


INTEROFFICE MEMORANDUM

Original Publication Date: July 3, 2020

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM ZKH

Certain 2018 – 2019 Model Year C-HR Vehicles
Coverage for Door Mirror Foot Lights (Puddle Lights)

Specific information for Region support is provided below.

Condition

Toyota has received reports stating that the door mirror foot lights (puddle lights) may project a distorted image of the C-HR logo onto the ground. This distortion may be due to the projector film in the door mirror foot light becoming damaged due to heat and moisture.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on July 3, 2019.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.