# SAFETY RECALL J0V (*Remedy Notice)*

**Certain 2010-2014 Model Year Prius**
**Certain 2012-2014 Model Year Prius V**
**Hybrid System Software Update**
NHTSA Recall No. 18V684

**Frequently Asked Questions**
**Original Publication Date: December 20, 2018**

***Q1: What is the condition?***

A1: The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.

This recall remedy will address a new condition in the vehicles involved in previous Safety Recalls E0E & F0R. The previous recalls E0E & F0R did not anticipate the new condition remedied with this recall.

***Q2: What is Toyota going to do?***

A2: Toyota will send an owner notification by first class mail starting in January 2019, advising owners to make an appointment with their authorized Toyota dealer to have a software update for the hybrid system performed ***FREE OF CHARGE.*** For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter assembly will be repaired or replaced ***FREE OF CHARGE.***

**NOTE (Customers who live in the state of California)**
The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this ***FREE*** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A3: There are approximately 807,300 vehicles covered by this Safety Recall.

| Model Name | Model Year | Approximate Total Vehicles | Production Period |
|---|---|---|---|
| Prius | 2010 - 2014 | 698,700 | Late March 2009 – Early February 2014 |
| Prius V | 2012 - 2014 | 108,600 | Late August 2011 – Late June 2014 |

***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.

***Q3b: Can the same problem occur in other hybrid vehicles?***

A3b: No other Toyota or Lexus vehicles were subject to the conditions described in previous Safety Recalls E0E and F0R. Other Toyota or Lexus hybrid vehicles do not use the same hybrid control ECU and software as the involved vehicles, or had improved software as original equipment to reduce thermal stress to certain hybrid inverter components as remedied in the previous recalls.

***Q4: How long will the repair take?***

A4: The software update will take approximately 45 minutes to complete. If the inverter needs to be repaired or replaced, the repair could take up to 7.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time

***Q5: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?***

A5: The following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode.

| **Warning Lights (Prius V)** | |
|---|---|
| | Hybrid system warning |
| | Slip Indicator |
| CHECK | Check Engine Warning Light |
| (Yellow Light) | Electronically Controlled Brake System Warning Light |

| **Warning Lights (Prius)** | |
|---|---|
| | Master Warning Light |
| . CHECK HYBRID SYSTEM | Hybrid system warning message |
| CHECK PCS SYSTEM | PCS system warning message (if equipped) |
| NOTE: If PCS equipped. CHECK HYBRID SYSTEM | Display switches CHECK PCS SYSTEM |
| | Slip Indicator |
| CHECK | Check Engine Warning Light |
| (Yellow Light) | Electronically Controlled Brake System Warning Light |

***Q5a: How long and what distance can a vehicle be driven when the vehicle enters a fail-safe driving mode?***

A5a: It differs in each model and with varying driving and environmental conditions. Generally, the failsafe mode is designed to allow the driver to operate the vehicle at reduced power for certain distances to allow the driver to maneuver the vehicle to a safe location.

***Q5b: What should I do if my vehicle enters fail-safe driving mode?***

A5b: If a vehicle enters a fail-safe driving mode, the driver should pull over and stop the car in a safe area at the earliest opportunity. The driver should then contact his/her local Toyota dealer for assistance.

***Q5c: Can you describe what happens when the vehicle does not enter fail-safe driving mode as intended? Would the brakes still be operational?***

A5c: The vehicle will run on inertia only. However, the brakes, power steering, and auxiliary systems such as turn signals will be operational as usual.

***Q6: Toyota already has an existing recall for a similar condition. What is the difference between the previous recall and this new recall?***

A6: Toyota identified a new safety defect in the involved Prius vehicles where a specific component failure, coupled with hard acceleration, could cause the vehicle to lose power rather than enter a failsafe driving mode. This recall is in addition to a prior action for the involved vehicles (Safety Recalls E0E and F0R), which improved the thermal management of certain hybrid components and the software logic to place the vehicle into failsafe in the event of an ECU reset. The prior recalls did not anticipate the conditions of this new condition.

***Q6a: I did not have Safety Recall E0E or F0R performed on my vehicle. Do I need to have those recalls performed prior to having J0V performed?***

A6a: **No. Please make an appointment with any authorized dealer to have Safety Recall J0V performed.** When applying the J0V remedy to your vehicle, the remedy will automatically apply any additional software update that is a part of Safety Recall E0E or F0R, as needed.

***Q6b: If I had Safety Recall E0E or F0R performed, do I still need to have Safety Recall J0V performed?***

A6b: **Yes. J0V is a new important Safety Recall.** The software update performed in Safety Recall E0E/F0R did not address the condition in this new Safety Recall J0V.

***Q7: What steps can I take to reduce the possibility of this condition occurring until the remedy is performed?***

A7: Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your owner's manual, Toyota does not recommend towing with your Prius or Prius V, and we urge you to follow this recommendation to avoid placing a high load on the hybrid system.

***Q8: What if I experience the condition described above?***

*A8:* If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair.

***Q9: What if I previously paid for repairs related to this Safety Recall?***

A9 Reimbursement consideration instructions will be provided in the owner letter.

***Q10: How does Toyota obtain my mailing information?***

A10: 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.

***Q11: What if I have additional questions or concerns?***

A11: 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.