

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA <i>Customer Support Program Bulletin</i>	No.: POL19-05 Date: 7/3/2019 Page: 1 of 3
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**SUBJECT: *CUSTOMER SUPPORT PROGRAM BULLETIN (ZKH):
COVERAGE FOR DOOR MIRROR FOOT LIGHTS (PUDDLE
LIGHTS) ON CERTAIN 2018-2019 MY 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.

Applicability

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

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 the door mirror foot light due to the projector film in the door mirror light becoming damaged due to heat and foot 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.

- 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 vehicle's date of first use or 60,000 miles, whichever occurs first.**

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.

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.

Applicability (Continued)

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

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:

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

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	Description	Labor Time
ZKH001	Replace the door mirror foot light BOTH SIDES	0.4 hr./vehicle

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.

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.

Part Number	Description	Quantity
04008-581F4	Lamp Assy, Outer Mirror, RH and LH	1

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.

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0075-19. Please refer to TIS for additional information.

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