

From: Quality Compliance
Sent: Thursday, August 9, 2018 2:52 PM
Subject: Customer Support Program ZJB, Certain 2010 Model Year Prius and Prius PHV Vehicles, Coverage for Brake Booster and Brake Booster Pump Assemblies - Dealer
Attachments: ZJB Dealer Package.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for brake booster and brake booster pump assemblies on certain 2010 model year Prius and Prius PHV vehicles.

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.

Covered Vehicles:

There are approximately 250,700 vehicles covered by this Customer Support Program. There are approximately 220 vehicles in Puerto Rico involved in this Customer Support Program.

Model Name	Model Year	Production Period
Prius	2010	Late October 2008 – Early November 2010
Prius PHV	2010	Late November 2009 – Late October 2010

Customer Support Program Details:

This Customer Support Program provides coverage as it applies to the brake booster and brake booster pump assemblies. The specific condition covered by this program refers to certain internal malfunctions of the brake booster and brake booster pump assemblies. In addition to certain internal malfunctions, specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 may be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with a new brake booster and brake booster pump assemblies under the terms of this Customer Support Program.

- The **Primary Coverage** offers warranty enhancement until November 30, 2019, regardless of mileage.
- After the Primary Coverage, **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 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.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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