

DISTRIBUTE TO: ☒ Service Manager ☒ Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL17-15 Date: 10/25/2017 Page: 1 of 3
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**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZHB):
 HALOGEN LOW BEAM HEADLAMP BULBS ON CERTAIN
 2010–2011 MY PRIUS VEHICLES**

Background

Toyota has received reports of customer concerns in which their vehicle's halogen low beam headlamp bulbs lifetime is shorter than expected.

Applicability

The Halogen Low Beam Headlamp Bulb is covered by Toyota's New Vehicle Limited Warranty* for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Customer Support Program to cover repairs related to the halogen head lamp bulbs due to these circumstances.

This Customer Support Program is applicable until **October 31, 2019, with no mileage limitation.**

Verify VIN applicability for this Customer Support Program by checking TIS (Technical Information System) before completing any repairs.

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

****This Customer Support Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Customer Support Program pursuant to Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty".***

Covered Vehicles

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Electrical Technician
- Expert Electrical Technician
- Master Technician
- Master Diagnostic Technician (MDT)

Claims for repairs that were performed by non-qualified technicians are subject to debit.

Claim Submission

Claim Type: Repair Program

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Opcode	OFP	Description	Labor Time
GHG41A	90981-13075	Replace the halogen headlamp bulbs + Install the sub-wire harnesses	2.9 hr./vehicle

NOTE: Right and left side bulbs and harnesses will be installed even if only one side is exhibiting the condition.

Sublet

The cost of the Nylon Ties will be reimbursed up to a maximum of \$4 under sublet type 'ZZ'.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Kit Part Number	Description	Quantity
04007-52147	REPAIR KIT, HEADLAMP BULB	1

Technical Instructions (Repair Procedures)

For Prius, technical instructions can be found in T-SB-0204-12. Please refer to TIS for additional information.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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