Toyota is conducting a safety recall involving certain Prius and Prius v vehicles

June 24, 2020

PLANO, Texas (June 24, 2020) – Toyota is conducting a safety recall involving certain 2013-2015 Model Year Prius and 2014 – 2017 Model Year Prius v in the United States. Approximately 267,000 vehicles are involved in this recall.

The involved vehicles were designed to enter a failsafe driving mode in response to certain hybrid system faults. Toyota has found that in rare situations, the vehicle may not enter a failsafe driving mode as intended. If this occurs, the vehicle could lose power and stall. While power steering and braking would remain operational, a vehicle stall while driving at higher speeds could increase the risk of a crash.
For all involved vehicles, Toyota dealers will update the hybrid system software at no charge. For customer satisfaction, if the vehicle has experienced an inverter failure with certain hybrid system faults related to this condition, the inverter will be repaired or replaced at no charge to customers.

Owners of involved vehicles will be notified by late August 2020.

Information about automotive recalls, including but not limited to the list of involved vehicles, is current as of today’s filing date and is subject to change thereafter. To see if your vehicle is involved in a safety recall visit Toyota.com/recall or nhtsa.gov/recalls and enter your Vehicle Identification Number (VIN) or license plate information.

For the most up to date information surrounding recalls visit nhtsa.gov/recalls. For any additional questions, customer support is also available by calling the Toyota Customer Experience Center at 1-800-331-4331 or the Lexus Guest Experience Center at 1-800-255-3987.