

INTEROFFICE MEMORANDUM

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

From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 20TE08

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

Specific information for Region support is provided below.

Background

Although the tail lamps are 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 additional coverage for repairs related to minor cracks that may develop in specific locations of the tail lamp casings. These cracks would occur near the seam of the tail lamp and may allow water intrusion into that tail lamp.

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

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

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the tail lamps on certain 2018 model year Prius c vehicles. The specific condition covered by this program is minor cracks that may develop in specific locations of the tail lamp casings. These cracks would occur near the seam of the tail lamp and may allow water intrusion into that tail lamp. If the condition is verified, the vehicle will be repaired with new tail lamp(s) under the terms of this Customer Support Program.

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

- 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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on December 9, 2020.

Region/District Summary Reports

We have enclosed the following Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.

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.