

**PRIUS**

**2001 through Mid-2003 Model Year Prius HV Battery Modification
SPECIAL SERVICE CAMPAIGN NOTICE 40G**

Dear Prius Customer:

Thank you very much for your patronage of Toyota. We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign Program, which includes your Prius vehicle.

What is the potential problem?

The innovative and environmentally friendly Prius achieves improved fuel efficiency and reduced exhaust emission through the use of the Toyota Hybrid System (THS). THS incorporates the use of an advanced gasoline engine combined with state-of-the-art electric motor technology to achieve optimal balance. To supply energy to the electric motor, the Prius contains a Hybrid Vehicle (HV) Battery.

On certain 2001 through mid-2003 Model Year Prius vehicles, there is a possibility that a very small amount of electrolyte may seep from the HV Battery around one or more of the positive HV battery terminals. If this should occur under high humidity conditions, the HV Battery Computer will detect a drop in the resistance and illuminate the Master Warning Light and Hybrid System Malfunction Warning Light.

What is included in this Special Service Campaign?

To ensure that you are not inconvenienced by these symptoms, Toyota would like to inspect and repair the HV Battery in your vehicle by opening, cleaning and re-sealing the positive HV battery terminals. Your Toyota dealer will conduct this service at **NO COST** to you. Please note, however, that the re-sealant must be applied while the outside temperature is higher than 40° F. If the ambient temperature is lower, your local dealer may not be able to perform the repair at that time and thus may have to make other arrangements to ensure your vehicle does not experience the above condition.

How do you take advantage of this Special Service Campaign?

As special arrangements must be made to assure the necessary parts are in stock, please contact your authorized Toyota dealer to make an appointment to inspect and repair the HV Battery as soon as possible. The labor time necessary is approximately 5 hours. However, depending upon the dealer's work schedule and the ambient temperature, it may be necessary to make your vehicle available for a longer period of time. The Toyota dealer will make every effort to assure your utmost convenience during this service.

Please present this notice to the Toyota Dealer when you bring the vehicle in for your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer would be more than happy to answer any of your questions and set up an appointment to perform the repair. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving the Toyota Prius.

Sincerely,

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

