

CUSTOMER SUPPORT PROGRAM 20TE08

Certain 2018 Model Year Prius c Vehicles
Coverage for Specific Cracks in the Tail Lamps Potentially Allowing Water Intrusion

Frequently Asked Questions

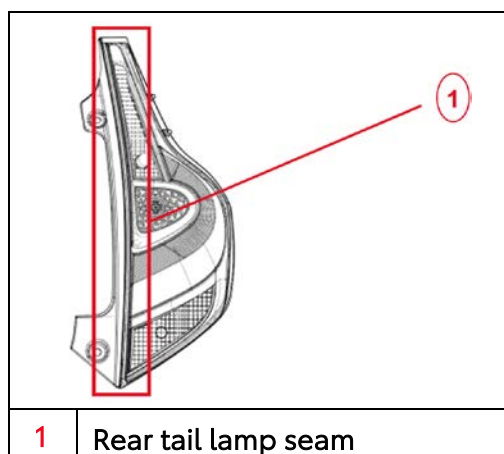
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Q1: *What is the condition?*

A1: The subject vehicles are equipped with two tail lamps that may develop minor cracks in specific locations in its casing, potentially allowing water intrusion into that tail lamp.

Q1a: *Where are the cracks covered by this CSP located?*

A1a: The cracks, if present, are located in the seam of the tail lamps.



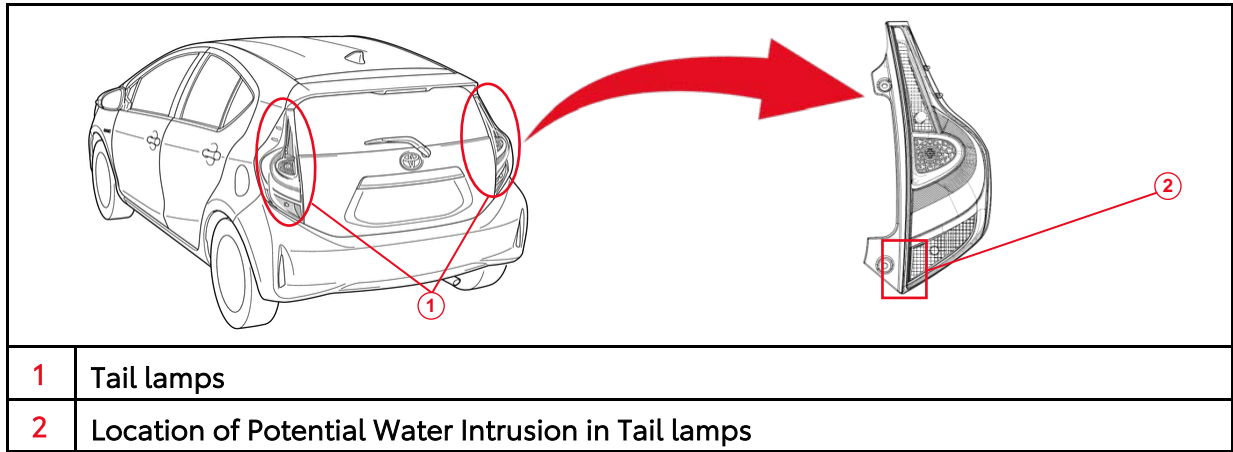
NOTE: *Cracks in the tail lamps caused by external impact are NOT covered by this CSP.*

Q1b: *If my vehicle has this condition will the tail lamps operate correctly?*

A1b: Even if your vehicle is experiencing this condition, the tail lamps will continue to operate correctly.

Q2: Are there any symptoms that this condition exists?

A2: Yes. If this condition exists, you may have water intrusion in one or both of the tail lamps. If you have water intrusion in your tail lamps it can be found in the location shown below.



Q3: What is Toyota going to do?

A3: Toyota will send an owner notification by first class mail starting in early December 2020, advising owners of this Customer Support Program.

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 one or both of the tail lamps with a new one *FREE OF CHARGE*.

Q4: Which and how many vehicles are covered by this Customer Support Program?

A4: There are approximately 1,600 vehicles covered by this Customer Support Program. None of these vehicles were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius c	2018	Early April 2017 – Late July 2017

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?

A4a: No, there are no other Lexus or Scion vehicles covered by this Customer Support Program at this time.

Q5: *What are the details of this program?*

A5: This Customer Support Program provides coverage as it applies to the tail lamps. If the condition is verified, the vehicle will be repaired with new tail lamp(s) under the terms of this Customer Support Program.

- *This coverage will be offered for 10 years from the date of first use (DOFU), regardless of mileage.*

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.

Q6: *Which part(s) are covered by this Customer Support Program?*

A6: The specific component(s) covered by this Customer Support Program are the right and left side tail lamps.

Q7: *What should an owner do if experiencing this condition?*

A7: 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.

Q7a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A7a: 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.

Q8: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A8: 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.

Q9: *How long will the repair take?*

A9: The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: *What if I previously paid for repairs related to this Customer Support Program?*

A10: Reimbursement consideration instructions will be provided in the owner letter.

Q11: *How does Toyota obtain my mailing information?*

A11: 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.

Q12: *What if I have additional questions or concerns?*

A12: If you have additional questions or concerns, please contact the Toyota Brand Engagement 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.