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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZTV):
WARRANTY EXTENSION FOR COMBINATION METER ON
CERTAIN 2004-2009MY PRIUS VEHICLES**

Background

Toyota has received a limited number of reports from high mileage 2004 to certain 2009 model year Prius vehicles regarding the Combination Meter display not illuminating when the vehicle's ignition is turned "ON". This condition may occur in certain cold weather conditions and is identified during vehicle start-up.

Applicability

The combination meter is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover the replacement of the combination meter for **9 years with no mileage limitation from the date of first use or before September 30, 2013** (whichever is longer for the condition described above).

Please verify VIN applicability for this Warranty Extension by checking TIS before completing any repairs.

Please note that damage incurred from abuse, an accident, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.

Applicable VIN Ranges

Please refer to page 2 for applicable VIN ranges.

Applicable VIN Ranges (continued)

Model	WMI	Model Year	VDS	Start Serial	Finish Serial
Prius	JTD	2004	KB20U	0001009	0116870
			KB22U	0001142	0116845
		2005	KB20U	0116874	0133248
				3000000	3128076
				7003414	7057937
			KB22U	0116872	0133240
				3000008	3128067
				7004342	7057888
		2006	KB20U	3099688	3202428
				7057941	7545074
			KB22U	3128082	3202418
				7056471	7544598
		2007	KB20U	3201067	3296439
				7083497	7694891
		2008	KB20U	3291973	3462539
				7690436	7818544
		2009	KB20U	3458507	3546425
				7815791	7894047

Claim Submission

Claim Type	Op. Code	Description	Labor Time	Rental
Repair Program	2720HA	Replace Combination Meter Computer	1.0	3 Days

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

Rental

Since a new combination meter will need to be ordered from the supplier with the current mileage pre-programmed, a rental may be provided to ensure the combination meter and vehicle mileage remain the same. A maximum 3 day rental is allowed and should not exceed \$35/day.

When submitting claims with rental, use "RT" sublet type and "LNM" as the sublet reason code.

If the maximum number of rental days and/or rental amount is exceeded, the claim will require District Service and Parts Manager (DSPM) authorization.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Towing

If this condition occurs, it will happen at vehicle start-up when the vehicle is stopped. In the unlikely event that a customer experiences this condition, some indicators and/or gauges on the instrument panel may not be viewable. If this occurs, the customer will contact your dealership and make an appointment. Please advise the customer they may do the following in the meantime:

- To turn off the vehicle, the customer will need to hold the Start/Stop button down for 3 or more seconds.
- The combination meter may re-illuminate if the ignition is cycled ON/OFF/ON. If the combination meter does not re-illuminate the vehicle should not be driven. If this occurs, the vehicle should be towed to the nearest authorized Toyota dealership.

NOTE: Towing costs may be included on the warranty claim. If the customer has paid for towing, please reimburse the customer for the costs incurred. The towing cost should be listed in the sublet section of the claim using sublet type "TW." A copy of the towing invoice will be required and must be attached to the claim.

Replacement Parts

This condition is primarily found in cold weather climate conditions. When the vehicle is brought to your dealership it may no longer be in a climate which allows duplication of the condition. If this occurs, please verify with the customer that the experienced condition is in accordance with this Warranty Extension and proceed with replacement of the combination meter.

All combination meters will be recovered for failure confirmation. Dealers should only replace combination meters if there is a customer complaint. In addition, Toyota will be monitoring operation codes to ensure usage is consistent with local, season, and environmental conditions, as well as dealer PMA UIO.

Part Name	Model Year	Part Number	Quantity	Applicable TSB
Combination Meter Computer	2004	83291-47300-RP	1	T-SB-0172-09
	2005	83291-47320-RP		
	2006-2009	83291-47360-RP		

NOTE: Please refer to PANT Bulletin GI07-29 for additional part ordering information.

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

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Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair or replacement of the combination meter 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 Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

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

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