

DISTRIBUTE TO: ☒ Service Manager ☒ Warranty Administrator	 TOYOTA <i>Warranty Policy Bulletin</i>	No.: POL14-05 Date: 8/14/14 Page: 1 of 5 REVISED 9/26/18
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE3):
 WARRANTY EXTENSION FOR HYBRID INVERTER
 ASSEMBLY ON CERTAIN 2010-2014 MY PRIUS VEHICLES**

Background

Toyota has received some reports indicating the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail. This condition is indicated by the hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A. If one or more of these DTCs are detected, various warning lamps on the instrument panel will illuminate and the vehicle will enter fail safe mode.

Applicability

The hybrid inverter assembly* is covered under the Toyota New Vehicle Limited Warranty for 8 years from the date of first use or 100,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to the condition described above.

This Warranty Enhancement Program provides an extension to the Toyota New Vehicle Limited Warranty for repairs related to certain internal malfunctions of the IPM. The vehicles covered under this warranty enhancement must first have Safety Recall E0E performed (if applicable). This warranty enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure. If the condition is verified, an appropriate remedy will be performed under the terms of this Warranty Enhancement Program.

This warranty enhancement provides coverage for **15 years, regardless of mileage.**

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

***Note:** For California-certified vehicles sold, registered, and normally operated in Arizona (12MY only), California, Connecticut, Maine, Maryland (beginning with 11MY), Massachusetts, New Jersey, New Mexico (10MY-11MY only), New York, Oregon, Rhode Island, and Vermont the warranty coverage is 15 years from the date of first use, or 150,000 miles (whichever occurs first).

Applicability (Continued)

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Applicable VIN Ranges

WMI	VDS	Model Year	Start	End
JTD	KN3DU	2010	0001044	0246000
			1000089	1314319
			5000002	5229180
		2011	0242812	0329648
			1308891	1479507
			5226927	5374171
		2012	0320767	0336945
			1389037	1615196
			5287389	5538257
		2013	0336850	0356537
			1575758	1735090
			5489733	5705210
		2014	0356538	0361881
			1732984	1795831

Note: Not all vehicles in the VIN range are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Claim Submission

Claim Type	Opcode	Description	Labor Time	OFP
Repair Program	AHG10A	Replace the Inverter Assembly with Converter	2.0 hr./vehicle	G9200-#####
	AHG10B	Replace the IPM Transistor	2.9 hr./vehicle	
	AHG10C	Replace the IPM Transistor + Replace the MG ECU	2.9 hr./vehicle	

- The cost of Super Long-Life Coolant (SLLC) may be claimed, at a maximum of \$15.00 per vehicle, as Sublet Type "OF" under all opcodes listed above.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Opcode	Part Number	Description	Quantity
AHG10A	G9200-49025*	Inverter Assembly w/ Converter	1
	G9200-49065*	Inverter Assembly w/ Converter	1
	G9200-49075*	Inverter Assembly w/ Converter	1
	G9200-47121*	Inverter Assembly w/ Converter	1
AHG10B	04899-47021	IPM Transistor Kit	1
	04899-47060	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
	90430-18008	Gasket	1
	G920J-52010*	Inverter Current Sensor	1
	G9208-47090*	Inverter Wire Sub Assembly	1
	08826-00100	Seal Packing	1
	91551-80618	Bolt, Flange	1 (Part not required, available in case of breakage)
AHG10C	G920H-47030*	MG ECU	1
	04899-47021	IPM Transistor Kit	1
	04899-47060	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
	90430-18008	Gasket	1
	G920J-52010	Inverter Current Sensor	1
	G9208-47090	Inverter Wire Sub Assembly	1
	08826-00100	Seal Packing	1
	91551-80618	Bolt, Flange	1 (Part not required, available in case of breakage)

*Due to a limited number of available parts, these parts have been placed on Manual Allocation Control (MAC). If you require a part that is on MAC, please send an email to Quality_Compliance@Toyota.com with the following information:

1. Subject Line: ZE3 MAC Release Request (Dealer Code)
2. Dealer Code
3. DTC's Present or Reason for Order (If parts are required due to a failed calibration attempt, include the calibration ID that failed)
4. VIN
5. Part Number and Quantity Ordered
6. Order Reference Number
7. Order Date
8. Contact Person

Replacement Parts (Continued)

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

Important Notes:

- Once you have placed your order, DO NOT upgrade or change your order status.
- Dealerships must provide the above listed information within 48 hours of order placement; failure to provide the information above will result in an order cancellation.

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:

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy 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.

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0036-16, please refer to TIS for additional information.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.