

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
November 15, 2018	<p><i>Effective November 15, 2018, the remedy procedure has been updated. Dealers should refer to the updated Technical Instructions and Dealer Letter on TIS.</i></p> <p>All vehicles that have not already had JOT completed should receive the updated remedy procedure.</p> <p><u>Updates to this Dealer Letter:</u></p> <ul style="list-style-type: none">• The flow chart has been updated.• The warranty reimbursement procedure has been updated.

The most recent updates in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.

Original Publication Date: September 7, 2018

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

SAFETY RECALL J0T (Remedy Notice)

Certain 2016 – 2018 Model Year Prius Engine Wire Harness NHTSA Recall No. 18V-579

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Prius 2016 - 2018	Late June 2015 – Mid-May 2018	192,300	5,200



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On September 5, 2018, 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 2016 – 2018 model year Prius vehicles.

Condition

The subject vehicles have an engine wire harness which is connected to the hybrid vehicle Power Control Unit. A portion of the wire harness could contact the cover at this connection and wear over time, causing an electrical short circuit, which can generate heat. If sufficient heat is generated, there is an increased risk of a vehicle fire.

Remedy

Toyota dealers will check the engine wire harness assembly. If a wire core is exposed, the engine wire harness assembly will be replaced with a new one that includes a protective sleeve. If a wire core is not exposed, protective tape will be installed on the engine wire harness assembly. The repair will be performed **FREE OF CHARGE** to customers.

Covered Vehicles

There are approximately 192,300 vehicles covered by this Safety Recall. There were approximately 200 vehicles distributed to Puerto Rico covered by this Safety Recall.

Owner Letter Mailing Date

Toyota will begin notifying owners within September 2018.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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 you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 5,200 vehicles in new dealer inventory as of September 5, 2018.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60 day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form J1T/J0T" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Protective Tape

The remedy for the vast majority of vehicles covered by this Safety Recall will involve the application of protective tape to a portion of the engine wire harness as described in the remedy procedure instructions. A minimum of 1 roll of tape was shipped to every dealership prior to the launch of the remedy via a third-party shipping carrier (e.g., FedEx, UPS, etc.).

Toyota will ship additional rolls of tape to dealerships throughout the month of September as more inventory becomes available. The quantity of tape that Toyota will ship to each dealer was calculated based upon a combination of vehicle registration, last servicing dealer, retail dealer, and new vehicle inventory at each dealer. Please be alert for the arrival of tape shipments at your dealership. **Note that each roll contains enough tape to service approximately 60 vehicles.**

Parts Ordering Process (Engine Wire Harness Replacement)

Engine wire harness replacement is only required if, during the inspection process, exposed copper is discovered on a wire, or wires, inside of the LH connector harness (of the engine wire harness) at the location referenced in the Technical Instructions. Refer to the Technical Instructions for additional details.

Parts required for engine wire harness replacement:

Part Number	Description	Quantity
82121-47173	Engine Wire Harness	1
22271-37020	Throttle Body Gasket	1
16492-21050	Ring, O Radiator	2
00272-SLLC2	Toyota Super Long-Life Coolant	1.4 Liters

The engine wire harness and throttle body gasket have been placed on MAC (Manual Allocation Control). To get these parts released from MAC, the dealership is required to submit photographic documentation of the wire(s) inside the LH connector harness of the engine wire harness, at the location referenced in the TI, showing exposed copper. The photograph(s) must provide perspective image(s) that clearly illustrate the exposed copper wire(s) that were discovered.

Be prepared for Toyota to request additional images if it is determined that the images initially submitted are insufficient to make proper judgment.

TMNA dealers should refer to the MAC report on Dealer Daily for further instructions on the MAC process.

Note that the requirement for photographic documentation is also applicable to SET and GST dealerships. Those dealerships should ensure that the required photographic documentation is captured. Further instructions for parts release can be obtained from the respective SET or GST region office.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Expert Technician (Hybrid)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

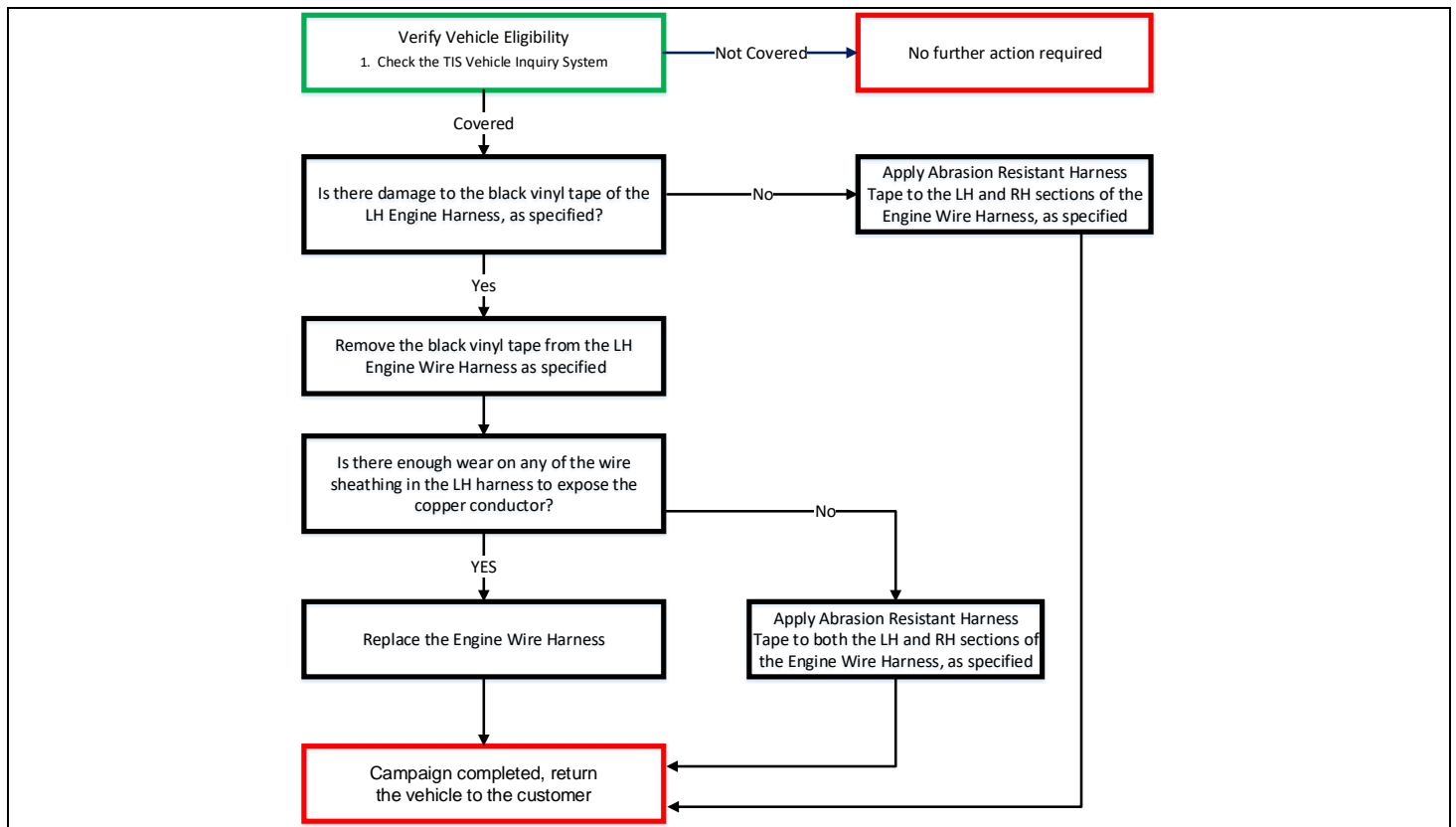
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
J0T001*	Inspect the LH connector of the engine wire harness, at the location referenced in the TI, for exposed copper wires (remove the vinyl tape on the LH connector harness if necessary). + Exposed copper wiring was <u>NOT</u> discovered at the inspection location, engine wire harness replacement <u>IS NOT</u> required. + Apply protective tape to the LH connector at the location referenced in the TI.	0.3
J0T003	Inspect the LH connector of the engine wire harness, at the location referenced in the TI, for exposed copper wires (remove the vinyl tape on the LH connector harness if necessary). + Exposed copper wiring was <u>NOT</u> discovered at the inspection location, engine wire harness replacement <u>IS NOT</u> required. + Apply protective tape to the LH <u>and</u> RH connector harnesses at the locations specified in the TI. <i>See note highlighted in red on the following page for additional information.</i>	0.4
J0T002	Inspect the LH connector of the engine wire harness, at the location reference in the TI, for exposed copper wires (remove the vinyl tape on the LH connector harness if necessary). + Exposed copper wiring <u>WAS</u> discovered at the inspection location, engine wire harness replacement <u>IS REQUIRED</u> . + Replace the engine wire harness.	4.6

Warranty Reimbursement Procedure Continued...

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of up to 1.4 liters of Toyota Super Long-Life Coolant can be claimed at a maximum rate of \$9.00 per vehicle as sublet type "OF" under Op Code J0T002.
- ***The photographic documentation of the exposed copper wire(s) on the LH connector harness, at the location specified in the TI, that was used for engine wire harness parts release, is required to be attached to the warranty claim for OpCode J0T002.***
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days as a sublet type "RT" at a maximum rate of \$35.00 per day under Op Code J0T002.
 - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Effective November 15, 2018, the remedy procedure has been updated and the flat rate time has increased from 0.3 hours to 0.4 hours. Op Code J0T001 should be used on any vehicles that received the remedy prior to November 15, 2018. Op Code J0T001 will remain active for claim filing until December 15, 2018. Effective November 15, 2018, all vehicles that have not already completed J0T should receive the updated remedy procedure and Op Code J0T003 should be used for those vehicles.

*Op Code J0T001 expires on December 15, 2018.

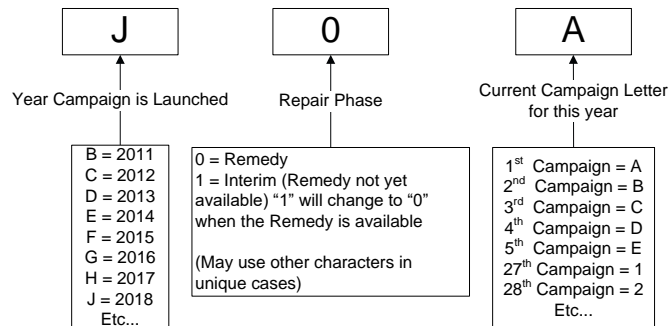
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder

**Examples:**

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 J0A = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 J0T (Remedy Notice)

Certain 2016 – 2018 Model Year Prius

Engine Wire Harness

NHTSA Recall No. 18V-579

Frequently Asked Questions

Original Publication Date: September 7, 2018

Q1: What is the condition?

A1: The subject vehicles have an engine wire harness which is connected to the hybrid vehicle Power Control Unit. A portion of the wire harness could contact the cover at this connection and wear over time, causing an electrical short circuit, which can generate heat. If sufficient heat is generated, there is an increased risk of a vehicle fire.

Q1a: Are there any warnings that this condition will occur?

A1a: No. In some cases, if this condition does occur, a warning light could illuminate, depending on the extent and location of the damage.

Q2: What is Toyota going to do?

A2: Toyota dealers will check the engine wire harness assembly. If a wire core is exposed, the engine wire harness assembly will be replaced with a new one that includes a protective sleeve. If a wire core is not exposed, protective tape will be installed on the engine wire harness assembly. The repair will be performed **FREE OF CHARGE** to customers.

Toyota will send an owner notification, beginning in September, by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the remedy performed.

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

A3: There are approximately 192,300 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Prius	2016 – 2018	Late June 2015 – Mid-May 2018

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

A3a: No. There are no other vehicles involved in this Safety Recall in the U.S. In other counties, there are certain Prius Prime vehicles and certain C-HR Hybrid vehicles involved in this Safety Recall. Prius Prime vehicles that have been distributed to the U.S. are not involved in this Safety Recall and C-HR Hybrid vehicles are not distributed in the U.S.

Q3b: Why are Prius Prime vehicles not involved in this Safety Recall in the U.S?

A3b: The routing of the engine wire harness in Prius Prime vehicles distributed to the U.S. is different from Prius Prime vehicles in certain other markets. Therefore, Prius Prime vehicles distributed to the U.S. are not affected by the condition.

Q3c: Are C-HR (Non-Hybrid) vehicles involved in this Safety Recall?

A3c: No. C-HR (Non-Hybrid) vehicles are not involved in this Safety Recall.

Q4: *How long will the repair take?*

A4: Inspection of the wire harness and installing the protective tape will take approximately 45 minutes. If the inspection determines that the wire harness needs replacement, the repair will take approximately 5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period. If wire harness replacement is necessary, the dealer may offer you a loaner vehicle.

Q5: *What if I previously paid for repairs related to this Safety Recall?*

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

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: 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.

Toyota Motor Sales, USA, Inc.

6565 Headquarters Drive

Plano, TX 75024

(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____ Customer Email _____

Customer Address _____ Home Phone # _____

_____ Mobile Phone # _____

_____ Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____