

June 1, 2011

Safety Recall

2001 through 2003 Model Year Prius Vehicles: Electric Power Steering (EPS) Pinion Shaft Nuts

Q&A

Q1: What is the condition?

A1: In the EPS system of the 2001 through 2003 Prius, due to the inadequate fixation of nuts that secure the pinion shaft in the steering gear box assembly, if the steering wheel is repeatedly and strongly turned to the full-lock position, there is a possibility that the nuts may become loose. If the vehicle is continuously operated in this condition, the pinion shaft may become unstable which may cause power generated by the electric motor to not be fully transmitted, which could result in significant increased steering effort when making a left turn increasing the risk of a crash.

Q2: What is the EPS system?

A2: The Electric Power Steering (EPS) system provides power assistance to reduce steering effort. It generates torque using a power steering motor and a reduction mechanism which are assembled in the steering gear box assembly.

Q3: Are there any warnings that this condition exists?

A3: Over time, the customer will gradually notice that it takes more effort to turn the steering wheel in a left turn.

Q4: Which and how many vehicles are covered by this Safety Recall Campaign?

A4: There are approximately 52,000 Toyota Prius (2001 through 2003 model year) vehicles covered by this Safety Recall. There are 223 affected vehicles in Hawaii.

Q4a: What is the production period of the covered vehicles?

A4a: The covered Prius vehicles were produced from late January, 2000 to late May, 2003.

Q4b: Are there any other Toyota or Lexus vehicles covered?

A4b: No, this specific condition only covers 2001 through 2003 model year Prius vehicles.

Q5: What is Toyota going to do?

A5: Any authorized Toyota dealer will replace the nuts which secure the pinion shaft with different ones at **NO CHARGE** to the vehicle owner. Toyota anticipates parts will become available in sufficient quantities starting in late June 2011. Owner notification letters sent by first class mail will begin mailing in early July, 2011.

Q6: How long will the repair take?

A6: The repair will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if an owner has previously paid for repair to address the condition described above?

A7: Reimbursement consideration instructions will be provided in the Remedy owner letter.

Q8: What should an owner do if they experience the condition or have immediate concerns about the current safety of their vehicle?

A8: Owners with questions or concerns are asked to please call your local Toyota Hawaii dealer. Customers on Oahu can also call Toyota Customer Care at 839-2273. Customers on the neighbor islands should call 1-888-272-5515 (toll-free).