

**PRIUS**

**2001 through Early 2002 Model Year Prius Electronically-Assisted Power Steering
Warranty Enhancement Notice**

Re: 2001 Prius JT2BK12U310021122

Dear Prius Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an extension to portions of your Prius's New Vehicle Limited Basic Warranty.

Toyota cares about our customers

The innovative and environmentally-friendly Prius uses an electronically-assisted power steering rather than a traditional hydraulic system. Toyota has received reports of customer concerns regarding an unusual steering wheel vibration in certain 2001-through early 2002 model year Prius vehicles.

Although the electronically-assisted power steering rack is generally covered by Toyota's New Vehicle Limited Basic Warranty for 3 years or 36,000 miles, we at Toyota care about your overall experience with the Prius. To assure you that we stand behind our product, we are offering an extension of the warranty coverage on your vehicle's electronically-assisted power steering rack.

This warranty extension is offered for a total period of 5 years, with no mileage limitation, from the vehicle's in-service date for a steering wheel vibration related to your Prius's electronically-assisted power steering rack assembly. The specific component(s) covered by this warranty extension are as follows:

- Electronically-assisted power steering rack assembly

This offer is limited to your specific Prius whose VIN is provided above and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the electronically-assisted power steering rack assembly. Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

What should you do?

If you have not experienced this condition, please insert this letter into your Prius's Owner's Warranty Information booklet for future reference.

In the event that you experience the steering wheel vibration related to your Prius's electronically-assisted power steering rack assembly, contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

If you no longer own the vehicle, please utilize the enclosed postage paid form and provide us with the name and address of the new owner.

What if you have previously paid for repair or replacement of your Electronically-Assisted Power Steering Rack?

If you have previously paid for the repair or replacement of one of the component(s) listed above during the applicable period, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

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



Spanish translation on reverse side
Traducción en español en el reverso



This letter is made from recycled paper.