

Frequently Asked Questions about the 2010 Prius Voluntary Recall

2/10/10

What is the problem with the 2010 Prius?

The anti-lock brake system (ABS) in the 2010 model-year Prius, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. Some owners have reported experiencing inconsistent brake feel during slow and steady application of the brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction.

How is Toyota responding to this Prius issue?

Toyota has responded to owner concerns with a running production change for the 2010 Prius that was introduced last month, improving the ABS system's response time, as well as the system's overall sensitivity to tire slippage.

The recall will allow Toyota dealers to perform this software update in the anti-lock brake systems of 2010 Prius vehicles sold prior to this production change.

Why does this only impact 2010 Prius models?

First- and second-generation Prius vehicles and all other hybrid and non-hybrid Toyota models use a different ABS system and are not involved in this campaign.

When can I get my vehicle fixed?

Toyota will begin sending letters to Prius owners included in this recall by mail next week to let them know when to bring their vehicles into a dealership. Owners will only receive a letter if their vehicle is involved in the recall.

What should 2010 Prius customers do if they experience this braking issue?

If a Prius owner were to experience this condition, he/she should firmly and steadily apply additional force to the brake pedal to stop the vehicle. As a precaution, owners should allow for more stopping distance.

How long will it take for a dealer to repair my vehicle?

The software update should take approximately one hour to install, depending on technician workflow.

Is the repair covered by warranty? Will drivers have to pay any money out of pocket for this work?

Toyota will cover all repair costs associated with this work.

Is this recall related to the ongoing Toyota recalls associated with sudden unintended acceleration?

No, this recall is unrelated to the ongoing recall of Toyota vehicles for sticking gas pedals and floor mat entrapment issues.

Where can I find a Toyota Service Center?

Here are the locations and current hours for the Toyota Service Centers in Hawaii:

NOTE: Highlighted Dealer Hours reflect extended hours for the Sticking Accelerator Pedal Recall Campaign

Service is by appointment only:

Please call a Toyota Service Center to schedule your appointment

<p>Big Island Toyota HILO PH: 808-969-3112 811 Kanoelehua Ave Hilo, HI 96720 Hours effective 2/8/10: Mon-Fri: 6am-6pm Saturday: 6am-6pm Sunday: Closed www.BigIslandToyota.com</p>	<p>Big Island Toyota KONA PH: 808-329-4520 74-5504 Kaiwi St. Kailua, HI 96740 Hours effective 2/8/10: Mon-Fri: 6am-6pm Saturday: 6am-6pm Sunday: Closed www.BigIslandToyota.com</p>	<p>Maui Toyota PH: 808-871-4977 320 Hana Hwy. Kahului, HI 96732 Hours effective 2/8/10: Mon-Fri: 7am-8pm Saturday: 8am-6pm Sunday: Closed www.MauiToyota.com</p>
<p>Servco Auto Honolulu PH: 564-1150 2850 Pukoloa St Ste 107 Honolulu, HI 96819 Hours effective 2/8/10: Mon-Fri: All day (24 hours) Saturday: All day (24 hours) Sunday: All day (24 hours) www.ServcoAutoHonolulu.com</p>	<p>Servco Auto Leeward PH: 564-1050 94-729 Farrington Hwy Waipahu, HI 96797 Hours effective 2/8/10: Mon-Fri: 7:30am-8pm Saturday: 7:30am-5pm Sunday: 7:30am-5pm www.ServcoAutoLeeward.com</p>	<p>Servco Auto Windward PH: 564-1450 45-655 Kamehameha Hwy Kaneohe, HI 96744 Hours effective 2/8/10: Mon-Fri: 7:30am-8pm Saturday: 7:30am-5pm Sunday: 7:30am-5pm www.ServcoAutoWindward.com</p>
<p>Kauai Toyota PH: 808-245-6601 2990 Aukele Street Lihue, HI 96766 Hours effective 2/8/10: Mon-Fri: 7:30am-8pm Saturday: 7:30am-4:30pm Sunday: Closed www.KauaiToyota.com</p>	<p>Motor Imports PH: 564-1550 609 South Street Honolulu, HI 96813 Hours effective 2/8/10: Mon-Fri: 7:30am-8pm Saturday: 7:30am-5pm Sunday: 7:30am-5pm www.MotorImportsToyota.com</p>	<p>Servco Auto Service Center Kaimuki PH: 687-7250 3282 Waiialae Ave Honolulu, HI 96816 Hours effective 2/8/10: Mon-Fri: 7am-6pm Saturday: 7am-6pm Sunday: 7am-6pm www.ServcoAutoSvcKaimuki.com</p>

What should I do if I still have questions or concerns?

If you still have questions or concerns that have not been addressed here please contact the nearest Toyota-Hawaii Dealer or Servco Automotive Customer Services.

Big Island Toyota (808) 974-2299	Maui Toyota (808) 877-2781	Servco Auto Honolulu (808) 564-1100	Servco Auto Leeward (808) 564-1000
Servco Auto Windward (808) 564-1400	Kauai Toyota (808) 245-6978	Motor Imports (808) 564-1550	Servco Auto Service Center Kaimuki (808) 687-7250
Servco Auto Customer Services (808) 564-2300			