

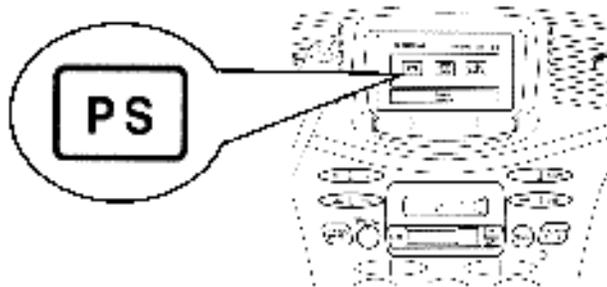
TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN ☐ Y05
(2001 MODEL YEAR PRIUS POWER STEERING GEAR)

As you are already aware, Toyota will initiate a Special Service Campaign (SSC) to install a new power steering gear assembly in certain 2001 MY Prius vehicles.

The Prius is a very special vehicle representing the first practical hybrid in the U.S. It packages an environmentally friendly powertrain with a stylish body, attracting the young, well educated, green conscience buyer. As such, the vehicle was also marketed in a special manner by taking orders exclusively on the internet.

The Prius uses a newly designed electronically assisted power steering system rather than a traditional hydraulic system. Torque sensors, which are built into the power steering gear assembly, may send an improper electrical signal to the power steering electronic control unit (ECU). When this happens the driver will notice a warning icon (shown below) displayed on the center panel, a chime will sound, and higher than normal steering effort may be experienced depending upon vehicle speed.



This condition may be most noticeable at low speed, such as when parking the vehicle. If this should occur, it may be **temporarily** corrected in certain cases if the vehicle is parked, the ignition is turned ☐OFF☐ and then turned back ☐ON☐

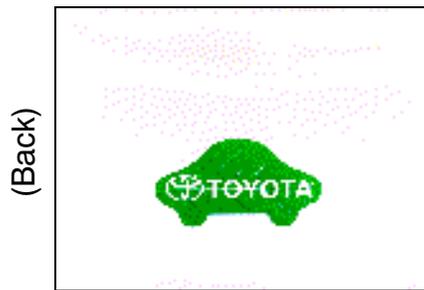
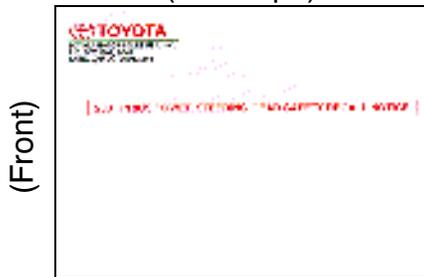
The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. Owner Handling and Notification Letter Mailing Date

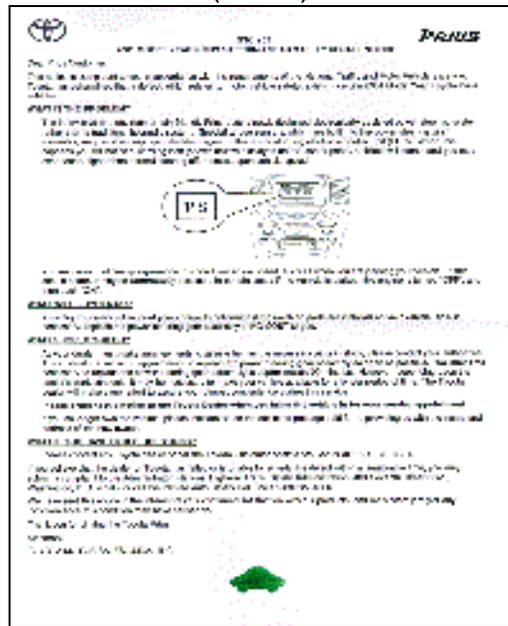
We cannot stress enough the significance of meeting the customer's expectations. These first purchasers and lessees took a chance on Toyota's name and reputation in purchasing this highly innovative product. We request your assistance in assuring these customers are appropriately handled.

- As the Prius represents a "clear" green vehicle, we highly recommend the vehicle be returned to the owner in a "clear" condition representative of the vehicle's image.
- **Vehicle rental and towing allowances are available should customers require it based upon parts availability, service department scheduling contingencies and vehicle operation concerns.** Please follow standard warranty practices for eligibility. Refer to the reimbursement section of this notice and the Toyota Warranty Policy and Procedures Manual for claim filing instructions.
- In keeping with the Prius' image, a customized owner letter has been developed **Notification to the owners will commence during the fourth week of October, consistent with parts availability.**

(Envelope)



(Letter)



- **You are encouraged to contact vehicle owners based upon telephone numbers provided in the Dealer/Owner List or your retail records.** Please order the appropriate parts through your parts field representative (e.g., DSPM or DPM) and schedule customer appointments based upon parts arrival. (See Parts Ordering for details).
- If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please verify eligibility through TDN. Perform repairs as outlined in the attached Technical Instructions.

2. Identification of Involved Vehicles

Nationally, there are approximately 1,750 vehicles which fall within the VIN and Power Steering Gear Production Ranges listed below. However, only **450** are owned or leased by customers.

VIN Range*

Make/ Car Line	Model Year	VIN		Production Period
		VDS	Serial Range	
Toyota Prius	2001	BK12U BK18U	0002009 ☐ 0007793	May 9, 2000 - July 21, 2000

* As always, check TDN to confirm VIN eligibility and to assure the SSC has not already been completed.

Power Steering Gear Production Range for USA ** =000001 - 005878

[The production range for all of North America (including Canada) extends to 005928]

** Refer to the SSC Y05 Technical Instructions for the location of the Production Number.

3. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicles acquired in their inventory, which are involved in a safety recall, until the necessary repairs have been performed.

4. Dealer/Owner Lists

Dealer/Owner Lists for this campaign have been distributed to each dealership ☐s Service and Parts Managers. You may utilize this listing to contact your customers to set up an SSC appointment. These lists are based on selling dealership. If your dealership did not sell an affected vehicle or does not have affected vehicles in stock, you will receive a report indicating so.

5. Repair Procedures

Refer to the attached Technical Instructions.

6. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual. The operation codes to be used for this campaign are as follows:

SSC #	Op. Code	Description	Flat Rate Hour
Y05	0504J1	Inspection Only	0.2 hr/vehicle
	0504J2	Inspect and Replace Power Steering Gear Assy (includes alignment only)	2.5 hr/vehicle
	0504J5	Inspect and Replace Power Steering Gear Assy (includes alignment & Toe-In adjustment)	2.6 hr/vehicle

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

If necessary, towing and rental car claims can be filed following the instructions described in the Toyota Warranty Policy and Procedures Manual. Vehicle rentals for this SSC should be submitted using sublet type "RT".

7. Parts Ordering

Parts availability will be limited during the launch stages of this SSC. Therefore, **only actual customer vehicle orders will be processed during the initial phase of this SSC.**

- a) In order to expedite customer vehicle repairs, dealers are encouraged to contact your customers and setup service appointments for the completion of this SSC.
- b) When setting up an appointment, your dealership Parts Manager must contact your parts field representative (e.g., DSPM or DPM) to order the necessary parts.

NOTE: You will not be able to place parts orders through your normal parts ordering channels. Do not contact your PDC for parts ordering.

- c) Provide the following information when placing the order:
 - Dealer Code
 - Dealership Contact Name and Telephone Number
 - 17-Digit VIN
 - Owner Name/Address Information or Indicate TRAC or Undelivered Vehicle

NOTE: The 6-Digit Steering Rack Number will no longer be required for orders to be processed. Dealers must continue to check the number to assure the steering rack is affected.

- d) Allow **at least** four working days from the date you order the parts until the customer is scheduled to visit your dealership.
- e) Parts should only be ordered for your immediate appointments.
- f) Once all customer vehicles are repaired, or as parts availability permits, we will begin accepting orders in the following priority:
 1. TRAC vehicles which exhibit the condition
 2. TRAC vehicles which do not exhibit the condition
 3. Undelivered vehicles

[Part Numbers for Reference and Reimbursement Claim Purposes]

Vehicle	Part Number	Description	Qty/ Vehicle*
PRIUS	44200 - 47060	Electric Power Steering Assy	1
	90119 - 12309	Bolt w/ Washer	2
	90119 - 12329	Bolt w/ Washer	2
	95381 - 03020	Cotter Pin	2

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

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



SSC Y05

PRIUS

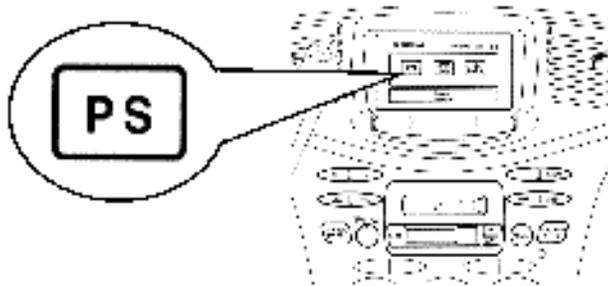
2001 MODEL YEAR PRIUS STEERING GEAR SAFETY RECALL NOTICE

Dear Prius Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has determined that a defect, which relates to motor vehicle safety, exists in certain 2001 Model Year Toyota Prius vehicles.

WHAT IS THE PROBLEM?

The innovative and environmentally friendly Prius uses a newly designed electronically assisted power steering system rather than a traditional hydraulic system. Special torque sensors, which are built into the power steering gear assembly, may send an improper electrical signal to the power steering electronic control unit (ECU). When this happens you will notice a warning icon (shown below) displayed on the center panel, a chime will sound, and you may experience higher than normal steering effort depending upon vehicle speed.



This condition may be most noticeable at low speed, such as when you are parking your vehicle. If this should occur, it may be **temporarily** corrected in certain cases if the vehicle is parked, the ignition is turned OFF and then turned back ON.

WHAT WILL TOYOTA DO?

Your Toyota dealer will inspect your vehicle to determine if the involved parts are installed on your vehicle, and, if necessary, replace the power steering gear assembly at NO COST to you.

WHAT SHOULD YOU DO?

As your dealer must make arrangements to assure he has the necessary parts in stock, please contact your authorized Toyota dealer to make an appointment to replace the power steering gear assembly as soon as possible. The labor time necessary to replace the power steering gear assembly is approximately 2.5 hours. However, depending upon the dealer's work schedule, 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?

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 1-800-331-4331.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 888-327-4236.

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.



TECHNIC A L INSTRUC TIONS

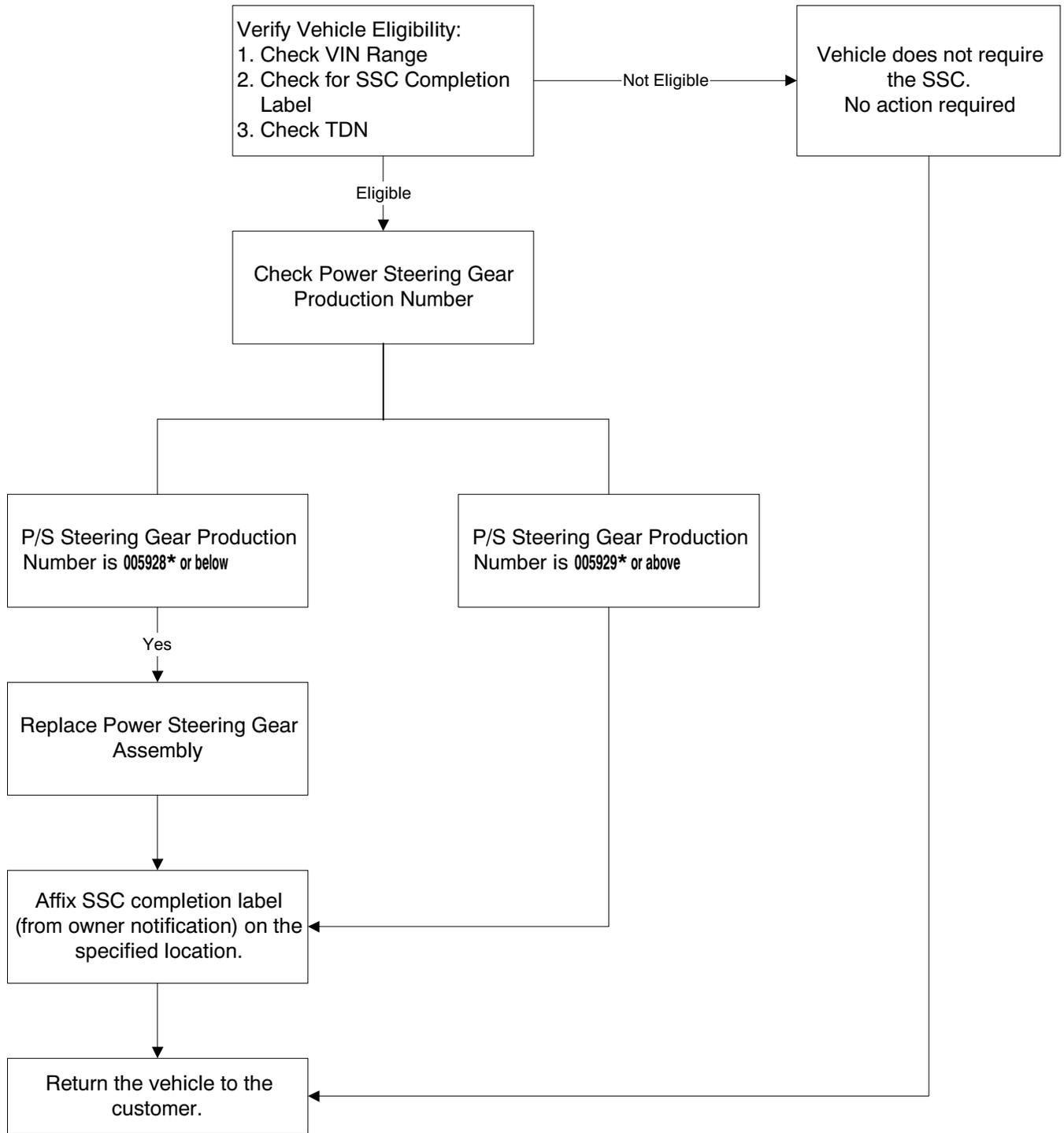
FOR

SP ECI A L SE RVIC E C AM PA I G N Y05

2001 PRIUS

PO W ER STE ERING GE AR REPLA CEMENT

I. OPER A TION FLO W CH AR T



*The power steering gear production range for the USA is 000001 to 005878. (The production range for all North American vehicles (including Canada) extends to 005928). Refer to Section IV Work Procedure for the location of the Production Number.

II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

MODEL	YEAR	VIN Range	
		VDS	Range
Prius	2001	BK12U	0002009 ☐ 0007793
		BK18U	

B. POWER STEERING GEAR PRODUCTION RANGE

Production Range	Action
000001 ☐ 005928	Replace Power Steering Gear Assembly
005929 ☐ 999999	Proceed to Section VI

III. PREPARATION

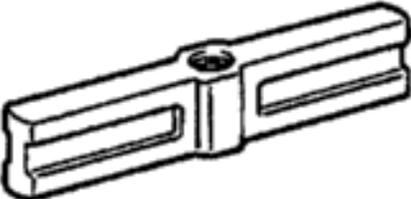
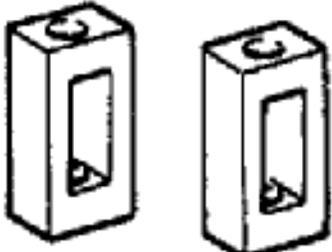
A. PARTS

Part Number	Part Name	Qty/ Vehicle
44200-47060	Power Steering Gear Assy.	1
90119-12309	Bolt	2
90119-12329	Bolt	2
95381-03020	Cotter Pin	2

B. TOOLS

- Standard Hand Tools
- T30 Torx☐ Socket
- Torque Wrench
- Transmission Jack

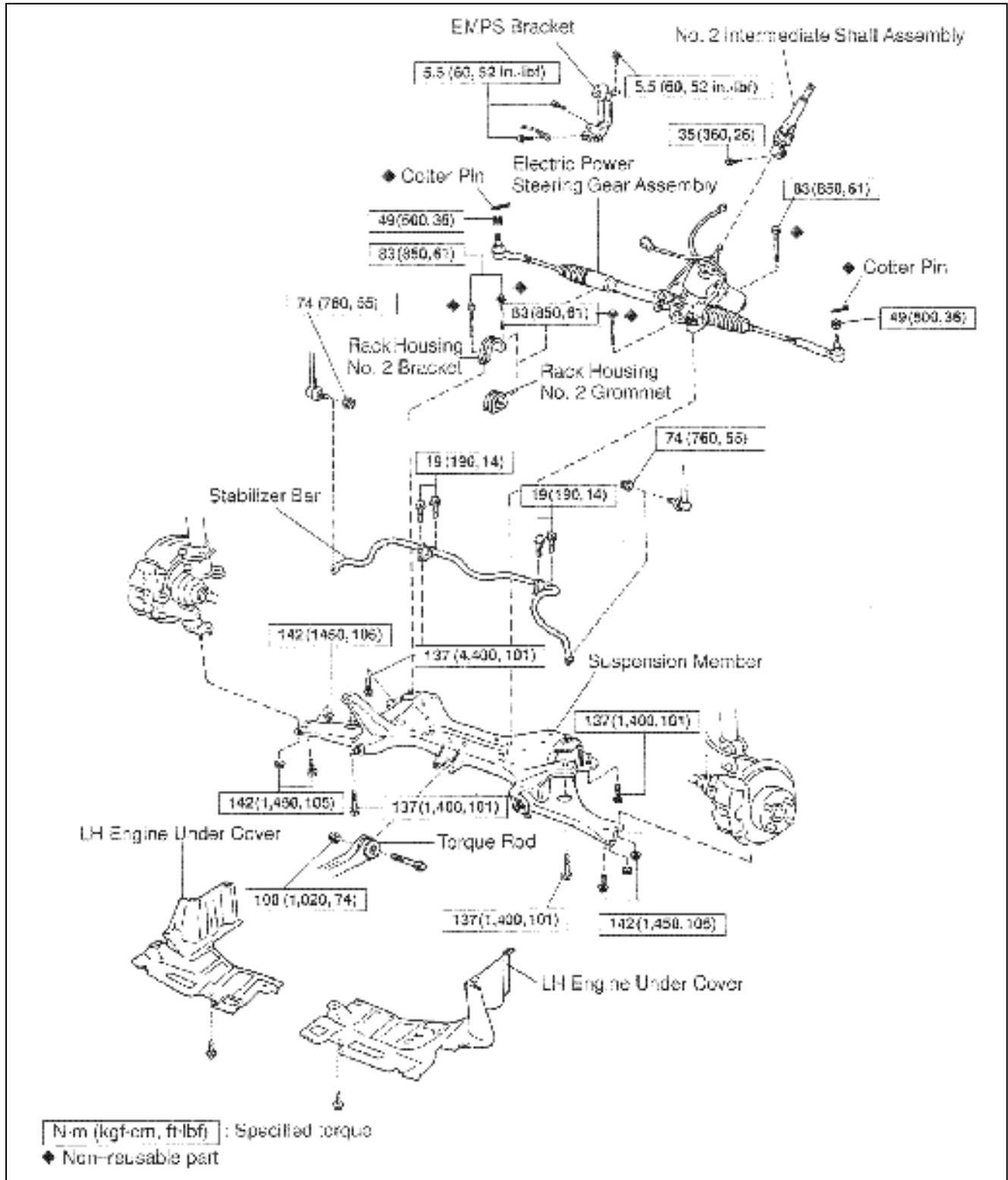
Special Service Tools (SST)

	<p>09628-62011 Ball Joint Puller (or equivalent) Needed to remove the tie rods ends from the steering knuckle.</p>
	<p>09950-50012 Puller Set C (or equivalent) Needed to remove the steering wheel.</p>
	<p>(09951-05010) Hanger</p>
	<p>(09952-05010) Slide Arm</p>
	<p>(09953-05020) Center Bolt 150</p>
	<p>(09954-05020) Claw No. 2</p>

NOTE: SST numbers in parentheses are included in Puller Set C SST

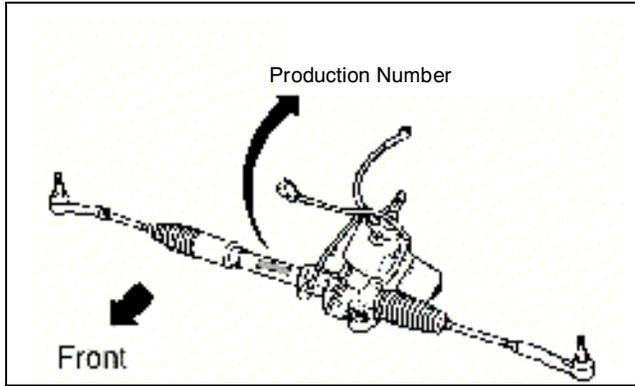
09950 -500 12.

C. COMPONENTS



IV. WORK PROCEDURE

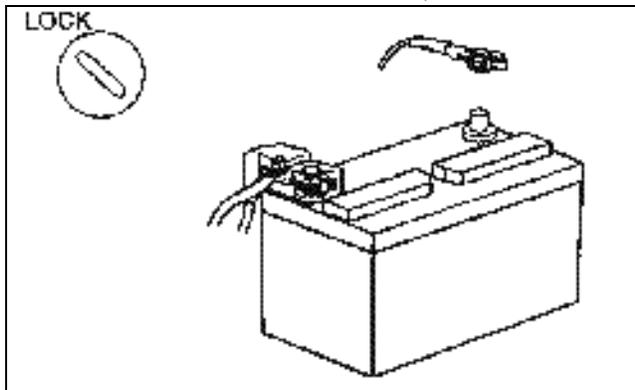
A. VEHICLE INSPECTION



- INSPECT POWER STEERING GEAR ASSEMBLY LOT NUMBER.
 - Place vehicle on lift.
 - Inspect production number on P/S gear assembly.

Production Range	Action
000001 - 005928	Replace Power Steering Gear Assembly
005929 - 999999	Proceed to Section VI

B. REPLACEMENT OF P/S GEAR ASSEMBLY



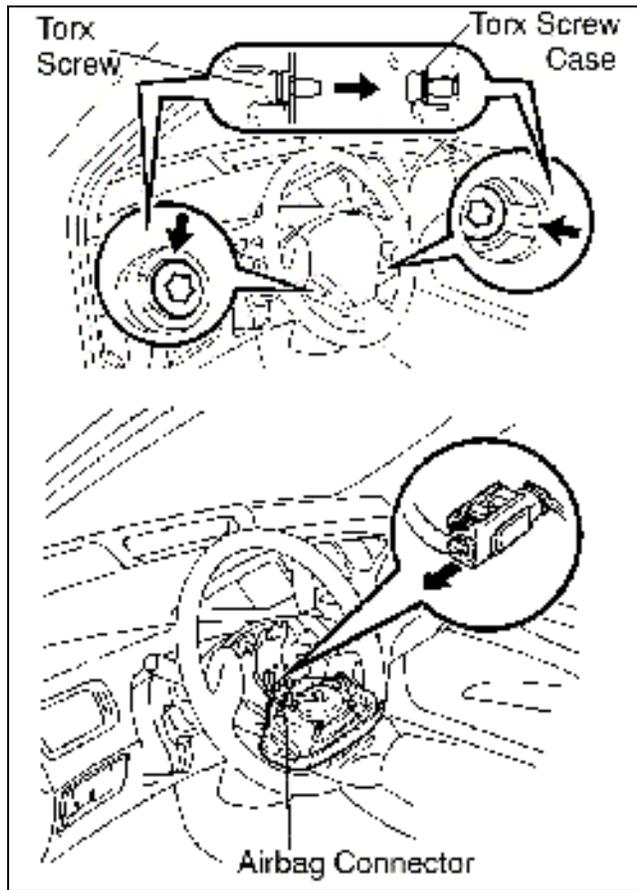
- DISCONNECT NEGATIVE (-) BATTERY TERMINAL
 - Record radio station presets.
 - Turn the ignition key to the LOCK position.
 - Disconnect negative (-) battery terminal.

NOTE:

Battery is located in the luggage compartment on the left side.

CAUTION:

Do not remove the Steering Wheel Pad until a minimum of 90 seconds has passed since the ignition key was set in the LOCK position and the battery has been disconnected.



2. REMOVE STEERING WHEEL PAD

NOTE:

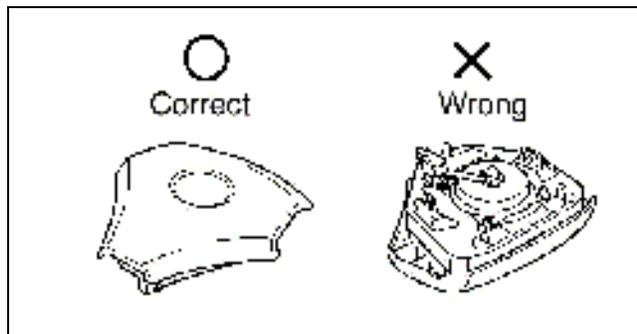
If the airbag is disconnected with the ignition in the ON or ACC position, a DTC will be recorded.

- Turn the steering wheel so the front wheels face straight ahead.
- Remove the two covers behind the steering wheel to expose the Torx screws.

NOTE:

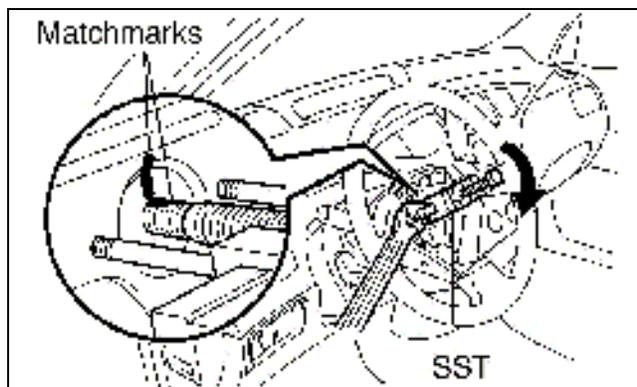
Be careful not to damage the plastic covers.

- Using a T30 Torx socket, loosen the screws.
- Remove wheel pad and disconnect the air bag connector.



NOTE:

- Loosen the Torx® screws until the groove, along the screw circumference, catches on the screw case.
- Be careful not to damage the cruise control switch, if equipped.
- Never store the wheel pad with the pad facing down.



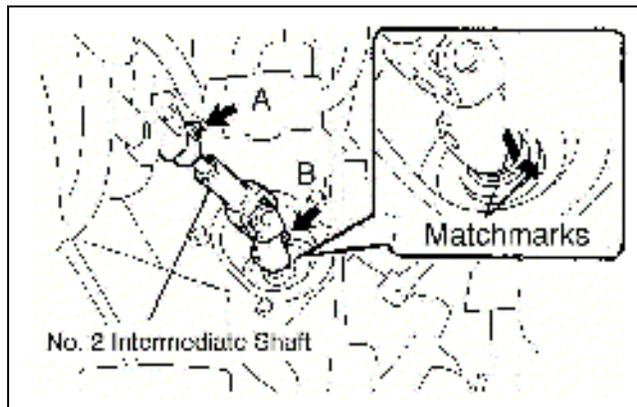
3. REMOVE STEERING WHEEL

- Remove the steering wheel set nut.
- Place matchmarks on the steering wheel and steering shaft.
- Using SST, remove steering wheel.

SST 099 50-5 0012 (or equivalent)

(09951 -0501 0,099 52-0 5010,

09953- 05020, 0995 4-050 20)

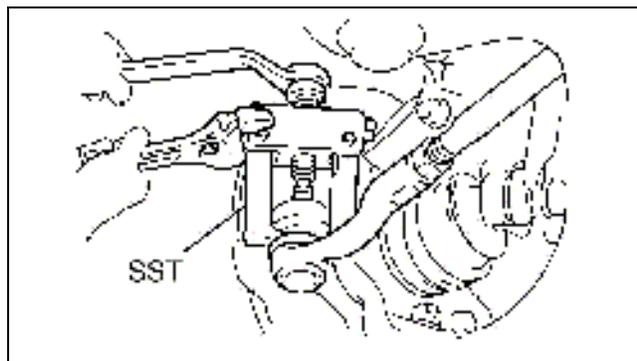


4. DISCONNECT No. 2 INTERMEDIATE SHAFT

- (a) Remove the plastic cover from around the No. 2 intermediate shaft.
- (b) Place matchmarks on the No. 2 intermediate shaft assembly and the control valve shaft.
- (c) Loosen bolt  and remove bolt .
- (d) Disconnect the No. 2 intermediate shaft from the control valve shaft.

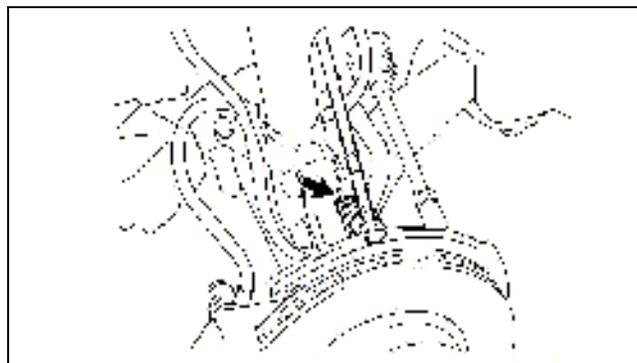
5. REMOVE FRONT CROSSMEMBER WITH P/S GEAR ASSY.

- (a) Raise vehicle.
- (b) Remove both front wheels.
- (c) Remove the left and right engine under covers.
- (d) Disconnect both tie rod ends from the steering knuckles.
 - (1) Remove the cotter pin and nut from each tie rod end.
 - (2) Using SST, disconnect the tie rod ends from the steering knuckle.



SST 096 28-6 2011 (or equivalent)

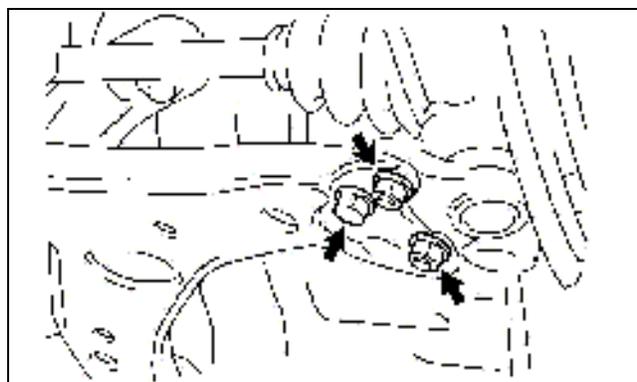
- (e) Disconnect both stabilizer links.
 - (1) Remove the nut and disconnect the stabilizer bar link from each shock absorber.

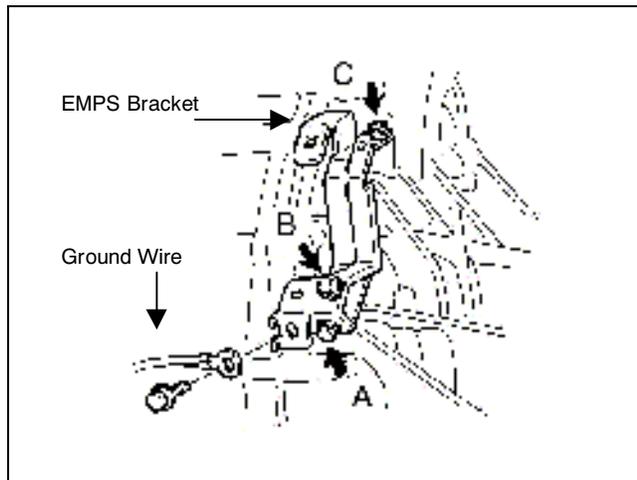


NOTE:

If the stabilizer link ball joint turns with the nut, use a hex wrench to hold the ball joint stud.

- (f) Disconnect both lower suspension arms from the lower ball joints.
 - (1) Remove the bolt and 2 nuts from each ball joint, and disconnect the lower control arm from the joint.
- (g) Support front suspension crossmember with a transmission jack.

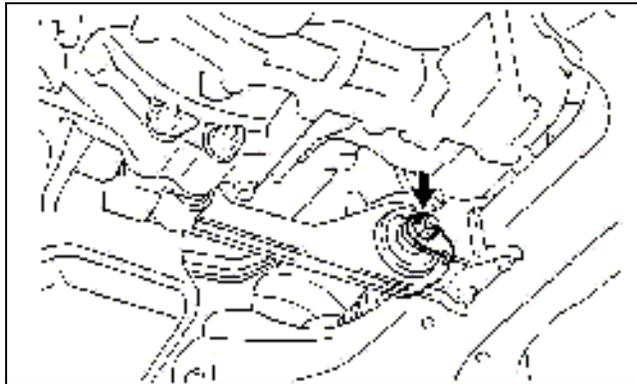




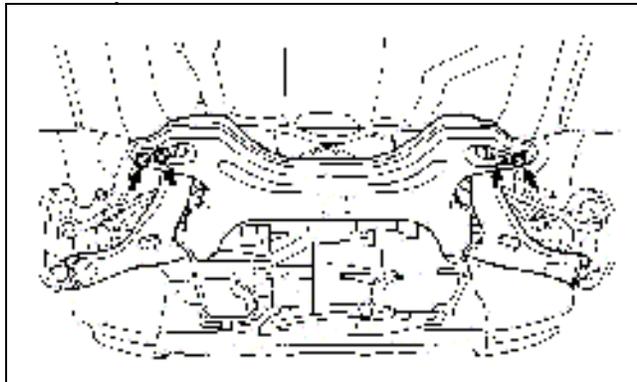
- (h) Disconnect the 2 connectors and remove the Electric Motor Power Steering (EMPS) bracket.
- (1) Remove the 2 wire harness clamps from the EMPS bracket.
 - (2) Remove bolt  and separate the EMPS bracket by slightly lifting the right side of the EMPS bracket.
 - (3) Remove and disconnect the 2 connectors from the EMPS bracket.
 - (4) Remove the bolt for the ground wire.
 - (5) Remove bolt  and  and the EMPS bracket.

NOTE:

It may be necessary to slightly lower the front crossmember to gain access to the connectors.



- (i) Remove the nut and bolt, then disconnect the torque rod from the suspension member.

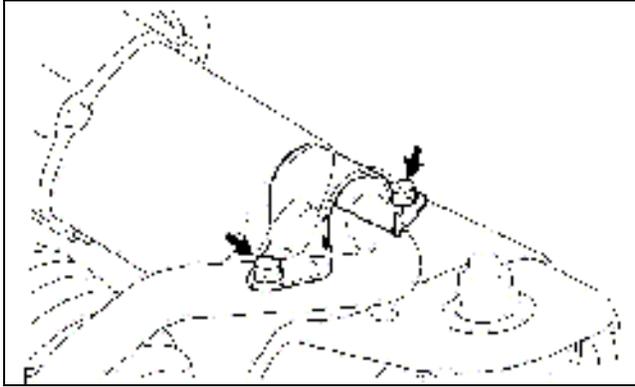


- (j) Remove the 4 bolts, and lower the front crossmember from the body using a transmission jack.

NOTE:

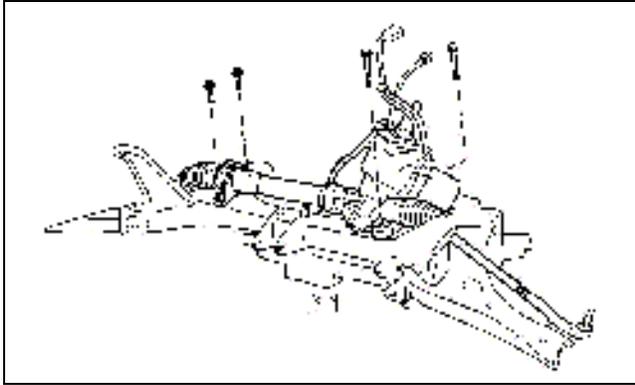
Ensure that the connectors of the P/S system have been disconnected removing the front crossmember.

or the P/S prior to



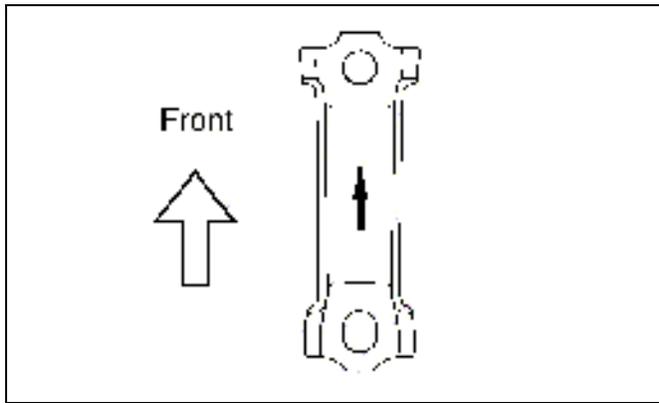
6. REMOVE THE P/S GEAR ASSEMBLY.

- (a) Remove the stabilizer bar.
 - (1) Remove the 4 bolts, 2 brackets and bushings.
 - (2) Remove the stabilizer bar.



- (b) Remove the 4 bolts and P/S gear assembly from the front crossmember.
- (c) Remove the bracket and grommet from the P/S gear assembly.

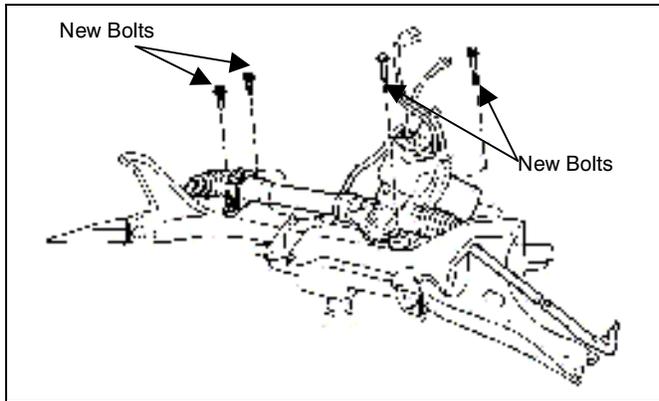
C. INSTALLATION OF NEW P/S GEAR ASSEMBLY.



1. INSTALL NEW P/S GEAR ASSEMBLY.
 (a) Reinstall the grommet and bracket to the new P/S gear assy.

NOTE:

The bracket is inscribed with a mark that must face towards the front of the vehicle.

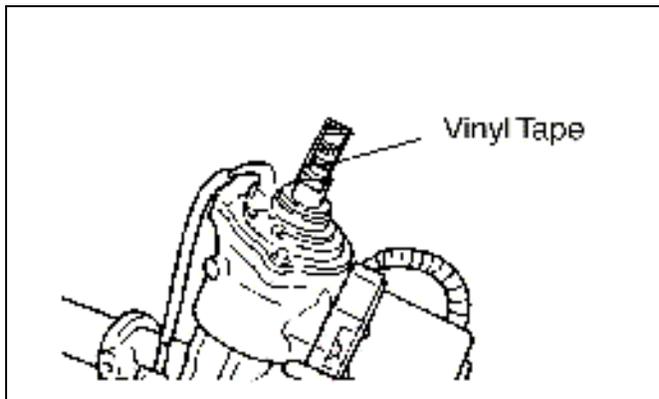


- (b) Install the new P/S gear assy. using the 4 new bolts to the front crossmember.

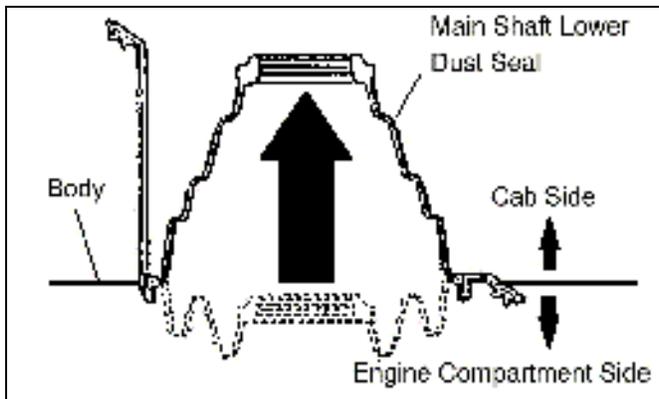
TORQUE: 83 N •m(85 0 kg f •cm, 61 f t •lb f)

- (c) Reinstall the stabilizer bar.
 (1) Reinstall the 2 bushings, brackets and 4 bolts.

TORQUE: 19 N •m(19 5 kg f •cm, 14 f t •lb f)



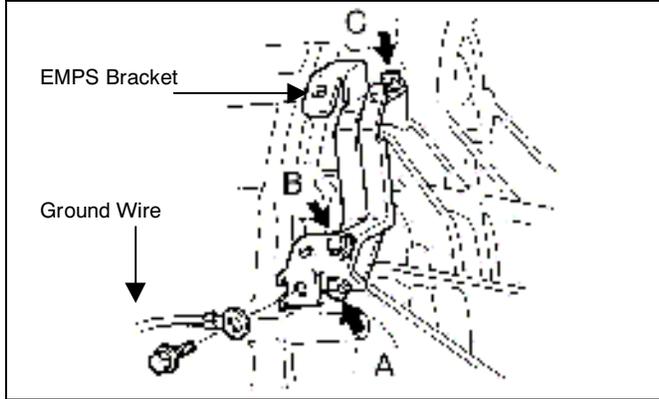
- (d) To prevent damage to the lower main shaft dust shield, wrap the control valve shaft with vinyl tape.



- (e) Gently push the lower main shaft dust shield into the interior of the vehicle.

2. REINSTALL THE FRONT CROSSMEMBER WITH THE NEW P/S GEAR ASSEMBLY.

(a) Using the transmissions jack raise the front crossmember and position it to the body.

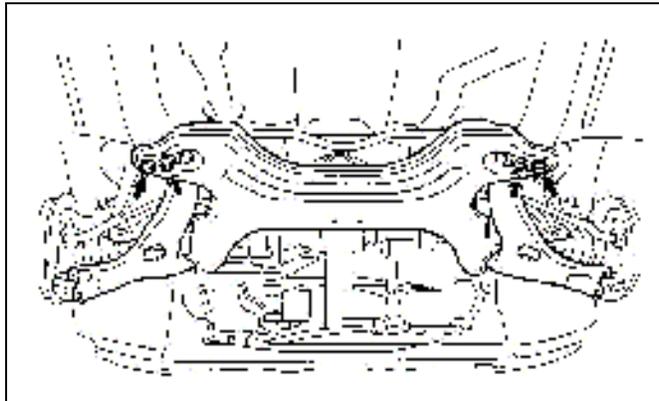


(b) Reconnect the 2 connectors and reinstall the EMPS bracket using bolts $\text{Ⓜ}(\text{A})$, $\text{Ⓜ}(\text{B})$ and $\text{Ⓜ}(\text{C})$.

TORQUE: 5.5 N •m (60 kg f •cm, 52 in •lb f)

(c) Reconnect the ground wire with the bolt.

(d) Reinstall the 2 harness clamps.

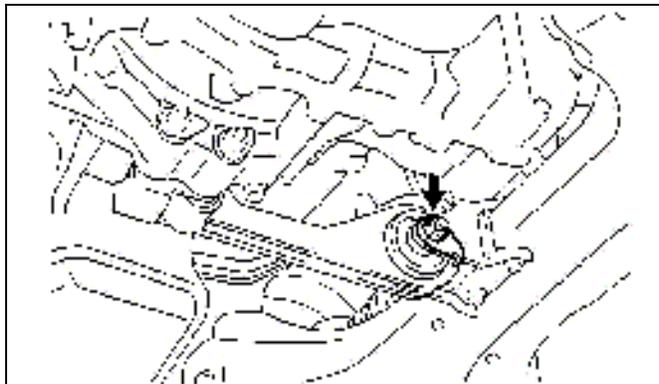


(e) Reinstall and torque the 4 front crossmember bolts.

TORQUE:

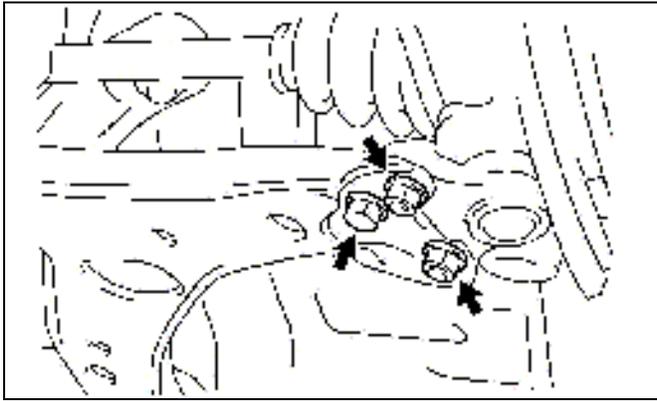
Front 113 N •m (1,152 kg f •cm, 83 ft •lb f)

Rear 157 N •m (1,600 kg f •cm, 116 ft •lb f)



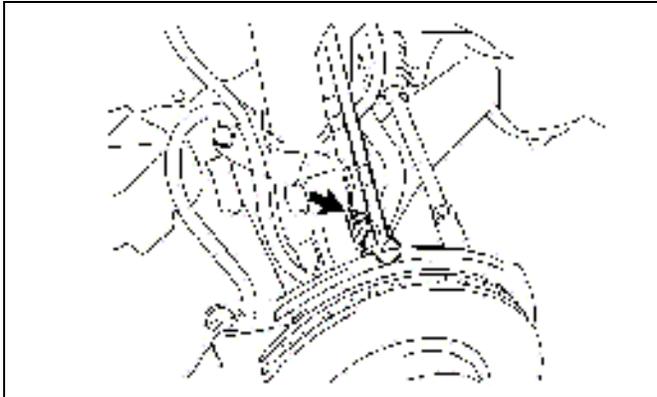
(f) Reconnect the torque rod to the front crossmember with the nut and bolt.

TORQUE: 100 N •m (1,030 kg f •cm, 74 ft •lb f)



(g) Reconnect both lower control arms to the ball joints using the bolt and 2 nuts.

TORQUE: 142 N •m(1, 450 k gf •cm,
105 ft •lbf)



(h) Reconnect both of the stabilizer bar links to the shock absorber.

TORQUE: 74 N •m(75 0 kg f•cm, 55 f t•lb f)

NOTE:

If the stabilizer link ball joint turns with the nut, use a hex wrench to hold the ball joint stud.

(i) Install both tie rods to the steering knuckles, and reinstall the nut.

TORQUE: 49 N •m(50 0 kg f•cm, 36 f t•lb f)

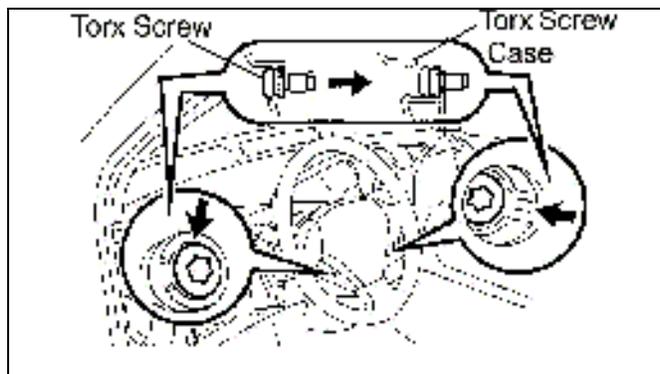
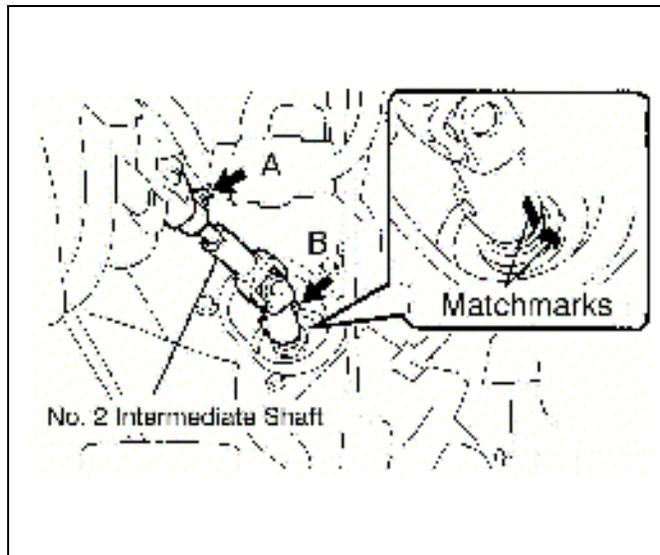
(j) Install new cotter pins into the tie rod ends.

(k) Reinstall the left and right engine covers.

(l) Reinstall the front wheels.

TORQUE: 103 N •m(1, 050 k gf •cm,
76 ft •lbf)

(m) Lower vehicle.



3. RE ASSEMBLE INTERIOR STEERING COMPONENTS

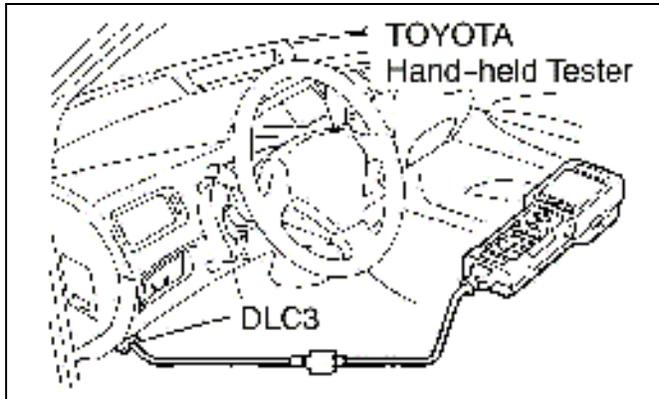
- (a) Inspect the dust shield and carefully push the dust shield back into the engine compartment.
- (b) Remove the vinyl tape from the control valve shaft.
- (c) Align the matchmarks on the No. 2 intermediate shaft and the control valve.
- (d) Reinstall bolt **A** and tighten **B**.
TORQUE: 35 N •m(36 0 kg f •cm, 22 f t •lb f)
- (e) Reinstall the plastic cover around the No. 2 intermediate shaft.
- (f) Reinstall steering wheel
 - (1) Align the matchmarks on the steering wheel and steering shaft.
 - (2) Temporarily tighten the steering wheel set nut.
- (g) Check the steering wheel center point.
- (h) Tighten the steering wheel set nut
TORQUE: 50 N •m(51 0 kg f •cm, 37 f t •lb f)
- (i) Reconnect the airbag connector.
- (j) Reinstall the steering wheel pad after confirming that the circumference groove of the Torx screws are caught in the screw case.
- (k) Using a T30 Torx socket, tighten the screws.
TORQUE: 8.8 N •m(90 kg f •cm, 78 in •lb f)

NOTES:

- If the airbag has been dropped or if there are cracks, dents, or other defects to the case or connector, replace the airbag.
- When reinstalling the airbag, take care not to pinch the wiring between other parts.

- (l) Check the steering wheel center point.
- (m) Reconnect negative battery cable.
- (n) Reset radio station presets.

4. CHECK FRONT WHEEL ALIGNM ENT
 (a) Perform front wheel alignment (refer to the Prius service manual for specifications and procedure).



5. CAL IBR ATE P/S TORQUE SENSOR ZERO POINT.
 (a) Calibration of torque sensor zero point.
 (1) Stop the vehicle.
 (2) Connect the Toyota hand-held scan tool to the DLC3.



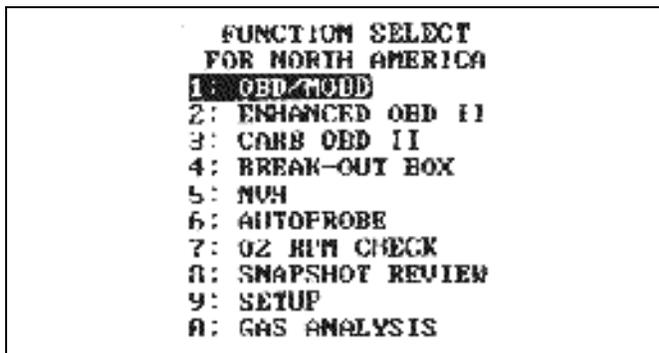
- (3) Press **[Enter]**

NOTE:

- Refer to the Toyota hand-held scan tool operator's manual for further details.
- Only use software are version 7.1a or above.



- (4) Select **[Diagnosis]** from the menu.



- (5) Select **[OBD/MOBD]** from the menu.

VEHICLE SELECT
NEW VEHICLE
LAST VEHICLE
2001 PRIUS

(6) Select **2001 Prius** from the menu.

OBD/MOBD MENU
1: CODES (ALL)
2: ENGINE AND ECT
3: ABS
4: EMPS
5: CCS
6: SRS AIRBAG
7: HV ECU
0: HV BATTERY

(7) Select **EMPS** from the menu.

DIAGNOSTIC MENU
EMPS
1: CURRENT DATA
2: TROUBLE DATA
4: TRQ SENSOR ADJ

(8) Select **TRQ SENS ADJUST** mode from the menu.

TORQUE SENSOR ZERO
POINT ADJUSTMENT
ECU: EMPS
1: ZERO POINT INIT
2: ZERO POINT ADJ

Press [1] or [2]

(9) Select **ZERO POINT INITIALIZE**
Follow the on screen instructions to initialize the zero torque sensor point.

COMPLETED

ZERO POINT INIT
SUCCESSFUL

PS WL should be ON

Before executing
ZERO POINT ADJUST
please turn the
(G OFF then ON.
PRESS [ENTER]

DIAGNOSTIC MENU
EMPS

1: CURRENT DATA
7: TROUBLE DATA

4: TRQ SENSOR ADJ

TORQUE SENSOR ZERO
POINT ADJUSTMENT
ECU: EMPS

1. ZERO POINT INIT
2. ZERO POINT ADJ

Press [1] or [2]

NOTICE

CONFIRM:

-Vehicle stopped.
-Ignition is ON.
-Engine off.
-Steering Wheel Fixed.
-Vehicle is level.

PRESS [ENTER]

(10) When successfully completed the screen to the left will be shown.

(b) Perform the torque sensor zero point calibration.

(1) Select the **[TRQ SENS ADJUST]** mode on the Toyota hand held scan tool.

NOTE:

It may be necessary to re-enter the EMP S menu.

(2) Select **[ZERO POINT ADJUST]** from the menu.

NOTE:

- Do not touch steering wheel during this procedure.
- If you accidentally touch or bump the steering wheel, you will need to disconnect the battery for 15 minutes and repeat the torque sensor calibration procedure.

(3) Follow the on screen instructions to perform the torque sensor zero point.

NOTE:

Refer to the Toyota hand held scan tool operators manual for further details.



(4) When successfully completed the screen to the left will be shown.

(c) Check that the SRS light turns off; if necessary clear the SRS system for any DTCs that may have been stored during the repair.

VI. SSC COMPLETION LABEL INSTALLATION

A. After completing the repair and before returning the vehicle to the owner, an SSC completion label, that is enclosed in the owner's notification, must be affixed to the left front door hinge post near the check strap.

B. The label is to be filled out as follows:

- Write in SSC Y05
- Write in date of repair.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
004 019 7	

C. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.