



CustomerServicesDivision

Toyota Motor Sales, U.S.A., Inc.
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TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 40A
(2004 MODEL YEAR PRIUS – HYBRID VEHICLE ELECTRONIC CONTROL UNIT)

Toyota will initiate a Special Service Campaign (SSC) to reprogram the Hybrid Vehicle Electronic Control Unit (HV ECU) on certain 2004 Model Year Prius vehicles.

On certain 2004 Model Year Toyota Prius vehicles, if the vehicle’s Hybrid Vehicle Electronic Control Unit detects a system fault, the master warning light and/or the hybrid system warning light may illuminate, depending upon the error identified. If this should occur, the vehicle will enter a “fail-safe” mode. Due to a programming error, if the vehicle is restarted in the “fail-safe” mode, a secondary condition may occur where the vehicle transmission may not operate smoothly.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification will commence in late January, 2004.

If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs. Perform repairs as outlined in the attached Technical Instructions.

2. Identification of Involved Vehicles

Nationally, there are approximately 3,500 Model Year 2004 Prius vehicles involved in this campaign.

YEAR	MODEL	VIN Range	
		VDS	Range
2004	Prius	KB20U	40001009 – 40012242
		KB22U	40001142 – 40012271

NOTE: Not all vehicles in the VIN ranges are involved in this SSC. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer or prior to dealer delivery. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

3. Vehicles in Dealer Stock

Dealerships are requested to perform the campaign procedure on any vehicles in their stock prior to sale or lease of the vehicles within the applicable period.

4. Dealer/Owner Lists

Dealer/Owner Lists for this campaign have been distributed to each dealership’s Service and Parts Managers. These lists are based on selling dealership. Dealerships which did not sell an affected vehicle, or do not have affected vehicles in stock, will receive a report indicating so.

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

STATE	UIO		STATE	UIO		STATE	UIO		STATE	UIO		STATE	UIO
AK	10		GA	4		ME	14		NJ	61		SD	7
AL	4		IA	35		MI	98		NM	39		TN	39
AR	15		ID	19		MN	55		NV	36		TX	111
AZ	87		IL	157		MO	65		NY	65		UT	35
CA	107 3		IN	70		MS	10		OH	124		VA	87
CO	122		KS	30		MT	11		OK	23		VT	16
CT	14		KY	32		NC	12		OR	134		WA	172
DC	1		LA	26		ND	8		PA	97		WI	88
DE	10		MA	99		NE	17		RI	14		WV	16
FL	42		MD	76		NH	21		SC	1		WY	6

5. Repair Procedures

Refer to the attached Technical Instructions.

NOTE: Prior to performing the repair, TMS Service Technology strongly recommends that all Diagnostic Tester Program Cards be updated to version 10.2a production (release 107) as soon as possible. Failure to upgrade to the most recent release could result in mis-diagnosis, ECU flash reprogramming errors or scantool performance issues.

6. Parts Ordering

Recalibration labels (packages of 25) are necessary for the completion of this campaign, which can be ordered through the Material Distribution Center (MDC). The Material Number is 00451–00001–LBL. No other parts are required, as the remedy involves only the electronic recalibration of the HV ECU software.

7. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation codes to be used for this Special Service Campaign are as follows:

SSC #	Op. Code	Description	Flat Rate Hour
40A	3616K1	Recalibrate the HV ECU.	1.3 Hr/Veh

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

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 Special Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.