

Safety Recall H0R (Interim H1R) – *Interim Notice*
Certain 2012-2015 Model Year Prius PHV
Electric Vehicle Fuse Fracture

Frequently Asked Questions



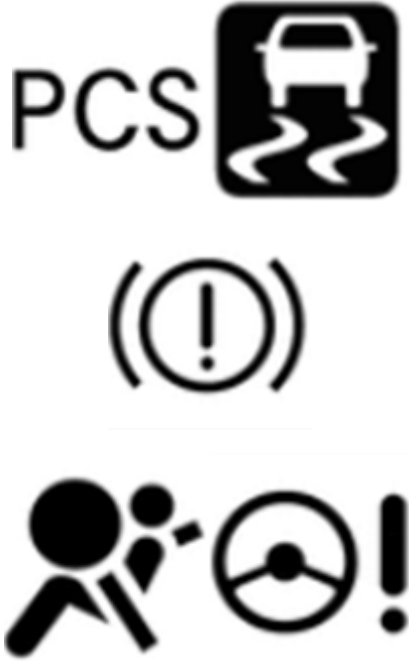
Original Publication Date: November 14, 2017

Q1: *What is the condition?*

A1: The hybrid system on the involved vehicles contain an Electric Vehicle (EV) fuse which may malfunction if the vehicle is repeatedly operated by the electric motor under high-load driving conditions, such as during a long hill climb. If the fuse malfunctions, warning lights and warning messages will illuminate. In some cases, the vehicle can be driven, but with reduced power. In other cases, the hybrid system could shut down resulting in the loss of motive power. Power steering and braking will not be affected. Loss of motive power while driving at higher speeds can increase the risk of a crash.

Q1a: *What are the symptoms or warnings of this condition?*

Q1a: If the condition occurs, warning lights, including the Master Warning light will illuminate and warning messages will be displayed.

		
Warning Message	Master Warning Light	Warning/Indicator Lights

Q1b: Can the vehicle be driven if this condition occurs?

Q1b: If the condition occurs when the vehicle is operated by the engine, the vehicle can still be driven but with reduced power. Also, in this situation, the vehicle cannot be restarted once it is switched off. If this condition occurs when the vehicle is being driven by the electric motor, the hybrid system could shut down resulting in the loss of motive power.

Q1c: Would the power steering and brakes become inoperative if this condition occurs?

Q1c: No. The power steering and the brakes will function normally.

Q2: What is Toyota going to do?

A2: Toyota is currently preparing the remedy. Once the remedy becomes available, Toyota will notify owners advising them to make an appointment with their authorized Toyota dealer to have the EV Fuse replaced at **NO CHARGE**.

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

A3: There are approximately 39,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Prius PHV	2012-2015	Late July 2011 – Early January 2015

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: What if I previously paid for repairs related to this Safety Recall?

A4: Reimbursement consideration instructions will be provided in the owner letter.

Q5: What if I have additional questions or concerns?

A5: 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.