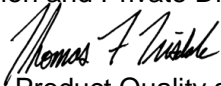

INTEROFFICE MEMORANDUM

Original Publication Date: August 9, 2018

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

Subject: Customer Support Program ZJB
Certain 2010 Model Year Prius and Prius PHV Vehicles
Coverage for Brake Booster and Brake Booster Pump Assemblies

Specific information for Region support is provided below.

Background

Toyota has received reports about certain internal malfunctions of the brake booster assemblies in some of the subject vehicles.

Although the brake booster and brake booster pump assemblies are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first) Toyota is now offering a voluntary Customer Support Program that applies to certain internal malfunctions of the brake booster assemblies.

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

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on August 9, 2018.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.