



Safety Recall H0U – *Remedy Notice*
Certain 2016 Model Year Prius Vehicles
Inverter Assembly Replacement

Frequently Asked Questions
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Q1: *What is the condition?*

A1: The hybrid system in the involved vehicles contains an inverter assembly that may not have been properly assembled. This may cause components in the inverter assembly to become damaged during normal vehicle operation. Under certain conditions, this can lead to a hybrid system shut down. While power steering and braking assist will function normally, a hybrid system shutdown while driving at higher speeds could increase the risk of a crash.

Q1a: *Are there any symptoms/warnings of this condition?*

A1a: If the condition occurs, warning lights will illuminate and warning messages will be displayed.

Q2: *What is Toyota going to do?*

A2: The Toyota Customer Experience Center will call all vehicle owners to inform them that their vehicle is involved in this Safety Recall and to assist in scheduling an appointment at the dealer. Any owner whose vehicle has not been repaired by early December 2017 will be contacted via first class mail.

Any authorized Toyota dealer will replace the inverter assembly with a new one at **NO CHARGE**.

Q3: *Which and how many vehicles are covered by this Safety Recall?*

A3: There are six vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Prius	2016	Early December 2015 – Early June 2016

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: *How long will the repair take?*

A4: The repair takes approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q5: *How does Toyota obtain my mailing information?*

A5: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

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, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.