

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
09/30/2019	A watermark has been added to the Dealer Letter to indicate that ZTI expired on September 30, 2019.

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

Thank you for your cooperation.

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

Subject: Customer Support Program – Warranty Enhancement for Specific Malfunction Indicator Light (MIL) “ON” Diagnostic Code on Certain 2001 through 2003 Model Year Prius Vehicles

In our continuing efforts to assure the best in customer satisfaction, Toyota will initiate a Customer Support Program (CSP) to extend the warranty coverage on specific Malfunction Indicator Light (MIL) “ON” Diagnostic Code for certain 2001 through 2003 model year Prius vehicles.

Toyota has received reports that certain 2001 through 2003 model year Prius vehicles may exhibit a MIL (check engine light) “ON” with the following codes:

- Diagnostic codes P3190 and P3101 with information code 204 **or**
- Diagnostic codes P3191 and P3101 with information code 205

If this condition occurs, a customer may notice the MIL has illuminated. In addition the vehicle’s engine may exhibit abnormally low power or may not start, even if the 12 volt and Hybrid batteries are fully charged.

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

1. **Owner Notification Mailing Date**

The owner notification will commence in early August, 2009, approximately one week after the dealer notification. We have attached a copy of the owner notification letter for your reference.

2. **Applicability Period**

This Warranty Enhancement is offered for a period of 10 years or 120,000 miles from the vehicle’s in-service date, which ever occurs first, for a MIL (check engine light) “ON” condition with the following codes:

- Diagnostic codes P3190 and P3101 with information code 204 **or**
- Diagnostic codes P3191 and P3101 with information code 205

The majority of cases will only require the cleaning of the Throttle Body, which is covered under this Warranty Enhancement (See T-SB-0180-09).

Please note that damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

3. **Number of Involved Vehicles**

There are approximately 51,700 Prius (2001 through 2003 model year) vehicles involved in this specific MIL "ON" diagnostic code Warranty Enhancement.

Model	Model Year	Approximate UIO
Prius	2001	15,800
	2002	22,750
	2003	13,150
	TOTAL	51,700

4. **Identification of Involved Vehicles**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL09-02) to identify the vehicles involved.

5. **Technical Instructions/Repair Procedures**

Please refer to T-SB-0180-09 and the repair manual.

6. **Customer Reimbursement**

If a customer with an involved vehicle has previously paid for repairs relating to this specific MIL "ON" diagnostic code, please instruct him/her to mail a copy of the repair order which includes the reason for the repair/replacement, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration. Please note that damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension.

Toyota Motor Sales, USA Inc.
Customer Experience Center, WC 10
19001 South Western Avenue
Torrance, CA 90509

7. **Claim Procedures for this specific MIL "ON" diagnostic code**

If a **warrantable** condition under this Warranty Enhancement requires repair, submit claims as described in Warranty Procedures Bulletin No. POL09-02 which will be sent to you separately.

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 CSP.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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