

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety Recall D0H – **Remedy Available**  
Certain 2010 Model Year Prius  
Brake Booster Pump Assembly (Accumulator)

As previously announced in June 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2010 Model Year Prius vehicles.

***Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.***

### **Condition**

The subject vehicles are equipped with a Brake Booster Pump Assembly which can develop a crack inside the accumulator housing. If this occurs, nitrogen gas could leak into the brake fluid and gradually cause a loss of power assist. Under certain circumstances, this could affect stopping distance and increase the risk of a crash.

### **Remedy**

Toyota dealers will perform an inspection and, if necessary, replace the Brake Booster Pump Assembly at **NO CHARGE** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform your dealership of the owner notification timing and your degree of involvement.

#### **1. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in late July, 2013. A sample of the owner notification letter has been included for your reference.

*Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

#### **2. Dealer/Owner Lists**

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

**3. Pre-Owned Vehicles in Dealer Stock**

Toyota requests that dealers verify whether their Pre-Owned vehicles in dealer inventory are covered by this Safety Recall. If a vehicle is covered the dealer should perform the Safety Recall remedy prior to customer delivery.

**4. Number and Identification of Covered Vehicles**

There are approximately 82,000 Prius vehicles (2010 Model Year) covered by this Safety Recall in the US.

MODEL	WMI	MY	VDS	START	FINISH
PRIUS	JTD	2010	KN3DU	0001044	0067875
				1000089	1092031
				5000051	5076070

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	113	HI	80	MI	1,336	NV	591	UT	722
AL	565	IA	838	MN	1,471	NY	3,826	VA	2,995
AR	496	ID	317	MO	1,161	OH	2,292	VT	341
AZ	2,255	IL	3,137	MS	314	OK	569	WA	3,992
CA	17,400	IN	1,280	MT	322	OR	1,602	WI	1,510
CO	1,548	KS	672	NC	2,128	PA	2,822	WV	258
CT	1,301	KY	695	ND	113	RI	332	WY	103
DC	289	LA	480	NE	304	SC	737		
DE	259	MA	2,751	NH	598	SD	125		
FL	4,199	MD	2,042	NJ	2,179	TN	1,128		
GA	1,497	ME	516	NM	545	TX	4,286		

**5. Parts Ordering Process**

Orders can be placed through the dealership’s facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
D0H	04002-20247	PUMP ASSY, BRAKE BOOSTER W/ACCUMULATOR	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

(Parts Ordering Process continued...)

# TOYOTA

## Parts Allocation Report

99999  
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

**IMPORTANT PARTS ORDERING UPDATE**

*All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

**6. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have the following minimum certification:

- **Toyota Certified in Chassis**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**7. Remedy Procedures**

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

**9. Parts Ordering Process (Manual Allocation Control)**

Only vehicles that experience the actual condition will require the following part. To ensure parts availability the parts have been placed on Manual Allocation Control (MAC). If you require the part that has been placed on MAC, please send an email to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) with the following information:

- **Subject Line: D0H MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number and Qty. Ordered**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

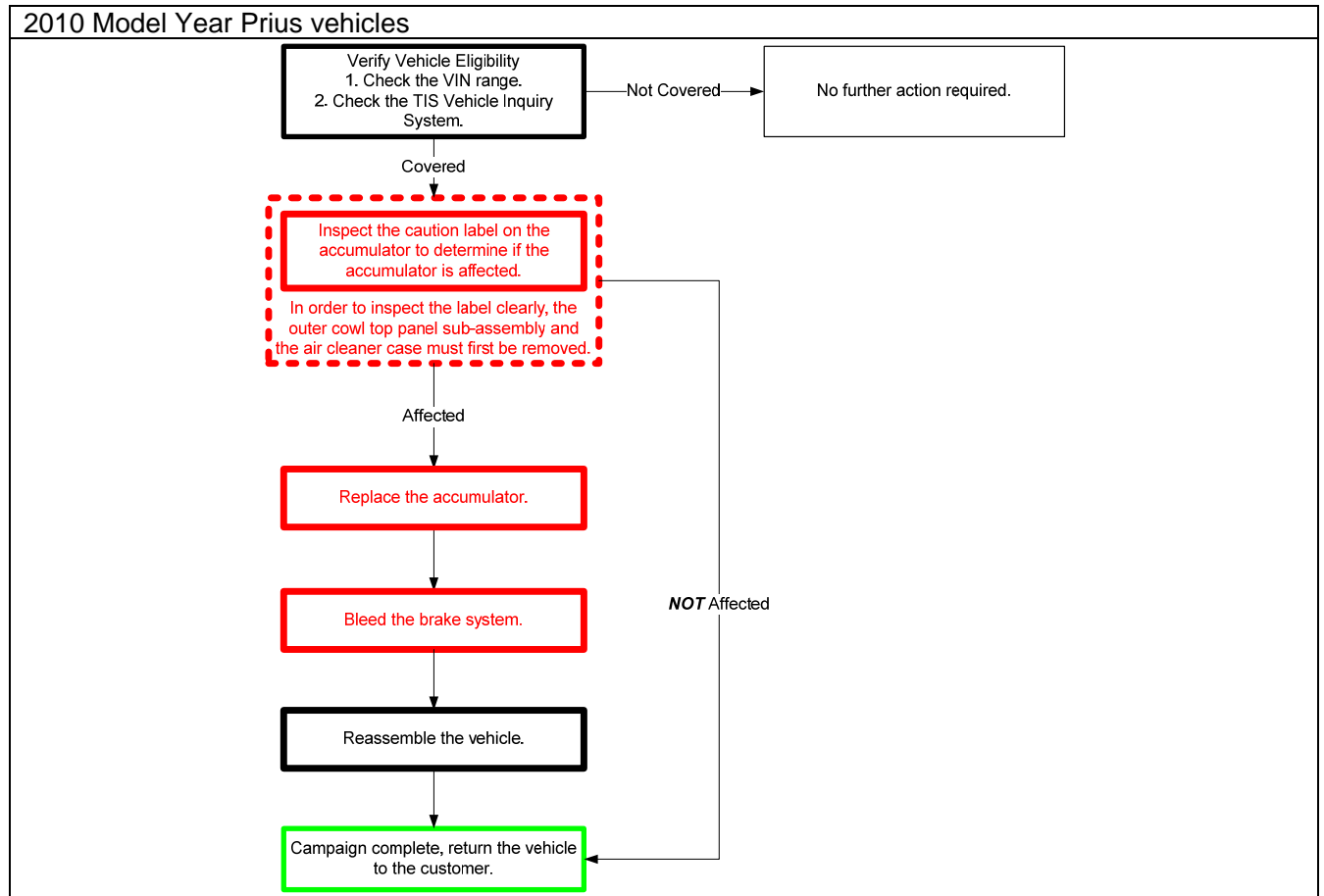
Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

***Important Notes:***

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Failure to provide the above information within 48 hours will result in an order cancellation.***

<b>Model Application</b>	<b>Part No.</b>	<b>Part Name</b>	<b>Qty/Unit</b>
Prius	47050-47140 or 47050-47150	CYLINDER ASSY, BRAKE MASTER W/FLUID	1

**8. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Prius	3530EA	Inspect Brake Booster Pump Assembly	0.7 hr/vehicle
Prius	3530EC	Inspect and Replace Brake Booster Pump Assembly	3.1 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Brake Fluid (up to 2 liters) can be claimed up to \$40.00 per vehicle as sublet type “OF” under Op Code 3530EC.

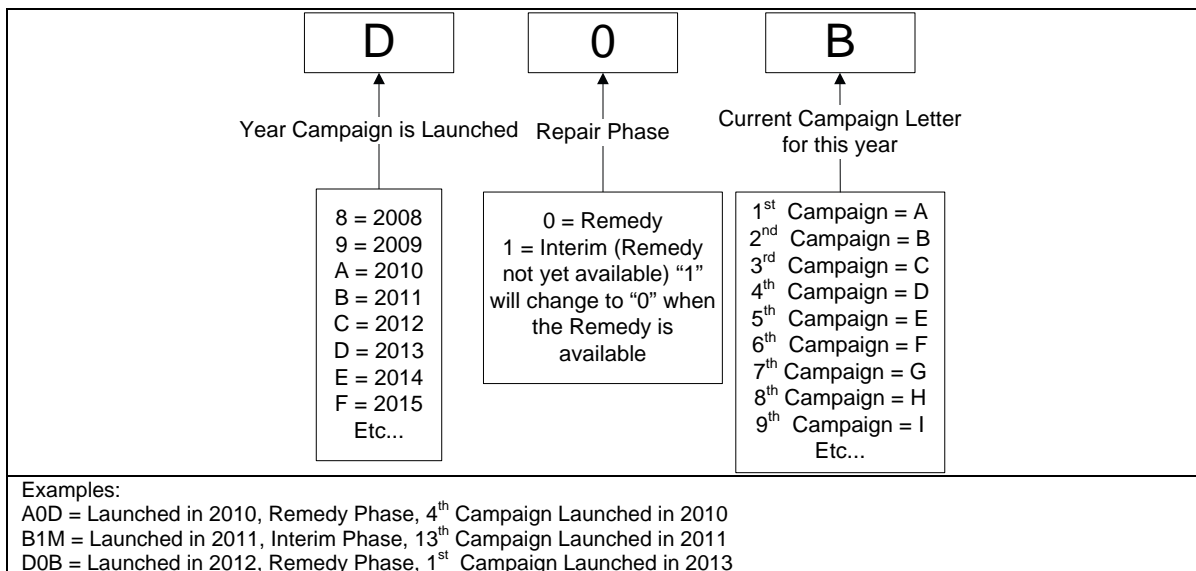


**In the limited cases in which the condition has occurred and accumulator and actuator assembly requires replacement, the following operation code should be used:**

Model	Op. Code	Description	Flat Rate Hour
Prius	3530EF	Inspect and Replace Brake Booster Pump Assembly w/ Master Cylinder	5.2 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Brake Fluid (up to 4 liters) can be claimed up to \$80.00 per vehicle as sublet type "OF" under Op Code 3530EF.

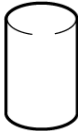
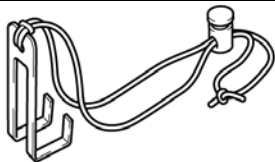
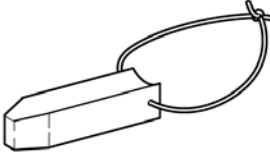
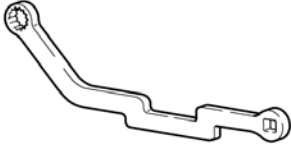
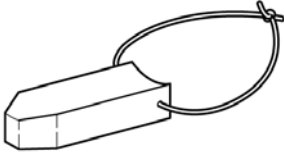
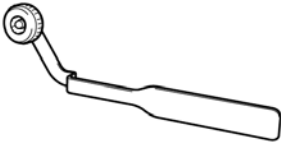
**Campaign Designation Decoder**



**9. Campaign Special Service Tools**

In a separate shipment, which was scheduled to arrive the week of July 15<sup>th</sup>, your dealership was sent a package containing special service tools for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.



Tools included in the set:					
Image	Name	Quantity	Image	Name	Quantity
	Rubber Caps	3		Bushing Holder	1
	Tube Remover (Small)	1		Pump Wrench	1
	Tube Remover (Large)	1		Nut Installer	1

**10. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**11. Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**12. Customer Contacts**

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached 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.

*Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.***

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



**Certain 2010 Model Year Prius vehicles  
Brake Booster Pump Assembly (Accumulator)  
SAFETY RECALL NOTICE**

**URGENT SAFETY RECALL**

This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

[VIN]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 Prius vehicles.

You have received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the Condition?**

The subject vehicles are equipped with a Brake Booster Pump Assembly which can develop a crack inside the accumulator housing. If this occurs, nitrogen gas could leak into the brake fluid and gradually cause a loss of power assist. Under certain circumstances, this could affect stopping distance and increase the risk of a crash.

**What will Toyota do?**

Toyota dealers will perform an inspection and, if necessary, replace the Brake Booster Pump Assembly (Accumulator) at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

Depending upon the inspection result, the repair may take up to approximately **four hours**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc

Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,  
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



**Safety Recall D0H - Remedy**  
**Certain 2010 Model Year Prius Vehicles**  
**Brake Booster Pump Assembly (Accumulator)**

**Customer Frequently Asked Questions**

Published mid-July, 2013

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: The subject vehicles are equipped with a Brake Booster Pump Assembly which can develop a crack inside the accumulator housing. If this occurs, nitrogen gas could leak into the brake fluid and gradually cause a loss of power assist. Under certain circumstances, this could affect stopping distance and increase the risk of a crash.

**Q1a: What is the Brake Pressure Accumulator?**





A1a: Brake fluid is discharged by the Brake Booster Pump and passes through a check valve where it is then stored in the accumulator. The brake fluid that is stored in the accumulator provides the hydraulic pressure that is needed for brake operation.

**Q1b: What is the cause of the condition?**

A1b: The cause of this condition is insufficient strength of components inside the brake pressure accumulator.

**Q2: Are there any warnings that this condition exists?**

A2: Yes. You may notice a squeak from the engine compartment during brake application. Additionally, the brake pedal may have a longer stroke and/or spongy feeling. If this condition is present, the warning lights listed in the table below may illuminate and the skid control buzzer may sound.

Warning Lights	
	Brake System Warning Light (red indicator)
	Brake System Warning Light (yellow indicator)
	ABS Warning Light
	Master Warning Light

Please note that the warning lights shown above may also illuminate for conditions not related to this Safety Recall.

**Q3: What is Toyota going to do?**

A3: In late July, 2013 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Toyota dealers will perform an inspection and, if necessary, replace the Brake Booster Pump Assembly (Accumulator) at **NO CHARGE** to you

**Q3a: How does Toyota obtain my mailing information?**

A3a: Toyota uses industry provider who works with each states 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.

**Q3b: When the remedy becomes available, do I need my owner letter to have the remedy performed?**

A3b: 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.

**Q4: Which and how many vehicles are covered by this Safety Recall?**

A4: There are approximately 82,000 Toyota Prius (Certain 2010 Model Year) vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIO
Prius	Certain 2010	Late March, 2009 through Early October, 2009	82,000

**Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: Yes, there are approximately 5,100 Lexus HS250h (Certain 2010 Model Year) vehicles covered by this Safety Recall in the U.S.

**Q4b: Why aren't other Hybrid models covered by this Safety Recall?**

A4b: Other Hybrid models utilize a Brake Booster Pump Assembly which is of a different design.

**Q5: What if I previously paid for repairs to my vehicle for this condition?**

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

**Q6: What if I have additional questions or concerns?**

A6: 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.