



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue, S207  
Torrance, CA 90509-2991

TMS-NTC-12304  
December 17, 2012

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recall 12V-537 –Dealer Notification Remedy Phase 1, Interim Phase 2

To whom it may concern,

Please find attached the Dealer Notification - Remedy Phase 1, Interim Phase 2 Letter for Toyota Safety Recall 12V-537 on the following Toyota vehicles:

- 2004 to certain 2009 Model Year Prius

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M.L. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-537 (COT) Dealer Notification (Remedy Ph1, Interim Ph2)



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

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

**Subject: Safety Recall - C0T Phase 1 Remedy Notification**  
**C2T Phase 2 Interim Notification**  
2004 to certain 2009 Model Year Prius Vehicles  
Steering Intermediate Extension Shaft

As previously announced, on November 14, 2012, 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 of 2004 to certain 2009 Model Year Prius vehicles.

**This Safety Recall will be separated into two phases. Phase 1 will cover vehicles only involved in Safety Recall C0T for the Prius Steering Intermediate Extension Shaft. Phase 2 will cover vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). Toyota is currently preparing the remedy for C0U. Please refer to Safety Recall Launch Timing for further information.**

#### **Condition for C0T**

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

#### **Remedy for C0T**

Toyota dealers are requested to perform an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection, and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to the customer.

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

#### **Safety Recall Remedy Launch Timing:**

Phase	Campaign Designation and Current Status	Remedy Start Date	Applicable Campaigns	
			C0T	C0U
1	C0T - <b>Remedy Available</b>	12/11/2012	✓	
2	C2T* - <b>Interim Phase</b>	January, 2013	✓	✓

\*C2T will change to C0T at the time Phase 2 is launched.

**1. Owner Notification Mailing Date**

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2	C2T	C0T <b>and</b> C0U	Mid-December, 2012	January, 2013

Note: Only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

**Phase 1 – Vehicles covered by C0T only**

- Toyota has completed remedy preparations for Phase 1 vehicles and will begin to notify owners in mid-December, 2012.

**Phase 2 – Vehicles covered by both C0T and C0U**

- These vehicles are designated C2T in TIS and are covered by both Safety Recall **C0T and C0U**.
- Toyota is currently making preparations for C0U. However, as required by NHTSA, in mid-December, 2012, Toyota will be mailing an interim owner letter to vehicle owners covered in Phase 2.
- The Interim Owner Notification Letter will advise owners of (1) this safety recall, (2) the fact they will receive a future notice once the remedy is available.

*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.*

**2. Interim Customer Handling**

If you are contacted by a customer whose vehicle is exhibiting the condition or prefers not to wait for Phase 2, please assist the customer by setting up an appointment to have the remedy performed. **The dealer must inform the customer they will need to return at a later date once the remedy for Safety Recall C0U Hybrid Electric Water Pump is available.**

**3. Used Vehicles in Dealership Inventory (In-Stock Vehicles and Toyota Rent-A-Car (TRAC))**

Toyota requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory that are covered by Safety Recall C0T prior to delivery to the customer. If the vehicle is included in Phase 2, we ask the dealer’s patience in holding the claim until Phase 2 is launched in early January, 2013.

**4. Dealer Summary Reports**

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.)

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

There are approximately 670,000 Prius (2004 to certain 2009 MY) vehicles covered by Safety Recall C0T for the Steering Intermediate Extension Shaft.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- <b>Remedy Phase</b>	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C2T* - <b>Interim Phase</b>	January, 2013				350,000

\*C2T will change to C0T in Phase 2 when the remedy is launched.

(Number and Identification of Vehicles Continued. . .)

The following VDS breakdown is representative of Phase 1 vehicles only; the table will be updated at the launch of Phase 2.

Model	WMI	MY	VDS	START	FINISH
Prius	JTD	2004	KB20U	0001086	0116870
			KB22U	0001142	0116845
		2005	KB20U	0116874	0133248
				3000000	3128076
				7003414	7057937
			KB22U	0116872	0133240
				3000008	3128067
				7004342	7057888
		2006	KB20U	3099688	3202428
				7057941	7545074
			KB22U	3128082	3202418
				7056471	7544598
		2007	KB20U	3201067	3296439
				7083497	7694891

Please note that **not all vehicles in the VIN range are covered** by this Safety Recall. 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
AK	1,101
AL	4,510
AR	3,650
AZ	17,192
CA	175,408
CO	14,686
CT	10,015
DC	2,381
DE	1,925
FL	31,397
GA	11,445

STATE	UIO
HI	791
IA	5,058
ID	2,963
IL	22,619
IN	9,246
KS	4,518
KY	4,591
LA	3,329
MA	20,547
MD	16,519
ME	4,305

STATE	UIO
MI	10,697
MN	12,352
MO	8,547
MS	1,893
MT	2,106
NC	17,752
ND	573
NE	2,220
NH	4,460
NJ	14,898
NM	4,856

STATE	UIO
NV	5,107
NY	29,296
OH	15,395
OK	4,008
OR	17,054
PA	21,578
RI	2,373
SC	5,508
SD	983
TN	7,433
TX	32,851

STATE	UIO
UT	5,298
VA	23,686
VT	3,093
WA	26,992
WI	12,435
WV	1,794
WY	905

**6. Parts Ordering (Dealer Ordering Solutions)**

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

Please refer to the table below and the Technical Instructions for part number ordering information.

Campaign	Part Number	Part Description	Quantity
C0T	04001-41212	Extension Shaft Kit**	1
**The kit above includes the following parts.			
	-	Intermediate Extension Shaft	1
	90119-08560	Bolt	3

**Approximately 50% of vehicles are expected to require shaft replacement.**

Campaign	Part Number	Part Description	Quantity
C0T	04002-52112	Bolt Kit***	1
***The kit above includes the following parts.			
	90119-08560	Bolt	10

**Approximately 50% of vehicles are expected to require the replacement of one bolt ONLY. Note that this kit includes 10 bolts and will therefore remedy 10 vehicles.**

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

<b>TOYOTA</b>						
<b>Parts Allocation Report</b>						
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**

*Effective January 1, 2012, 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.*

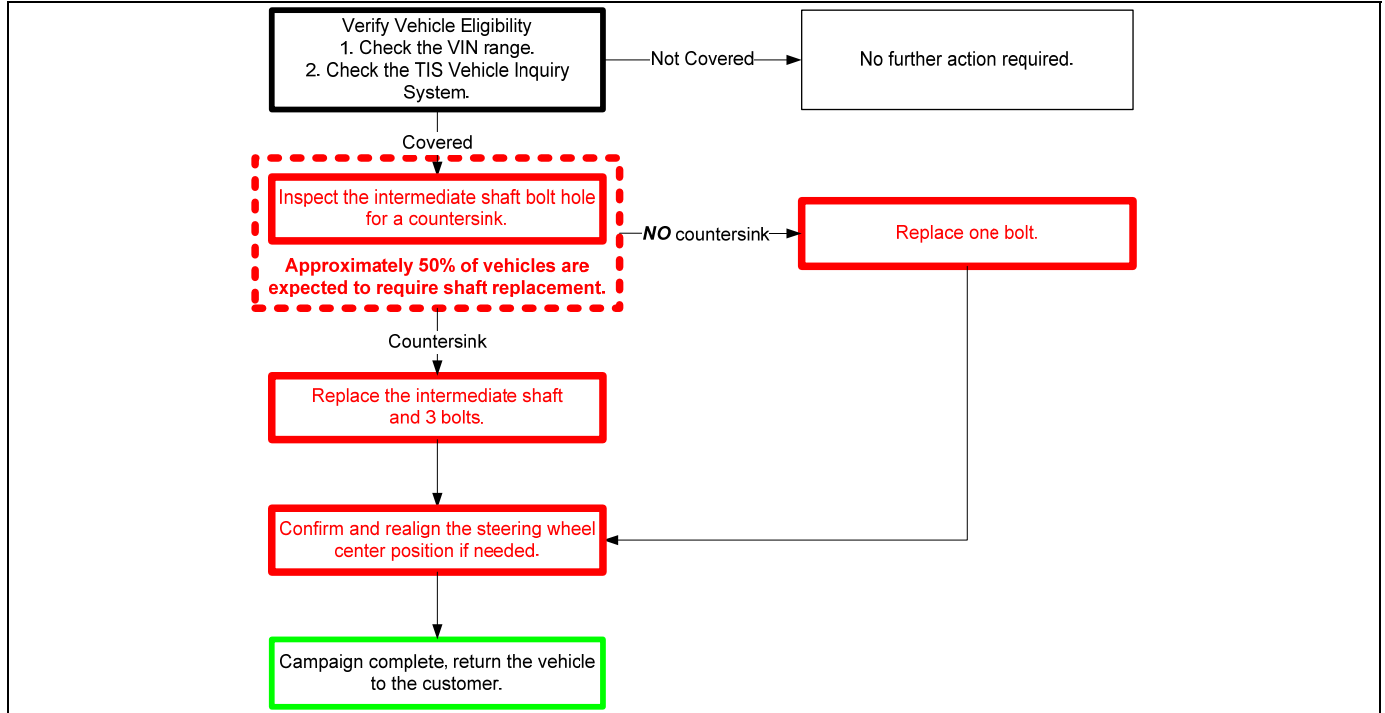
**Note:** Chemicals, such as Grease, are not eligible for the Monthly Parts Return Program.

**7. Remedy Procedures**

Please refer to TIS for Technical Instructions on vehicle repair.

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

**8. Warranty Reimbursement Procedure**

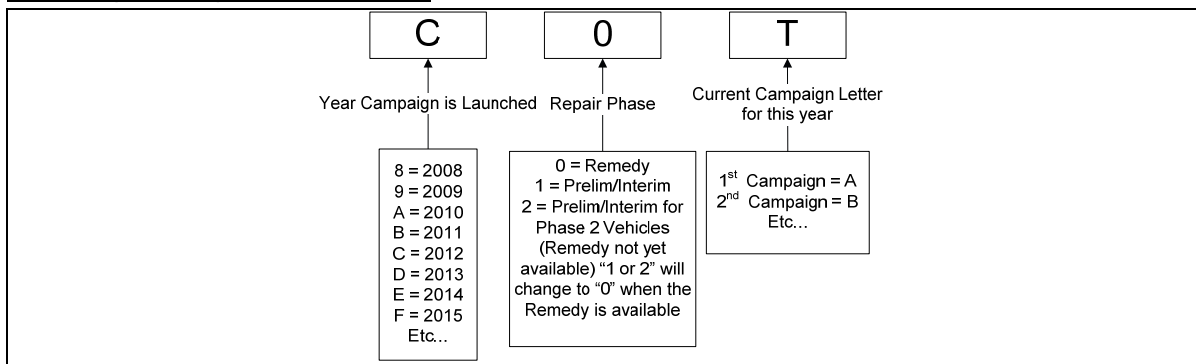


The operation codes to be used for this campaign are:

Model	Op. Code	Description	Flat Rate Hour
Prius	2510LA	Perform Inspection, Steering Extension Shaft OK, Replace Bolt	0.7 hr/vehicle
	2510LB	Perform Inspection, Replace Steering Extension Shaft and 3 Bolts	0.9 hr/vehicle
	2510LC	Perform Inspection, Replace Steering Extension Shaft and 3 Bolts, and Adjust Steering Wheel Off Center Condition	1.2 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- The cost of the non-reusable bolt can be claimed under op code 2510LA under sublet type “ZZ” at a maximum amount of \$1.02 per vehicle.

**Campaign Designation Decoder**



Examples:  
 A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010  
 B1E = Launched in 2011, Interim Phase, 5<sup>th</sup> Campaign Launched in 2011  
 C0F = Launched in 2012, Remedy Phase, 6<sup>th</sup> Campaign Launched in 2012

**9. 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.

**10. 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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**11. Customer Contacts**

A Q&A is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Scion Customer Experience Center. The Scion Customer Experience Center can be reached at 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

***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.



**Safety Recall C0T & (C2T)  
 Certain 2004 through 2009 Model Year Prius Vehicles  
 Steering Intermediate Extension Shaft**

**Q1: What is the condition?**

A1: The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

**Q2: What is the Steering Intermediate Extension Shaft?**

A2: The Steering Intermediate Extension Shaft is a mechanical link between the steering wheel and steering gear box.

**Q3: Are there any warnings that this condition exists?**

A3: No. There are no warnings that this condition exists.

**Q4: What is Toyota going to do?**

A4: This Safety Recall will be separated into two phases. Phase 1 will cover vehicles only involved in Safety Recall C0T on the Prius Steering Intermediate Extension Shaft. Phase 2 will cover vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). Toyota is currently preparing the remedy for C0U.

Any authorized Toyota dealer will perform the remedy, which will entail an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection and, if necessary, replacement will be performed at **NO CHARGE** to the vehicle owner.

**Q4a: What are the details of the different phase?**

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2	C2T	C0T <b>and</b> C0U	Mid-December, 2012	January, 2013

**Phase 1 – Vehicles covered by C0T only**

- Toyota has completed remedy preparations for Phase 1 vehicles and will begin to notify owners in mid-December, 2012. Any authorized Toyota dealer will complete the remedy at **NO CHARGE** to the vehicle owner.

**Phase 2 – Vehicles covered by both C0T and C0U**

- These vehicles are designated C2T in TIS and are covered by both Safety Recall **C0T and C0U**.
- Toyota is currently making preparations for C0U. However, as required by NHTSA, in mid-December, 2012, Toyota will be mailing an interim owner letter to vehicle owners covered in Phase 2.
- The Interim Owner Notification Letter will advise owners of (1) this safety recall, (2) the fact they will receive a future notice once the remedy is available.

**Q4b: Will all of the Steering Intermediate Extension Shafts require replacement?**

A4b: No. Only the extension shafts from one supplier will require replacement. Therefore, approximately one half of the vehicles will require the extension shaft to be replaced.



**Q4c: What if a customer received an interim owner letter and would like to have the remedy for Safety Recall C0T performed?**

A4c: If you are contacted by a customer whose vehicle is exhibiting the condition or prefers not to wait for Phase 2, please assist the customer by setting up an appointment to have the remedy performed. **The dealer must inform the customer they will need to return at a later date once the remedy for Safety Recall C0U Hybrid Electric Water Pump is available.**

**Q5: Which and how many vehicles are covered by this Safety Recall?**

A5: There are approximately 670,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- <b>Remedy Phase</b>	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C2T* - <b>Interim Phase</b>	January, 2013				350,000

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

A5a: No, this condition only affects some 2004 through certain 2009 model year Prius vehicles.

**Q5b: Why are other vehicles not covered by this Safety Recall?**

A5b: Other vehicles have an extension shaft of sufficient hardness.

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

A6: The repair will take approximately 1 hour. However, it may be necessary to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

**Q7: What is the difference between this Safety Recall and Safety Recall 60C which was previously announced?**

A7: The previous Safety Recall 60C addressed concerns with weld quality of the intermediate shaft as well as an inspection to verify correct installation of the extension shaft during the manufacturing process.

The new Safety Recall C0T is due to insufficient hardness of the extension shaft supplied by a specific supplier.

**Q7a: If the vehicle had Safety Recall (60C) previously performed, will the customer need to have Safety Recall C0T performed as well?**

A7a: Yes. The dealer will still need to perform the inspection to determine if the extension shaft requires replacement under Safety Recall C0T. We apologize for any inconvenience, but once the remedy is available, the owner should contact his/her authorized Toyota dealer to have the extension shaft inspected and if necessary replaced at **NO CHARGE**.

**Q8: What if an owner has previously paid for repairs for this condition?**

A8: Owner reimbursement instructions will be provided in the remedy owner letter.

**Q9: What if an owner has additional questions or concerns?**

A9: Owners with questions or concerns are asked to 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 Standard Time.

2004 to certain 2009 Model Year Prius Vehicles  
Steering Intermediate Extension Shaft  
**SAFETY RECALL NOTICE (Remedy Available)**

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

[VIN]

Dear Toyota Customer:

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 some 2004 to certain 2009 Model Year Prius vehicles.

**What is the condition?**

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box could deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. The splines could eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

**What will Toyota do?**

**The remedy for your vehicle is available.** Any authorized Toyota dealer will perform an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to you.

**What should you do?**

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

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

The inspection and, if necessary, replacement of the steering intermediate extension shaft will take approximately 1 hour. However, depending upon 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).
- Additional information is also available by contacting 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.

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 DRAFT

2004 to certain 2009 Model Year Prius Vehicles  
**Phase 2 - Steering Intermediate Extension Shaft  
& Hybrid Electric Water Pump**  
SAFETY RECALL NOTICE (*Interim Notice*)

**INTERIM NOTICE**

We are currently preparing the remedy. We will notify you again when the remedy is ready.

[VIN]

Dear Toyota Customer:

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 two defects, which relates to motor vehicle safety, exist in some 2004 to certain 2009 Model Year Prius vehicles.

The purpose of this letter is to explain what the recalls are about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedies. **We will send you another notification when the preparations are complete.**

**What is the Steering Intermediate Extension Shaft condition?**

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box could deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. The splines could eventually wear out over time, which could result in a loss of steering ability, increasing the risk of a crash.

**What is the Hybrid Electric Water Pump condition?**

There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, increasing the risk of a crash.

**What should you do?**

We appreciate your patience while we prepare the remedy parts. In the meantime, if you experience either condition described above, please contact your local Toyota dealer for diagnosis and appropriate repair. If the problem is related to the issues addressed by these recalls, the repair will be performed at **no charge** to you.

At this time the remedy for the Steering Intermediate Extension Shaft is available; however to minimize your inconvenience Toyota recommends that you wait until the Hybrid Electric Water Pump remedy is available and have both remedies performed at the same time. In the event you choose to have the Steering Intermediate Extension Shaft remedy performed prior to receiving the remedy notice, you will still need to return to the dealership to have the Hybrid Electric Water Pump replaced when the remedy is available.

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).
- Additional information is also available by contacting 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.

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 these specific conditions?**

If you have previously paid for repairs to your vehicle for these specific conditions prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.

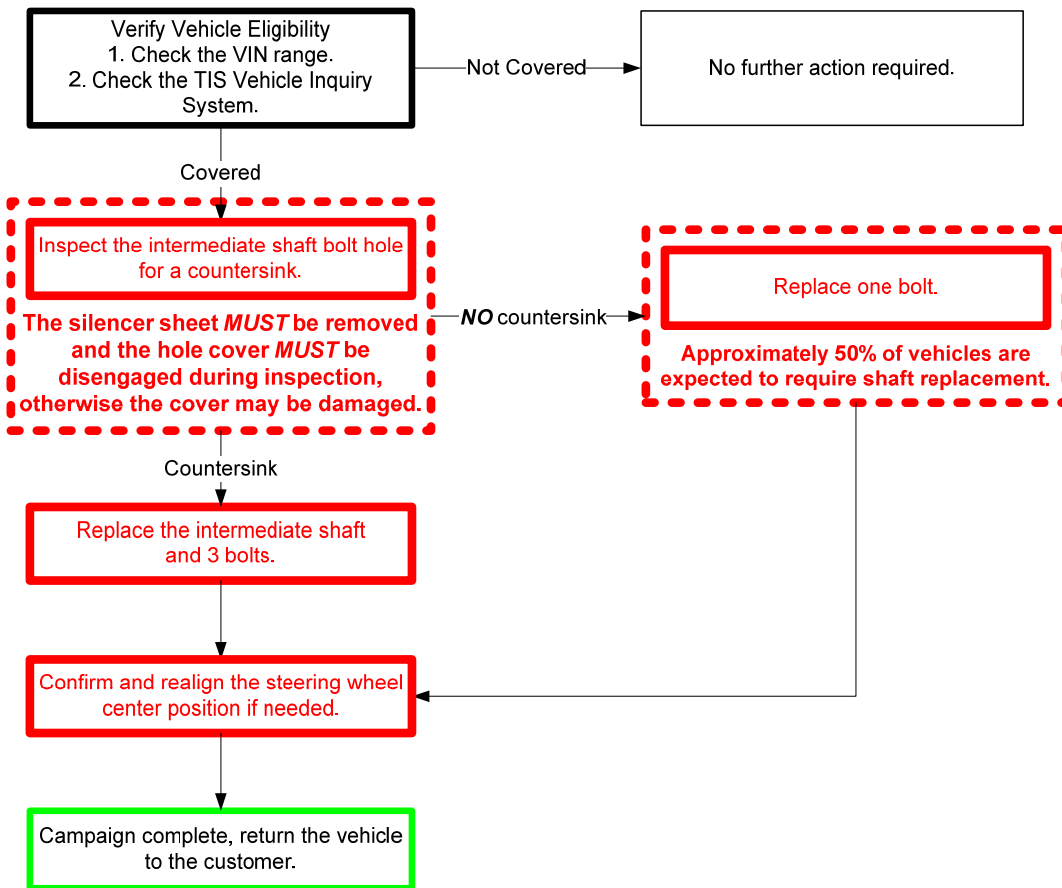
Sincerely,

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

SAMPLE DRAFT

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL C0T**  
**STEERING INTERMEDIATE EXTENSION SHAFT**  
**2004 – CERTAIN 2009 MODEL YEAR PRIUS**

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. COVERED VIN RANGE

WMI	Year	VIN Range		
		VDS	Range	
JTD	2004	KB20U	0001086-0116870	
		KB22U	0001142-0116845	
	2005	KB20U		0116874-0133248
				3000000-3128076
		KB22U		7003414-7057937
				0116872-0133240
	2006	KB20U		3000008-3128067
				7004342-7057888
		KB22U		3099688-3202428
				7057941-7545074
	2007	KB20U		3128082-3202418
				7056471-7544598
	2008	KB20U		3201067-3296439
				7083497-7694891
	2009	KB20U		3291973-3462539
				7690436-7818544
			3458507-3546425	
			7815791-7894047	

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

### III. PREPARATION

#### A. PARTS

Part Number	Part Description	Quantity
04001-41212	Extension Shaft Kit*	1
*The kit above includes the following parts.		
-	Intermediate Extension Shaft	1
90119-08560	Bolt	3

**Approximately 50% of vehicles are expected to require shaft replacement.**

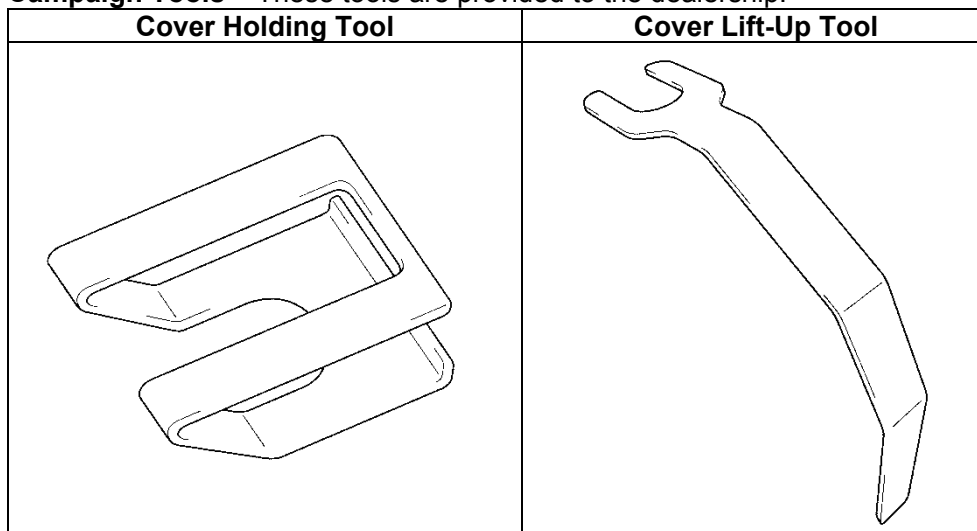
Part Number	Part Description	Quantity
04002-52112	Bolt Kit*	1
*The kit above includes the following parts.		
90119-08560	Bolt	10

**Approximately 50% of vehicles are expected to require the replacement of one bolt *ONLY*. Note that this kit includes 10 bolts and will therefore remedy 10 vehicles.**

#### B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- Protective tape
- Marking pen

**Campaign Tools** – These tools are provided to the dealership.



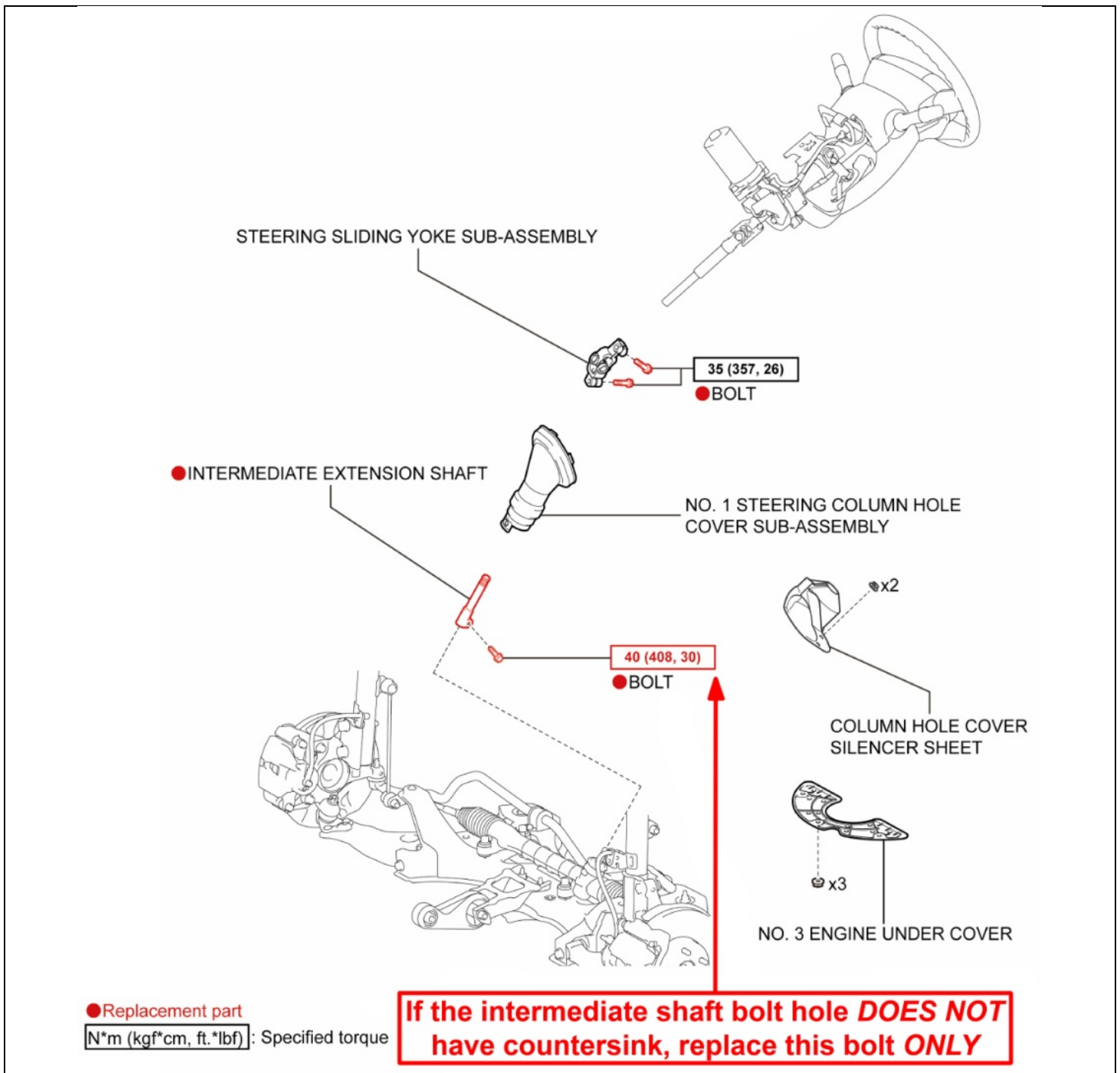
**NOTE:** These tools **CANNOT** be ordered through the parts or tools system. If additional tools are needed, contact your regional representative.

### IV. BACKGROUND

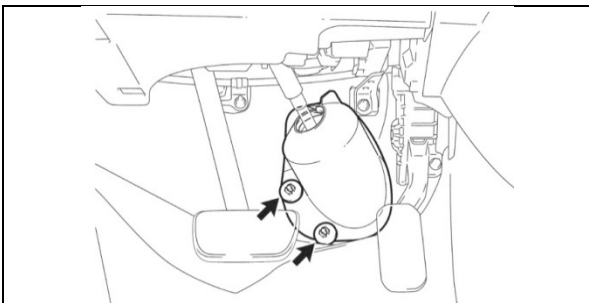
The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability.



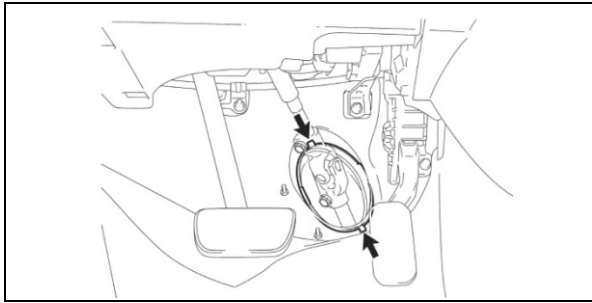
## V. COMPONENTS



## VI. EXTENSION SHAFT INSPECTION



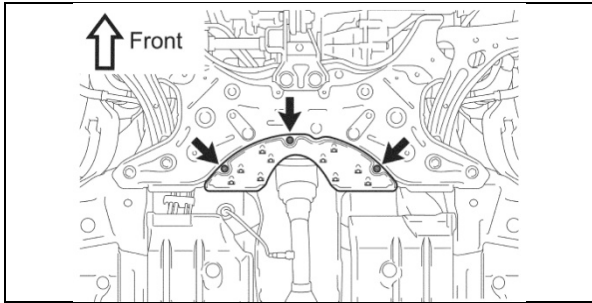
1. REMOVE THE FLOOR MAT
2. REMOVE THE COLUMN HOLE COVER SILENCER SHEET
  - a) Fold back the floor carpet.
  - b) Remove the two clips and the silencer sheet.



**3. DISENGAGE THE No.1 STEERING COLUMN HOLE COVER SUB-ASSEMBLY**

- c) Disengage the clip.
- d) Disengage the claw and the hole cover.

**STOP** The silencer sheet **MUST** be removed and the hole cover **MUST** be disengaged, otherwise the cover may be damaged during the inspection.



**2. LIFT THE VEHICLE**

**NOTE:** It may be necessary to turn the wheels; therefore, lift the vehicle in a way that does not interfere with the wheels.

**3. REMOVE THE No.3 ENGINE UNDER COVER**

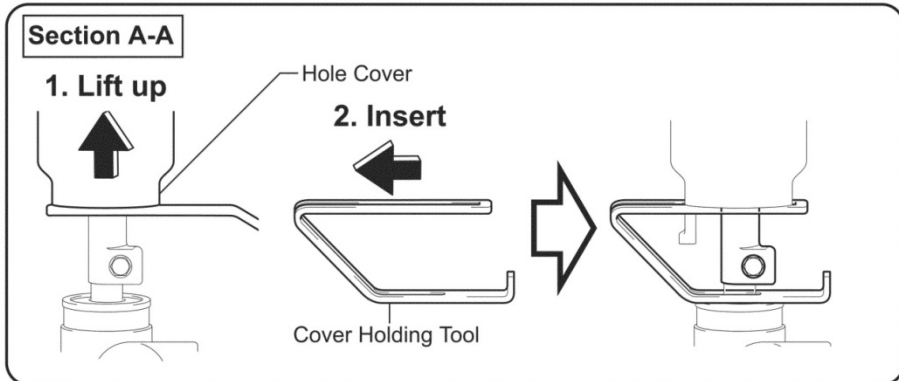
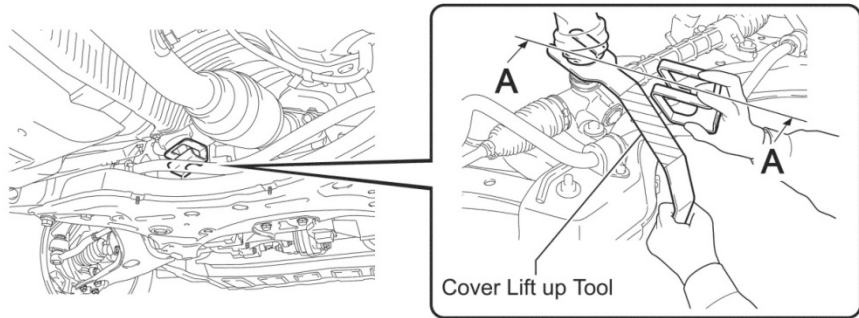
- a) Remove the 3 nuts and the under cover.

**4. INSTALL THE HOLDING TOOL**

- a) Lift the column hole cover using the supplied lift-up tool.
- b) Install the supplied holding tool.

**NOTE:**

- Wrap the lift-up tool with protective tape to avoid damaging the stabilizer bar.
- **DO NOT** use any tool other than the campaign tool to lift the column hole cover or the cover may be damaged.
- Pay attention to the position of the lift-up tool to avoid putting pressure on the extension shaft.

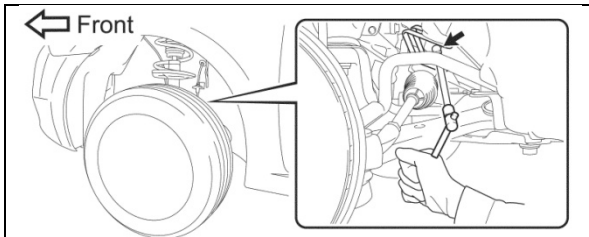


**OK**



**NG**



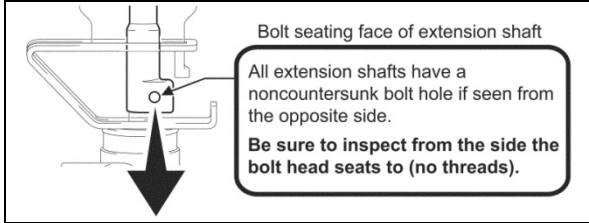


5. REMOVE THE EXTENSION SHAFT BOLT

NOTE: It may be necessary to turn the wheels to access the bolt.

**STOP** *DO NOT* remove or disengage the extension shaft in any way.

6. INSPECT THE EXTENSION SHAFT

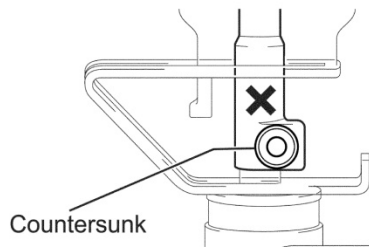


		NO Countersink	Countersink
Shaft Design		<p style="font-size: 2em; font-weight: bold; text-align: right;">OK</p>	<p style="font-size: 2em; font-weight: bold; text-align: right;">NG</p>
Action Required		<p style="font-size: 2em; font-weight: bold;">OK</p> <p>Replace the extension shaft bolt <i>ONLY</i>. Proceed to SECTION VII. EXTENSION SHAFT &amp; BOLT REPLACEMENT. Complete STEPS 24-28 and 36-37.</p>	<p style="font-size: 2em; font-weight: bold;">NG</p> <p>Replace the extension shaft and 3 bolts. Proceed to SECTION VII. EXTENSION SHAFT &amp; BOLT REPLACEMENT</p>

NOTE: The new shaft in the kit (04001-41212) is manufactured with a countersink. *DO NOT* mix the old and new shaft.

## VII. EXTENSION SHAFT & BOLT REPLACEMENT

Mark the NG extension shaft

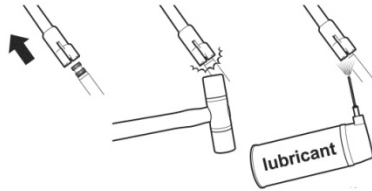


### 4. MARK THE NG EXTENSION SHAFT

**NOTE:** The new shaft in the kit (04001-41212) is manufactured with a countersink, mark the NG shaft to confirm it is not reused.



Do not take out, hit, apply lubricant to the intermediate shaft.



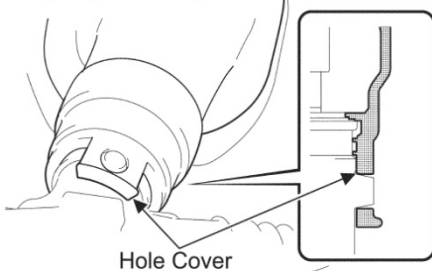
### 5. LOOSEN THE EXTENSION SHAFT

a) Loosen the extension shaft by prying the slit with a flathead screwdriver.



- **ONLY** loosen the shaft, **DO NOT** remove it.
- **DO NOT** hit the shaft with a hammer, this may cause damage.
- **DO NOT** apply lubricant, this may cause bolts to break or loosen after reassembly.

Properly set into place



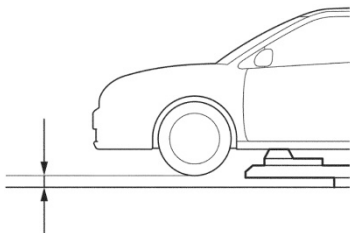
Hole Cover

### 6. REMOVE THE COVER HOLDING TOOL

### 7. TEMPORARILY INSTALL THE COLUMN COVER

**NOTE:** If the cover is not temporarily installed, it may interfere with the installation or removal of the shaft.

Leave some space between the tire and the floor



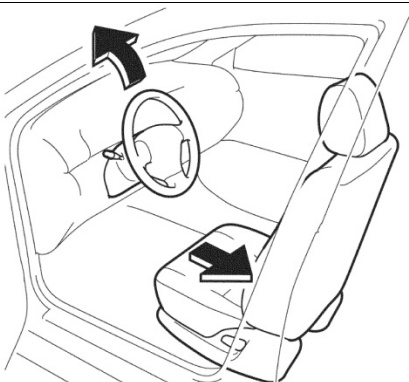
### 8. LOWER THE VEHICLE

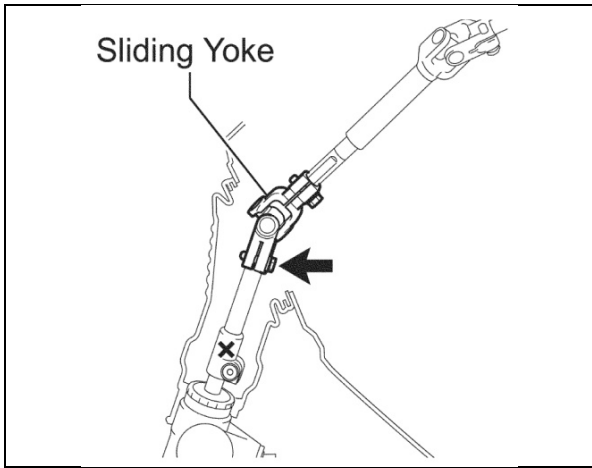
a) Lower the vehicle but leave the wheels off the ground to allow the wheels to be turned.

### 9. TILT THE STEERING COLUMN TO THE UPPER MOST POSITION

### 10. SLIDE THE DRIVER SEAT TO THE REAR MOST POSITION

**NOTE:** Record the seat and steering wheel position so they can be repositioned when the work is complete.



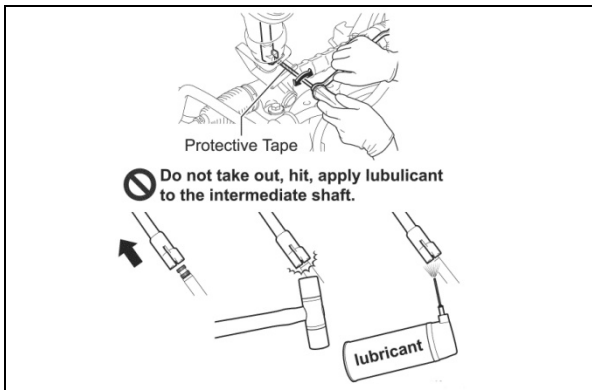


**11. REMOVE THE LOWER BOLT OF THE STEERING SLIDING YOKE SUB-ASSEMBLY**

- a) Remove the lower bolt from inside the vehicle.
- b) Mark the bolt so it is not reused.

**NOTE:** It may be necessary to turn the wheels to access the bolt.

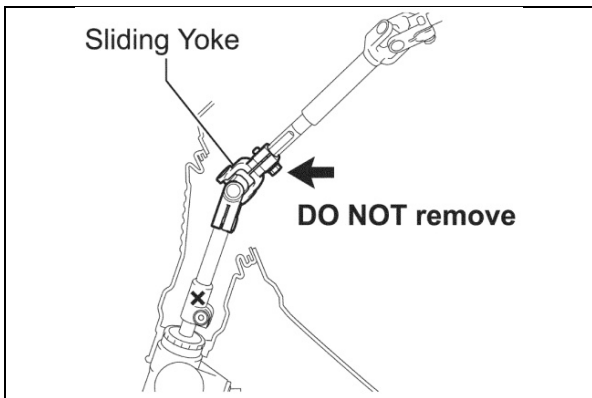
**DO NOT** remove the upper bolt, this may change the alignment of the steering wheel.



**12. LOOSEN THE SLIDING YOKE SUB-ASSEMBLY**

- a) Loosen the yoke by prying the slit with a flathead screwdriver.

- **ONLY** loosen the yoke, **DO NOT** remove it.
- **DO NOT** hit the yoke with a hammer, this may cause damage.
- **DO NOT** apply lubricant, this may cause bolts to break or loosen after reassembly.



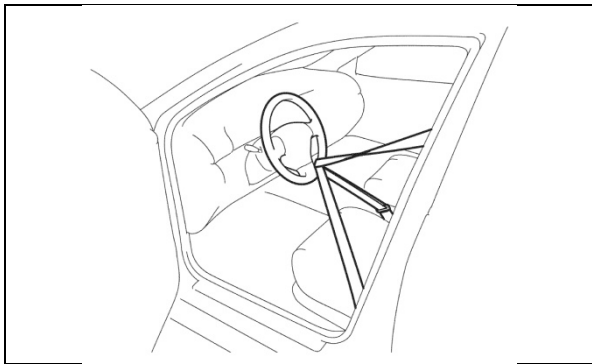
**13. LOOSEN THE UPPER BOLT OF THE STEERING SLIDING YOKE SUB-ASSEMBLY**

- a) Loosen the upper bolt.

**NOTE:** It may be necessary to turn the wheels to access the bolt.

- **DO NOT** remove the upper yoke bolt, this may change the alignment of the steering wheel.





14. CONFIRM THE STEERING WHEEL AND THE WHEELS ARE POINTED STRAIGHT AHEAD

15. SECURE THE STEERING WHEEL IN THE STRAIGHT AHEAD POSITION

a) Use the seat belt to secure the steering wheel.

NOTE:

- **DO NOT** damage the steering wheel.
- If the steering wheel is not secured, the spiral cable may be damaged.

16. LOWER THE VEHICLE SO THE WHEELS ARE ON THE GROUND

a) Confirm the steering wheel is still centered.

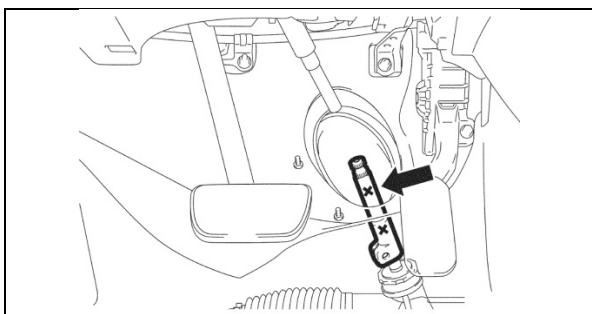
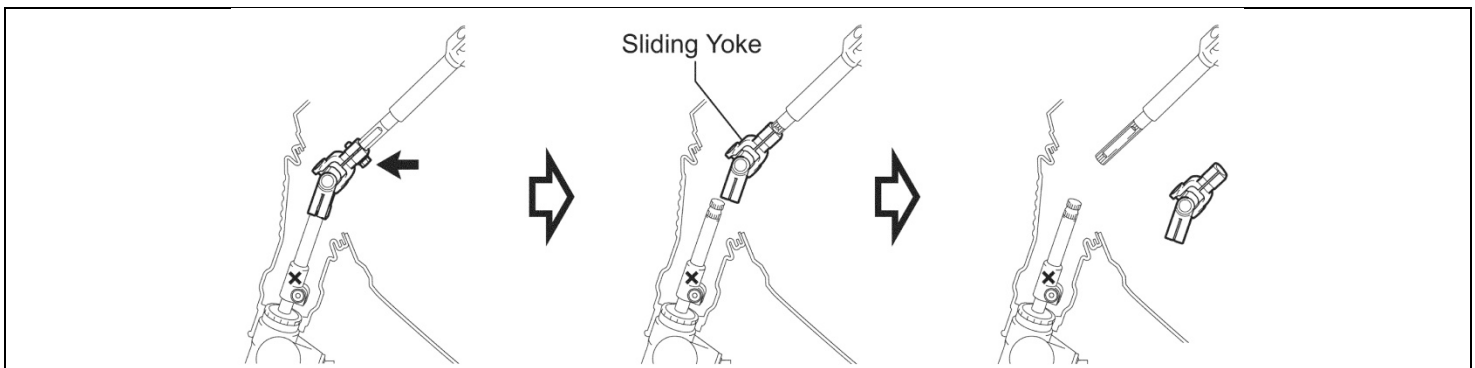
NOTE: The shaft **MUST** be exchanged while the wheels are on the ground to prevent the gear from becoming misaligned.

17. REMOVE THE STEERING SLIDING YOKE SUB-ASSEMBLY

a) Remove the upper yoke bolt and the sliding yoke.

b) Mark the bolt so it is not reused.

**STOP** After removing the shaft and yoke, **DO NOT** do anything that will cause the wheels to move, this may change the alignment of the steering wheel.

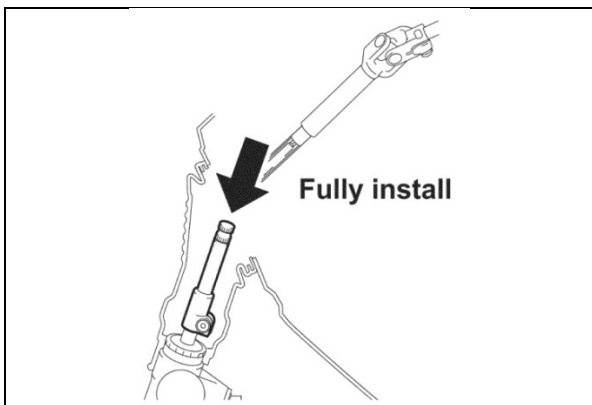


18. REMOVE THE EXTENSION SHAFT

a) Remove the extension shaft.

b) Mark the shaft so it is not reused.

**STOP** The new shaft in the kit (04001-41212) is manufactured with a countersink, mark the NG shaft to confirm it is not reused.

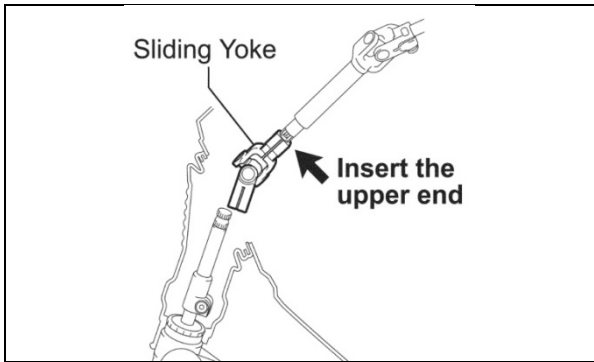


19. INSTALL THE NEW EXTENSION SHAFT

a) Install the **NEW** shaft so that it is fully seated.

**STOP**

- **DO NOT** use any cleaner on the shaft, this will change the bolt tightening friction.
- The shaft can be installed in any position, but it should be installed in a position that allows for access to the bottom bolt.

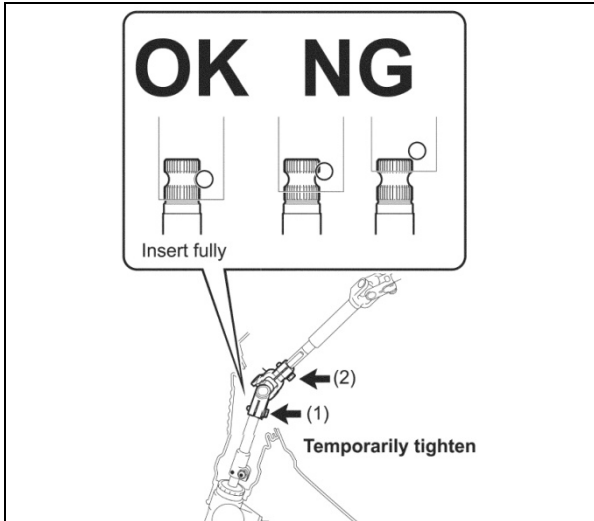


**20. LOOSELY INSTALL THE SLIDING YOKE SUB-ASSEMBLY**

- a) Install the upper end of the yoke.
- b) Confirm the steering wheel is still centered.

**NOTE:**

- The yoke can only be installed in one position.
- The yoke cannot be installed upside down because the shaft sizes are different.



- c) Fully install the lower end of the yoke and loosely install a **NEW** bolt.
- d) Loosely tighten the two bolts following the sequence in the illustration.

**21. RELEASE THE STEERING WHEEL**

- a) Disconnect the seat belt to release the steering wheel.

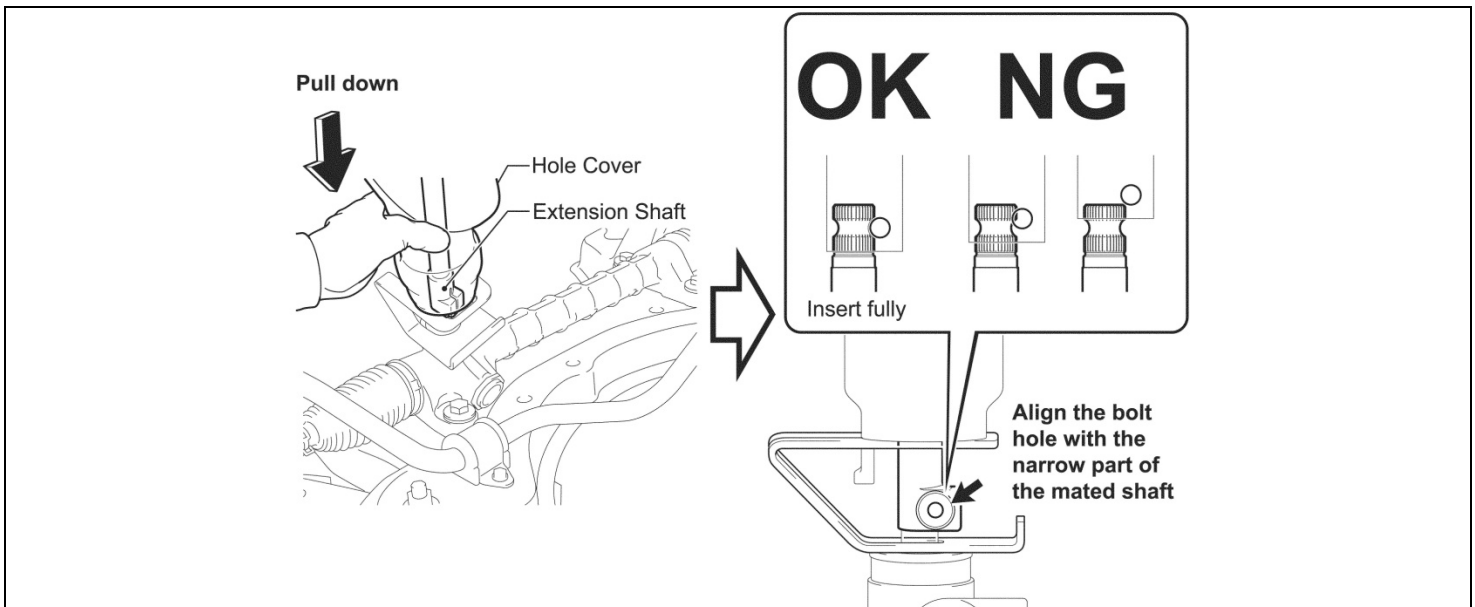
**22. LIFT UP THE VEHICLE**

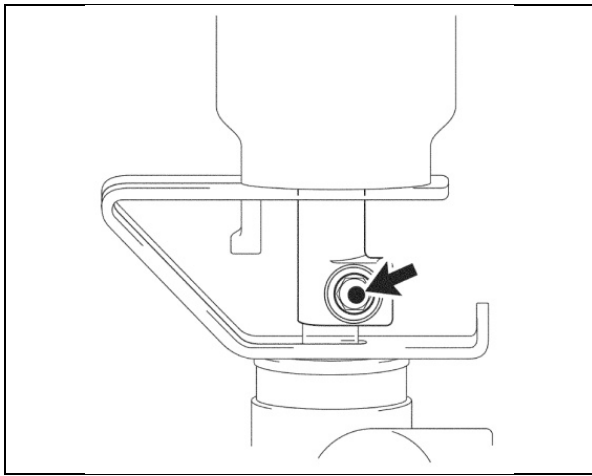
**23. INSTALL THE COVER HOLDING TOOL USING THE COVER LIFT-UP TOOL**

**STOP** NOTE: Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is **NO NEED** to perform the other steps in SECTION VII. as they relate to shaft replacement.

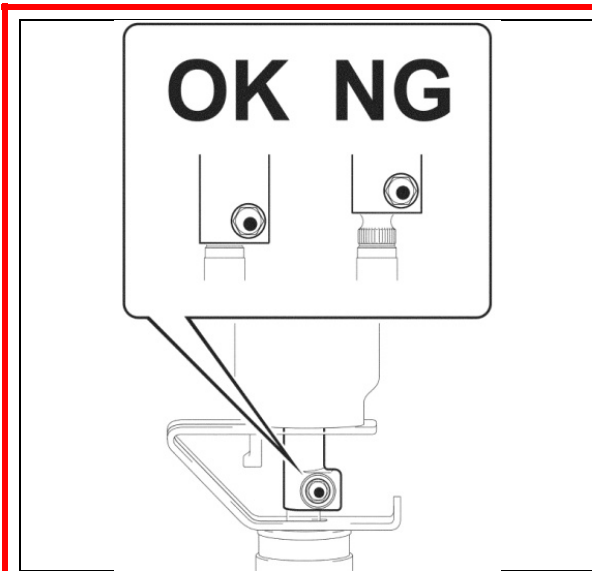
**24. INSTALL THE EXTENSION SHAFT BOLT**

- a) Grab the shaft and hole cover together and pull down to confirm the shaft is fully seated.



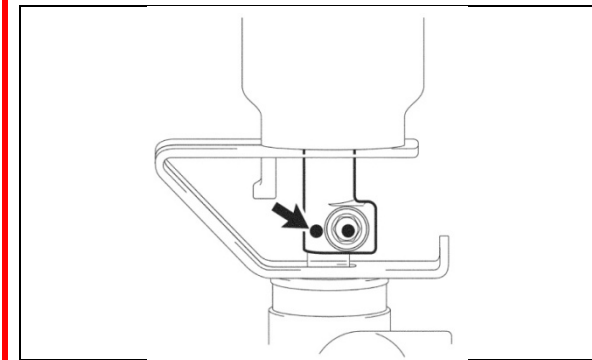


- b) Install the **NEW** bolt.  
**Torque: 30ft. lbf (40N·m)**
- c) Mark the bolt head to indicate it has been tightened properly.

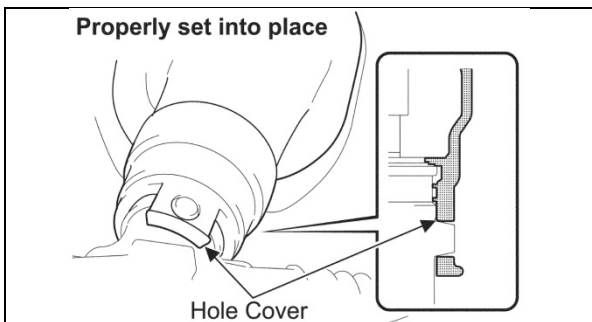


**25. INSPECT THE EXTENSION SHAFT**

- a) Confirm that a **NEW** shaft and **NEW** bolt has been installed.
- b) Confirm the lower end of the shaft has been fully seated.  
**NOTE: If only the edge of the shaft is engaged, the bolt can be tightened but the shaft may become disconnected.**



- c) Mark the shaft to confirm the inspection has been performed.



**26. REMOVE THE COVER HOLDING TOOL**

**27. REINSTALL THE No.1 STEERING COLUMN HOLE COVER SUB-ASSEMBLY**

- a) Engage the entire circumference of the hole cover.
- b) Align the tab on the cover with the tab on the steering gear.

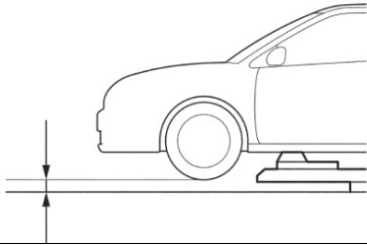
**28. REINSTALL THE No.3 ENGINE UNDER COVER**



**NOTE: Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is NO NEED to perform the other steps in SECTION VII. as they relate to shaft replacement.**



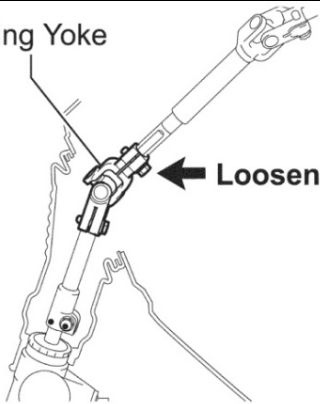
Leave some space between the tire and the floor



## 29. LOWER THE VEHICLE

- Lower the vehicle but leave the wheels off the ground to allow the wheels to be turned.

Sliding Yoke



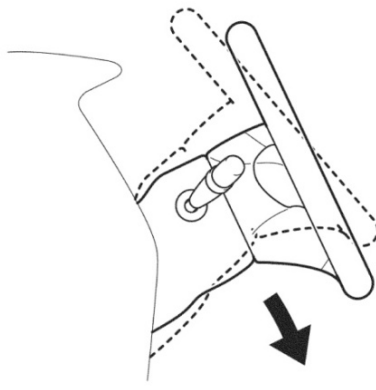
## 30. TIGHTEN THE STEERING SLIDING YOKE SUB-ASSEMBLY BOLTS

- Loosen the top bolt on the sliding yoke until it can be turned by hand.

**NOTE:** If the bolt is not loosened first, the yoke could be strained and may fail.

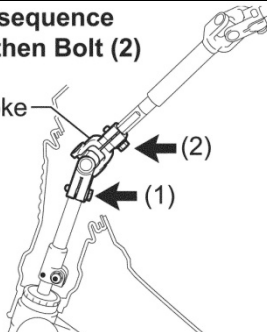
- Tilt the steering column to the lowest position.

**NOTE:** The length of the steering column shaft varies slightly with tilt angle. Tighten the bolts with the steering column in the lowest position to prevent binding.



Tighten sequence  
Bolt (1) then Bolt (2)

Sliding Yoke



- Tighten the 2 bolts to the specified torque following the sequence in the illustration.

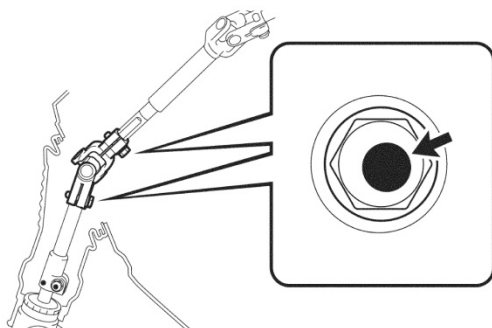
**Sequence:** . 1. Lower Bolt → 2. Upper Bolt

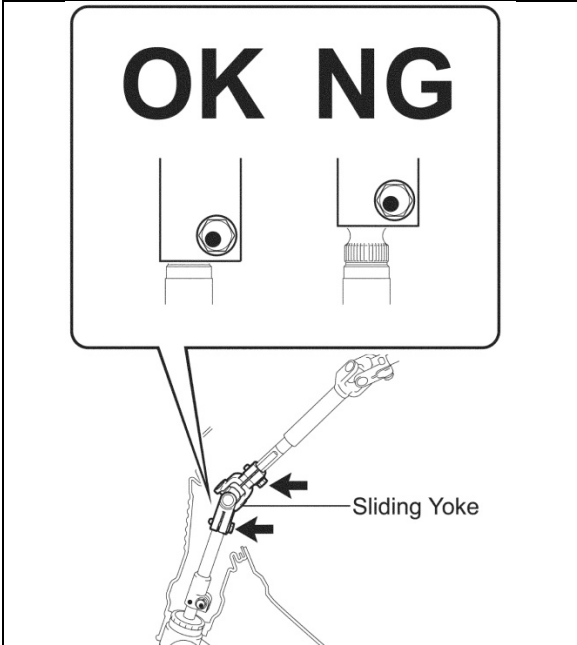
**Torque 26ft. lbf (35N·m)**



The bolts **MUST** be torqued in the order and to the specification as described.

- Mark the bolt heads to confirm they have been tightened correctly.

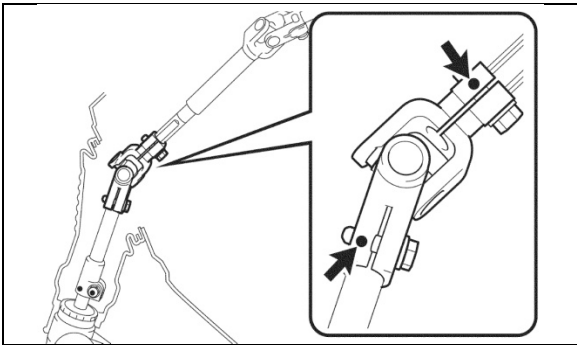




### 31. INSPECT THE EXTENSION SHAFT & YOKE

- a) Confirm two **NEW** bolts have been installed.
- b) Confirm the upper and lower ends of the yoke are fully installed.

**NOTE:** If only the edge of the shaft is engaged, the bolt can be tightened but the shaft may become disconnected.



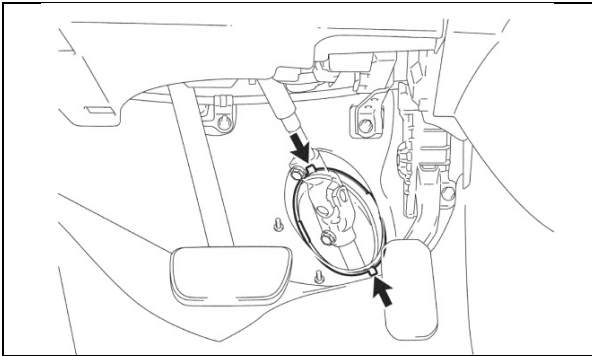
- c) Mark the yoke to confirm the inspection has been performed.



**NOTE:** Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is **NO NEED** to perform the other steps in SECTION VII. as they relate to shaft replacement.

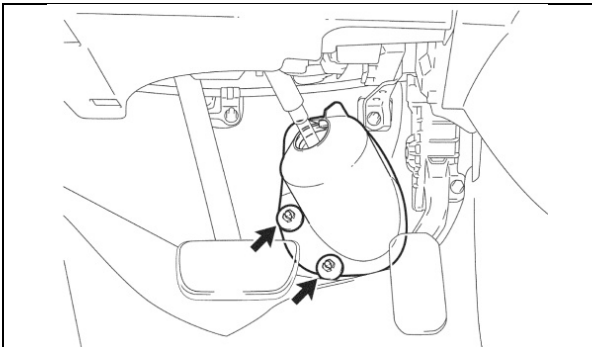
### 32. REINSTALL THE No.1 STEERING COLUMN HOLE COVER SUB-ASSEMBLY

- a) Reinstall the hole cover with the claw and clip.



### 33. REINSTALL THE COLUMN HOLE COVER SILENCER SHEET

- a) Reinstall the silencer sheet with the 2 clips.
- b) Confirm the silencer sheet does not interfere with the shaft.
- c) Confirm the carpet is in the correct position.



### 34. REINSTALL THE FLOOR MAT

### 35. INSPECT THE STEERING COLUMN TILT FUNCTION FOR PROPER OPERATION



**NOTE: Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is *NO NEED* to perform the other steps in SECTION VII. as they relate to shaft replacement.**

### 36. TURN THE STEERING WHEEL FROM LOCK TO LOCK TO INSPECT FOR PROPER OPERATION AND FEEL

- a) Check for rough movement and abnormal noise.

### 37. TEST DRIVE THE VEHICLE

### 38. ADJUST THE STEERING WHEEL CENTER POSITION IF NEEDED

- a) If needed, adjust toe to align the steering wheel correctly.

#### NOTE:

- There is *NO NEED* to adjust toe if the shaft is not replaced.
- Because the extension shaft has been replaced, the steering wheel may be off center due to slight variations in the extension shaft.

### 39. RETURN THE STEERING WHEEL AND SEAT TO THEIR ORIGINAL POSITIONS

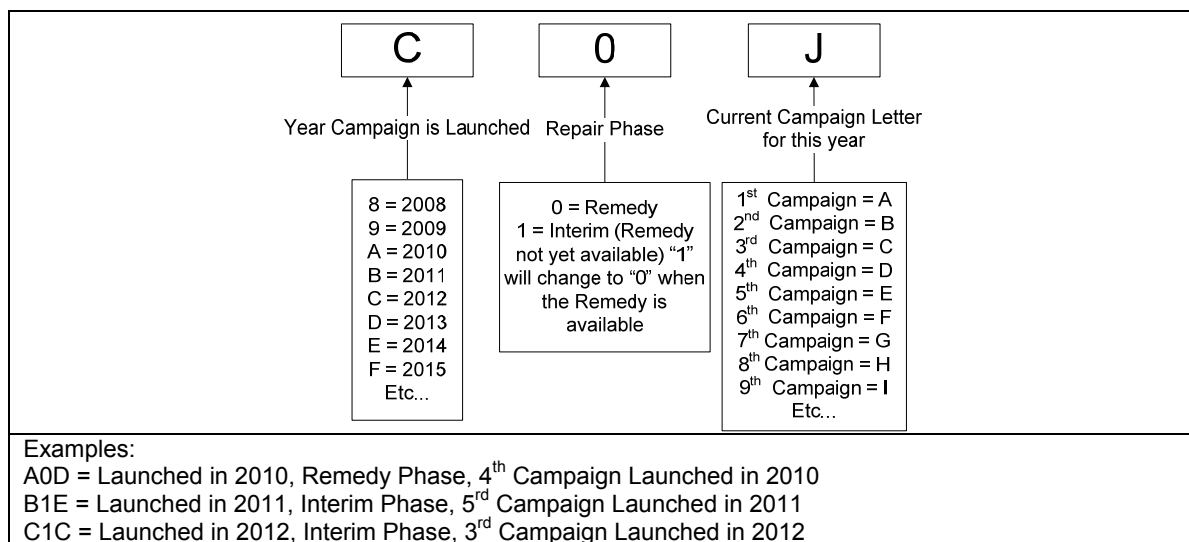
## ◀ VERIFY REPAIR QUALITY ▶

- Be sure to remove the bolt to inspect the extension shaft bolt hole for countersink
- Confirm *NEW* bolt(s) are used when reassembling the vehicle
- Confirm *ALL* inspection and bolt tightening steps are performed exactly as described
- Confirm the steering wheel is centered before returning the vehicle to the customer

If you have any questions regarding this update, please contact your regional representative.

## VIII. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, *unless requested for parts recovery return*.

Lonnie Peterson / TMS Toyota Customer Services  
 Product Quality and Service Support, Quality Compliance  
 December 12, 2012  
 Approved By: Bob Waltz

To: All Toyota Dealers  
 From: Product Support Division

**Safety Recall on 2004 to certain 2009 Model Year Prius Vehicles  
 C0T Phase 1 *Remedy* Notification and C2T Phase 2 *Interim* Notification-  
 Steering Intermediate Extension Shaft and  
 C0U (C1U) *Interim* Notification – Hybrid Electric Water Pump  
 \*\*\*\*\*IMPORTANT UPDATE\*\*\*\*\***

As previously announced, in November, 2012, Toyota filed two Defect Information Reports (DIRs), with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct two voluntary Safety Recalls of 2004 to certain 2009 Model Year Prius vehicles.

**Safety Recall C0T will be separated into two phases. Phase 1 will cover vehicles only involved in Safety Recall C0T for the Prius Steering Intermediate Extension Shaft. Phase 2 will cover vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). Toyota is currently preparing the remedy for C0U. Please refer to Safety Recall Launch Timing for further information.**

**C0T - Steering Intermediate Extension Shaft (All 2004 to certain 2009 model year Prius)**

- The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub-assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability.
- There are approximately 670,000 vehicles covered by this Safety Recall in the U.S.

**C0U - Hybrid Electric Water Pump (Only certain vehicles are covered. Always verify TIS)**

- There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, which may increase the risk of an accident.
- There are approximately 350,000 vehicles covered by this Safety Recall in the U.S.

**Remedy for C0T Phase 1**

Toyota dealers are requested to perform an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection, and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to the customer.

**Safety Recall Launch Timing:**

Phase	Campaign Designation and Current Status	Remedy Start Date	Applicable Campaigns	
			C0T	C0U
1	C0T - <b>Remedy Available</b>	12/11/2012		
2	C2T* and C1U** - <b>Interim Phase</b>	January, 2013		

\*C2T will change to C0T when the remedy for Phase 2 is launched.

\*\*C1U will change to C0U when the remedy for Phase 2 is launched.

## Owner Notification Mailing

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2	C2T and C1U	C0T <b>and</b> C0U	Mid-December, 2012	January, 2013

- C0T Phase 1 vehicle owners will receive a remedy owner notification letter starting in Mid-December, 2012.
- C0T Phase 2 will be launched concurrently with C0U Remedy. ***Toyota is currently preparing the remedy for C0U vehicles***; in the meantime Toyota will be mailing an interim owner notification in Mid-December 2012. The interim owner notification letter will advise owners: (1) of the safety recalls, (2) of the fact they will receive a future notice once the remedies are available. Please note the interim owner notification letter will explain both C0T and C0U to the customer.

## Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.



**Safety Recall C0T & (C2T)  
 Certain 2004 through 2009 Model Year Prius Vehicles  
 Steering Intermediate Extension Shaft**

**Q1: What is the condition?**

A1: The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

**Q2: What is the Steering Intermediate Extension Shaft?**

A2: The Steering Intermediate Extension Shaft is a mechanical link between the steering wheel and steering gear box.

**Q3: Are there any warnings that this condition exists?**

A3: No. There are no warnings that this condition exists.

**Q4: What is Toyota going to do?**

A4: This Safety Recall will be separated into two phases. Phase 1 will cover vehicles only involved in Safety Recall C0T on the Prius Steering Intermediate Extension Shaft. Phase 2 will cover vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). Toyota is currently preparing the remedy for C0U.

Any authorized Toyota dealer will perform the remedy, which will entail an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection and, if necessary, replacement will be performed at **NO CHARGE** to the vehicle owner.

**Q4a: What are the details of the different phase?**

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2	C2T	C0T <b>and</b> C0U	Mid-December, 2012	January, 2013

**Phase 1 – Vehicles covered by C0T only**

- Toyota has completed remedy preparations for Phase 1 vehicles and will begin to notify owners in mid-December, 2012. Any authorized Toyota dealer will complete the remedy at **NO CHARGE** to the vehicle owner.

**Phase 2 – Vehicles covered by both C0T and C0U**

- These vehicles are designated C2T in TIS and are covered by both Safety Recall **C0T and C0U**.
- Toyota is currently making preparations for C0U. However, as required by NHTSA, in mid-December, 2012, Toyota will be mailing an interim owner letter to vehicle owners covered in Phase 2.
- The Interim Owner Notification Letter will advise owners of (1) this safety recall, (2) the fact they will receive a future notice once the remedy is available.

**Q4b: Will all of the Steering Intermediate Extension Shafts require replacement?**

A4b: No. Only the extension shafts from one supplier will require replacement. Therefore, approximately one half of the vehicles will require the extension shaft to be replaced.

**Q4c: What if a customer received an interim owner letter and would like to have the remedy for Safety Recall C0T performed?**

A4c: If you are contacted by a customer whose vehicle is exhibiting the condition or prefers not to wait for Phase 2, please assist the customer by setting up an appointment to have the remedy performed. **The dealer must inform the customer they will need to return at a later date once the remedy for Safety Recall C0U Hybrid Electric Water Pump is available.**

**Q5: Which and how many vehicles are covered by this Safety Recall?**

A5: There are approximately 670,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- <b>Remedy Phase</b>	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C2T* - <b>Interim Phase</b>	January, 2013				350,000

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

A5a: No, this condition only affects some 2004 through certain 2009 model year Prius vehicles.

**Q5b: Why are other vehicles not covered by this Safety Recall?**

A5b: Other vehicles have an extension shaft of sufficient hardness.

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

A6: The repair will take approximately 1 hour. However, it may be necessary to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

**Q7: What is the difference between this Safety Recall and Safety Recall 60C which was previously announced?**

A7: The previous Safety Recall 60C addressed concerns with weld quality of the intermediate shaft as well as an inspection to verify correct installation of the extension shaft during the manufacturing process.

The new Safety Recall C0T is due to insufficient hardness of the extension shaft supplied by a specific supplier.

**Q7a: If the vehicle had Safety Recall (60C) previously performed, will the customer need to have Safety Recall C0T performed as well?**

A7a: Yes. The dealer will still need to perform the inspection to determine if the extension shaft requires replacement under Safety Recall C0T. We apologize for any inconvenience, but once the remedy is available, the owner should contact his/her authorized Toyota dealer to have the extension shaft inspected and if necessary replaced at **NO CHARGE**.

**Q8: What if an owner has previously paid for repairs for this condition?**

A8: Owner reimbursement instructions will be provided in the remedy owner letter.

**Q9: What if an owner has additional questions or concerns?**

A9: Owners with questions or concerns are asked to 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 Standard Time.



**Safety Recall C0U (C1U)  
2004 through Certain 2009 Model Year Prius Vehicles  
Hybrid Electric Water Pump Q&A**

**Q1: What is the condition?**

A1: There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, which may increase the risk of a crash.

**Q2: What is the Hybrid Electric Water Pump?**

A2: The Hybrid Electric Water Pump (HV Water Pump) is an electrically driven coolant pump that circulates coolant through the Hybrid System components to provide cooling. The HV Water Pump serves a different purpose than the engine water pump.

**Q3: Are there any warning that this condition exists?**

A3: There are no warnings prior to the condition occurring. However, if this condition has occurred on the vehicle, a Malfunction Indicator Light, Master Warning Light and/or Hybrid System Warning Light may be illuminated\*. In limited cases, if the pump failure causes the power fuse to become open, the Malfunction Indicator Light will not illuminate.

*\*Diagnostic code P0A93, with information code 346 will be recorded in the Hybrid Electronic Control Module (HV ECM). This code indicates the inverter coolant temperature became higher than the vehicle's HV ECM's expected value.*

**Q3a: What if a customer has the Malfunction Indicator Light illuminated?**

A3a: If the customer experiences a check engine light "ON" condition, the vehicle will continue to operate. However, the customer should contact an authorized Toyota dealer for diagnosis and, if applicable, repair. If the customer is not able to immediately service the vehicle, he or she should confirm that there is sufficient coolant for the Hybrid System before operating the vehicle. The vehicle should be serviced as soon as possible.

**Q4: What is Toyota going to do?**

A4: Toyota will be mailing an interim owner notification in Mid-December 2012. The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available.

Owners of vehicles that are covered by this campaign will receive the second notification via first class mail starting in January, 2013. Once the remedy preparations are complete, any authorized Toyota dealer will replace the HV Water Pump assembly with an improved one at **NO CHARGE** to the vehicle owner.

**Q5: Which and how many vehicles are covered by this Safety Recall?**

A5: There are approximately 350,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Number of Vehicles
Toyota Prius	2004 through certain 2009	Early August, 2003 Through Late March, 2009	Approximately 350,000 units



**Q6: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall?**

A6: This condition only affects 2004 through certain 2009 model year Prius vehicles. However, Toyota will also be repairing a number of Fuel Cell Hybrid Vehicles that have been placed in operation in test fleets.

**Q6a: Why aren't other HV models included in this campaign?**

A6a: Other models have a HV water pump manufactured using a different process.

**Q7: How long will the repair take?**

A7: The repair will take approximately 2.0 hours. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

**Q8: What is the difference between this Safety Recall and Limited Service Campaign (LSC) A0N which was previously announced?**

A8: LSC A0N was to address concerns over potential errors during the inspection and maintenance of the vehicle's hybrid coolant system where air was introduced. That air may remain at the bearing of the HV Water Pump, causing actuation to be slow, resulting in higher coolant temperature and illumination of the Malfunction Indicator Light.

This Safety Recall is to address a manufacturing concern with the vehicle's Hybrid Electric Water Pump assembly which could cause a short circuit, resulting in hybrid system stoppage.

**Q8a: If the customer had the remedy for LSC A0N performed, will he/she need to have the Hybrid Electric Water Pump replaced again?**

A8a: No. If the vehicle has had the remedy for LSC A0N performed, it will not require water pump replacement again, because the replacement water pumps used in the LSC do not have possible coil wire scratching.

**Q9: What if an owner has previously paid for repairs for this condition?**

A9: Owner reimbursement instructions will be provided in the remedy owner letter.

**Q10: What if an owner has additional questions or concerns?**

A10: Owners with questions or concerns are asked to 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 Standard Time.