

INTEROFFICE MEMORANDUM

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

From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 20TE10

Certain 2013–2015 Model Year Prius
Certain 2014–2017 Model Year Prius V
Extension of Coverage to the Intelligent Power Module (IPM)

Specific information for Region support is provided below.

Condition

This Customer Support Program provides coverage as it applies to the Intelligent Power Module (IPM). The specific condition covered by this program is failure of the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system. 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 driving mode. The vehicles covered under this Customer Support Program must first have Safety Recall 20TA10 performed. If the condition is verified, an appropriate remedy will be performed under the terms of this Customer Support Program

Although the Intelligent Power Module (IPM) is covered by Toyota's New Vehicle Limited Warranty for 8 years or 100,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing additional coverage for repairs related to the Intelligent Power Module (IPM). ***This coverage will be offered for 15 years with no mileage limitation from the date of first use (DOFU).***

Note: For California-certified Prius (NOT Prius V) vehicles sold, registered, and normally operated in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, 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).

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on October 7, 2020

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.