

Original Publication Date: July 3, 2019

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## CUSTOMER SUPPORT PROGRAM ZKH

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

Model / Years	Production Period	Approximate Total Vehicles
2018 – 2019 C-HR	Early February 2017 – Mid-June 2018	30,000

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for the door mirror foot lights (puddle lights) on certain 2018 - 2019 model year C-HR vehicles.

#### Background

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.

Although the door mirror foot light is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to the condition described above.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

## Customer Support Program Details

This Customer Support Program provides coverage as it applies to the door mirror foot lights (puddle lights). The specific condition covered by this program is the distorted image of the C-HR logo projected by a door mirror foot light due to the projector film in the door mirror foot light becoming damaged from heat and moisture. If the condition is verified, the dealer will replace both door mirror foot lights with door mirror foot lights of an improved design under the terms of this Customer Support Program.

### **Note:**

Both door mirror foot lights will be replaced at the same time even if only one side is exhibiting the condition covered by this Program.

- The **Primary Coverage** will be offered until October 12, 2020, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use, or 60,000 miles, whichever occurs first.

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

## Covered Vehicles

There are approximately 30,000 vehicles covered by this Customer Support Program. Approximately 110 vehicles covered by this Customer Support Program were distributed to Puerto Rico.

## Owner Letter Mailing Date

Toyota will begin to notify owners in mid-July 2019 and owner notifications will be mailed over several months. A sample of the owner notification letter has been included for your reference.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

**[Refer to Customer Support Program Bulletin POL19-05 for additional parts ordering information.](#)**

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

### Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

### **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:

- Maintenance Level Technician
- Certified Technician (Any Specialty)
- Expert Technician (Any Specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### **Remedy Procedures**

Technical instructions for this Customer Support Program can be found in [T-SB-0075-19](#).

### **Parts Recovery Procedures**

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

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Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Reimbursement Procedure

Refer to the Customer Support Program Bulletin (Bulletin No. [POL19-05](#)) for claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

## CUSTOMER SUPPORT PROGRAM ZKH

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

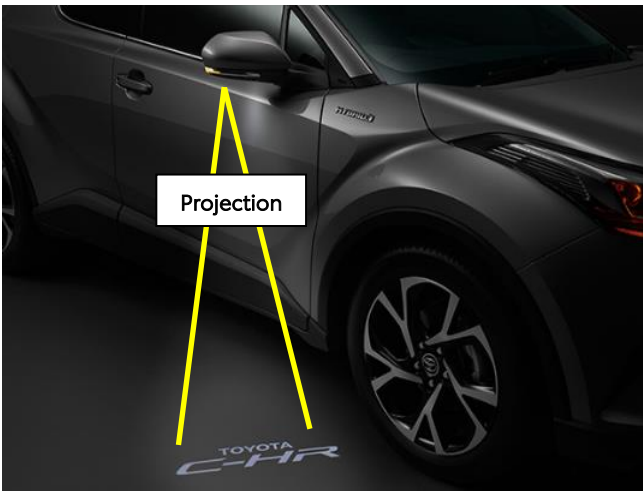


Frequently Asked Questions  
 Original Publication Date: July 3, 2019

**Q1:** *What is the condition?*

**A1:** 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.

**Q1a:** *What is the door mirror foot light?*

**A1a:** Both outside rear view mirrors of some C-HR vehicles are equipped with a door mirror foot light (puddle light) which is designed to project an image of the C-HR logo onto the ground, as shown below, under certain vehicle operating conditions.

Example picture of door mirror foot light properly projecting C-HR logo on the ground	
	
Proper projection of C-HR logo	Example of distorted projection of C-HR logo
	

**Q2: What is Toyota going to do?**

A2: Toyota will send an owner notification by first class mail starting in mid-July 2019, advising owners of this Customer Support Program. Owner notifications will be mailed over several months.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace both door mirror foot lights with door mirror foot lights of an improved design **FREE OF CHARGE**.

**Note:**

Both door mirror foot lights will be replaced at the same time even if only one side is exhibiting the condition covered by this Program.

**Q3: Which and how many vehicles are covered by this Customer Support Program?**

A3: There are approximately 30,000 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
C-HR	2018 - 2019	Early February 2017 – Mid-June 2018

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?**

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

**Q4: What are the details of this program?**

A4: This Customer Support Program provides coverage as it applies to the door mirror foot lights (puddle lights). The specific condition covered by this program is the distorted image of the C-HR logo projected by a door mirror foot light due to the projector film in the door mirror foot light becoming damaged from heat and moisture. If the condition is verified, the dealer will replace both door mirror foot lights with door mirror foot lights of an improved design under the terms of this Customer Support Program.

**Note:**

Both door mirror foot lights will be replaced at the same time even if only one side is exhibiting the condition covered by this Program.

- The **Primary Coverage** will be offered until October 12, 2020, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use, or 60,000 miles, whichever occurs first.

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**Q5: Which parts are covered by this Customer Support Program?**

A5: The door mirror foot lights are covered by this Customer Support Program. Note that both door mirror foot lights will be replaced at the same time even if only one side is exhibiting the condition covered by this Program.

**Q6: What should an owner do if experiencing this condition?**

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner.

**Q6a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?**

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

**Q7: What if an owner HAS NOT experienced this condition but would like to have the repair completed?**

A7: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

**Q8: How long will the repair take?**

A8: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: How does Toyota obtain my mailing information?**

A9: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q10: What if I have additional questions or concerns?**

A10: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER SUPPORT PROGRAM NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual effort to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

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.

This Customer Support Program provides coverage as it applies to the door mirror foot lights (puddle lights). The specific condition covered by this program is the distorted image of the C-HR logo projected by a door mirror foot light due to the projector film in the door mirror foot light becoming damaged from heat and moisture. If the condition is verified, the dealer will replace both door mirror foot lights with door mirror foot lights of an improved design under the terms of this Customer Support Program.

**Note:**

Both door mirror foot lights will be replaced at the same time even if only one side is exhibiting the condition covered by this Program.

<u>Primary Coverage</u>	<u>Secondary Coverage</u> <i>(After Primary Coverage ends)</i>
Applicable until October 12, 2020 with no year/mileage limitation.	Applicable for 5 years from the date of first use or 60,000 miles, whichever occurs first.

## What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

*If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.*

## What is the door mirror foot light?

Both outside rear view mirrors of some C-HR vehicles are equipped with a door mirror foot light (puddle light) which is designed to project an image of the C-HR logo onto the ground under certain vehicle operating conditions.

## What if you have other questions?

- Refer to the Frequently Asked Questions sheet included with this letter.
- Your local Toyota dealer will also be happy to answer any of your questions.
- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

▼ Remove at perforation and place in the back of your owner's manual ▼

### Customer Support Program Details

This Customer Support Program provides coverage as it applies to the door mirror foot lights (puddle lights). The specific condition covered by this program is the distorted image of the C-HR logo projected by a door mirror foot light due to the projector film in the door mirror foot light becoming damaged from heat and moisture. If the condition is verified, the dealer will replace both door mirror foot lights with door mirror foot lights of an improved design under the terms of this Customer Support Program\*.

#### **Note:**

Both door mirror foot lights will be replaced at the same time even if only one side is exhibiting the condition covered by this Program.

- The **Primary Coverage** will be offered until October 12, 2020, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 5 years from the date of first use, or 60,000 miles, whichever occurs first.

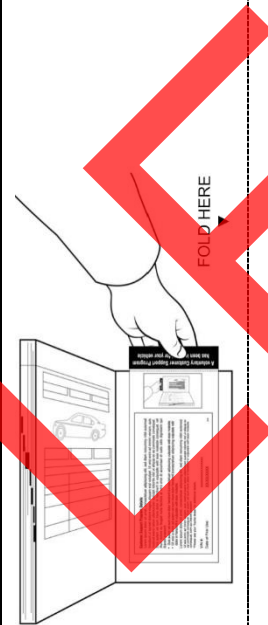
Please note that this coverage is for work performed at an authorized Toyota dealer only.

*This coverage is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

\*Please see your Toyota dealer for additional details

VIN# \_\_\_\_\_

Date of First Use \_\_\_\_\_



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE

# TOYOTA

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## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1:** *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

**Q2:** *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

**Q3:** *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4:** *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5:** *Which part(s) are covered by this Customer Support Program?*

A5: Refer to the owner letter to find the specific component(s) covered by this program.

**Q6:** *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.