSEMBLIES ON CERTAIN 2010 MY
PRIUS AND CERTAIN 2010 MY PRIUS PHV VEHICLES**

Background

Toyota has received reports indicating various brake system related warning lamps illuminate due to internal malfunctions.

Applicability*

The Brake Booster and Brake Booster Pump are covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, because we at Toyota care about each customer’s ownership experience, Toyota is now offering a voluntary Customer Support Program that applies to various brake system related warning lamps of covered vehicles as a result of internal malfunctions, regardless of whether the vehicle is out of warranty. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

The Customer Support Program will be offered for all vehicles until **November 30, 2019, regardless of mileage.**

In addition, the Customer Support Program will be available for **10 years from the date of first use, or 150,000 miles whichever occurs first.**

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, “Warranty Solicitation.” Non-compliance of this policy may result in a claim debit.

**This Customer Support Program does not cover brake boosters and brake booster pump assemblies that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, water contamination or any vehicles that are currently or previously titled as “scrap,” “salvage,” or “dismantled”.*

Covered Vehicles

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

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:

- Expert Hybrid
- Master
- Master Diagnostic Technician

Claims for repairs that were performed by non-qualified technicians are subject to debit.

Claim Submission

Claim Type: Repair Program

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

Opcode	Model	Description	Labor Time
ZJB001	Prius	R & R Brake Booster Assembly With Master Cylinder, R & R Brake Booster Pump Assembly, and Reprogram Skid Control ECU	5.8 hr./vehicle
ZJB002	Prius HV	R & R Brake Booster Assembly With Master Cylinder, R & R Brake Booster Pump Assembly	5.3 hr./vehicle

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Rental

The rental car cost will be reimbursed for the rental period of maximum **1** day at the rental rate of maximum \$35/day. Use “RT” sublet type and “LNM” as the sublet reason code. A rental invoice must be attached to all rental claims.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery. To determine the applicable part number for a specific VIN, refer to the EPC. Alternatively, the Inspection Application will also show an applicable part number for a specific VIN as part of the inspection process.

Model		Part Number	Description	Quantity
Prius	15inch	04002-33347	Brake Booster Assy w/ Master Cylinder	1
	17inch	04002-33447		1
	Both	04006-22147	Pump Assy, Brake Booster	1
Prius PHV		04002-33647	Brake Booster Assy w/ Master Cylinder	1
		04006-22147	Pump Assy, Brake Booster	1

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0079-18. Please refer to TIS for additional information.

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 Customer Experience Center
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001**

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

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