



# TOYOTA

## Customer Satisfaction Campaign

Section : Engine  
C/I Ref. No. : ZKBA-095  
Issue Date : 17 Nov 2010  
Page : 1 of 1

Area Application: Toyota Motor Europe Operational Area

Model Name: Prius

Model Code: NHW20

Campaign Type: Customer Satisfaction Campaign

Subject : HV Electric Water Pump

### WHAT IS TOYOTA GOING TO DO?

Owners of the involved vehicles will receive a campaign notification by first class mail. Toyota retailers / authorized repairers will replace the Hybrid Electric Water Pump with an improved one.

### WHICH VEHICLES ARE INVOLVED?

Model Name	Model Code	VIN Range			Production Period
		WMI	VDS	VIS	
Prius	NHW20	JTD	KB20U#	#0001083 - #0133250 #3000015 - #3270047 #7000003 - #7665189	Aug. 4 2003 through May 25 2007
			KB22U#	#0002646 - #0002646	

Note: # indicates that various characters may occupy that position.

IMPORTANT: - Not all vehicles in these ranges are affected and/or sold in your country.  
- The detailed VIN-list of affected vehicles is available at your local Toyota retailers / authorized repairers.

### WHAT SHOULD AN OWNER DO IF THEY ARE CONCERNED ABOUT THIS CONDITION?

- Owners are requested to contact their local Toyota retailer / authorized repairer for confirmation whether their vehicle is involved.
- Owners are requested to contact their local Toyota retailer / authorized repairer for diagnosis and repair.
- This Customer Satisfaction Campaign will be performed at **NO COST** by any Toyota retailer / authorized repairer

### WHEN WILL THIS CUSTOMER SATISFACTION CAMPAIGN EXPIRE?

This Customer Satisfaction Campaign will be available at **NO COST** to the vehicle owners until end of November 2013.

# TOYOTA

TOYOTA MOTOR EUROPE NV/SA