SAC **Springfield Auto Care** EXAMPLE SHOP
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TECHNICIAN WORKSHEET · 1.5L 1NZ-FXE HYBRID
RA-TOYNZH-245678-20261028

2007 Toyota Prius · XW20 Prius liftback (1.5L hybrid, 1NZ-FXE) · FWD

JTDKB20U973245678

ODOMETER IN: 140,000 | DOOR-JAMB BUILD (MM/YY) | RO # | TECHNICIAN / DATE

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

12V-536 · Electric water pump coil wire can corrode (2004–2009 Prius) ☐ Open ☐ Done ☐ N/A

12V-537 · Steering intermediate extension shaft can wear (2004–2009 Prius) ☐ Open ☐ Done ☐ N/A

09V-388 · Vehicle speed control · accelerator pedal ☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Hybrid inverter water pump failure

Check now · Past the range (33,000–137,000 mi, the middle half of 10 owner reports)

Check the VIN for recall 12V-536 ☐ OK ☐ Watch ☐ Fix

Feel or listen for the inverter pump running with READY on ☐ OK ☐ Watch ☐ Fix

Check the inverter coolant reservoir level ☐ OK ☐ Watch ☐ Fix

Inverter pump: running / weak / stopped

Scan for: P0A93

Parts (XW20): Ask your parts supplier for the OE part number for this VIN.

2. Brake actuator or booster pump failure (brake warning lights)

Check now · Inside the range (90,000–150,000 mi, the middle half of 55 owner reports)

Scan the brake (skid control) system for C1391 / C1252 / C1253 / C1256 ☐ OK ☐ Watch ☐ Fix

Check the VIN for programs ZG1, 21TE01 or 24TE01 ☐ OK ☐ Watch ☐ Fix

Brake codes: none / stored / active

Scan for: C1391, C1252, C1253, C1256

Parts (XW20): Ask your parts supplier for the OE part number for this VIN.

3. Hybrid battery wear and cooling-fan clogging

Watch · Any mileage (High-mileage cars; the 8-year / 100,000-mile hybrid warranty (10 years / 150,000 miles in California-emission states) has ended on almost all of these)

Scan the hybrid system for P0A80 / P0A7F and block voltages ☐ OK ☐ Watch ☐ Fix

Inspect the battery intake filter and fan for lint ☐ OK ☐ Watch ☐ Fix

Block voltage spread: even / uneven

Scan for: P0A80, P0A7F

Parts (XW20): Ask your parts supplier for the OE part number for this VIN.

4. Dashboard display (combination meter) goes dark

Watch · Inside the range (36,000–177,000 mi, the middle half of 12 owner reports)

Cold-start check of the meter display ☐ OK ☐ Watch ☐ Fix

Check for a replaced meter (part label or records) ☐ OK ☐ Watch ☐ Fix

Meter: lights every start / intermittent / dark

Parts (XW20): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 170,000 MI (ASK FOR RECORDS)

Spark plugs · every 120,000 mi · was due at 120,000 mi (check records) · $249 ☐ Done (records) ☐ Due ☐ Quoted

Engine coolant · first at 100,000 mi, then every 50,000 mi or 5 years · was due at 100,000 mi and by age (check records) · From $179 ☐ Done (records) ☐ Due ☐ Quoted

Hybrid inverter coolant · first at 100,000 mi, then every 50,000 mi or 5 years · was due at 100,000 mi, next 150,000 mi · quote ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 1.5L 1NZ-FXE HYBRID, QUICK CHECKS

- **Headlights (HID low beams)** (3141 complaints): The largest group of 2004–2009 Prius complaints: HID low-beam bulbs that flicker or go out. Toyota's HID support program ZTJ ended in September 2018. A lighting fault, not an engine item.
- **Brakes (other)** (2062 complaints): General brake complaints (pedal feel, warning lights, pads and rotors). The costly brake fault is listed as the actuator item.
- **Stalling / loss of power** (884 complaints): Mixed causes, including 2004–2005 software that Toyota reprogrammed under campaign 50P, the inverter water pump (recall 12V-536) and inverter faults.
- **Steering** (429 complaints): Steering recalls 11V-304 (2001–2003), 06V-188 and 12V-537 (2004–2009) and an expired steering-vibration program; not an engine fault.
- **Air bags** (275 complaints): Air-bag recalls and complaints; not an engine fault.
- **Sudden acceleration / floor mats** (234 complaints): Handled by Toyota floor-mat and pedal recall 09V-388; not an engine wear item.
- **Fuel gauge / fuel tank bladder** (95 complaints): Owners report the fuel gauge reading wrong and short fill-ups on the 2004–2009 Prius bladder-type tank; not an engine fault.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Hybrid inverter water pump failure
The 2004–2009 Prius cools its inverter with a separate coolant loop driven by an electric water pump. At 140,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking.
Ask: have you noticed check-engine and hybrid-system warning (red triangle), or code P0A93?

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2. Brake actuator or booster pump failure (brake warning lights)
On the 2004–2009 Prius a small internal brake-fluid leak inside the brake actuator turns on the brake, ABS and traction warning lights and stores codes C1391, C1252, C1253 or C1256. At 140,000 mi your car is in the mileage range where owners report it.
Ask: have you noticed brake, ABS and traction (VSC) warning lights together, or codes C1391, C1252, C1253 or C1256?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.