



## Safety Recall E0E - *Remedy Available*

Certain 2010 – 2014 Model Year Prius Vehicles

Software Update for Motor Generator ECU and Power Management ECU

### Customer Frequently Asked Questions

Published mid-February, 2014

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

#### **Q1: What is the condition?**

A1: Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. Due to software programming in the involved vehicles, certain transistors in the IPM could become damaged when operating the vehicle under high-load driving conditions, such as accelerating during highway driving. If this occurs, various warning lamps on the instrument panel will illuminate. In most cases the vehicle will enter a fail-safe mode, resulting in reduced motive power in which the vehicle can still be driven for short distances. In limited instances, the motor/generator ECU could reset, causing the hybrid system to shut down, resulting in the vehicle stopping while being driven and increasing the risk of a crash.

#### **Q1a: What is the Hybrid System Inverter?**

A1a: The hybrid system inverter converts high-voltage direct current (DC), stored in the HV battery, into high-voltage alternating current (AC) for the motor generator. It also converts AC into DC during regenerative braking for storage in the HV battery.

#### **Q2: What is Toyota going to do?**

A2: In Late February, 2014 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will perform a software update to the Motor Generator ECU and Power Management ECU at **No Charge** to you. Additionally, if the vehicle has the condition present the inverter assembly will be replaced prior to the software updates.

Please see your local authorized Toyota dealer for additional details.

#### **Q2a: How does Toyota obtain my mailing information?**





A2a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.


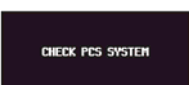
#### **Q2b: Do I need my owner letter to have the remedy performed?**

A2b: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

**Q3: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?**

A3: All of the following warning lights and messages will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode. The fail-safe driving mode will result in reduced power under which the vehicle can still be driven for short distances.

	<b>Warning lights</b>
	Master Warning Light
	Slip Indicator
	Check Engine Warning Light
	Electronically Controlled Brake System Warning Light (yellow indicator)

	<b>Warning messages</b>
	Hybrid system warning message
	PCS system warning message (if equipped)
	<i>Note: Display may switch between Check Hybrid System and Check PCS System</i>

**Q3a: How long and what distance can a vehicle be driven when the vehicle enters fail-safe driving mode?**

A3a: The distance a vehicle will continue to travel in fail-safe driving mode will vary based upon the hybrid battery state of charge and the road conditions. If a vehicle enters fail-safe driving mode, the driver should pull-over and stop the car in a safe area. The driver should immediately contact his/her local Toyota dealer for assistance.

**Q4: What steps can I take to reduce the possibility of this condition from occurring until the remedy is performed?**

A4: Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application, when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your Prius, and we urge you to follow this recommendation to avoid placing a high load on the Hybrid System.

**Q4a: What if I experience the condition described above?**

A4a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

**Q5: Which and how many vehicles are covered?**

A5: There are approximately 701,000 (certain 2010 - 2014 Model Year) Prius vehicles covered by this Safety Recall in the U.S.

Model	Model Year	Production Period	Appx. UIO
Prius	Certain 2010 – 2014	Late March, 2009 through Early February, 2014	701,000

**Q5a: Are there any other Toyota or Lexus models covered by this Safety Recall?**

A5a: No. There are no other Toyota or Lexus models covered by this Safety Recall.

**Q5b: Why are the HS250h and CT200h vehicles not covered by this Safety Recall?**

A5b: While the hybrid system is similar, the vehicle configuration and powertrain has slight differences and, therefore, the HS250h and CT200h are not affected by this condition.

**Q6: How long will the repair take?**

A6: The software updates will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What if I previously paid for repairs to my vehicle for this condition?**

A7: Reimbursement consideration instruction will be provided in the remedy owner letter.

**Q8: What if I have additional questions or concerns?**

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

See Safety Recall JOV for current information