From: QC_DoNotReply QC_DoNotReply@toyota.com

Date: December 9, 2020 at 3:05 PM

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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.

Covered Vehicles:

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	Approximate Total Vehicles	Production Period
Prius c	2018	1,600	Early April 2017 – Late July 2017

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.

Technician Certification Requirements

- · Certified Technician (Any Specialty)
- · Expert Technician (Any Specialty)
- · Master Technician
- · Master Diagnostic Technician

Owner Letter Mailing Date

Toyota will begin to notify owners in early December 2020 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Customer Reimbursement Opcode

Reimbursement for the cost of repairs previously paid by the customer, may be reimbursed under Opcode VHG316.

Expiration Date

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

Please reference the attachments for additional details.

Dealers will be notified on December 9, 2020 at approximately 3:30 pm Central time.

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email <u>quality_compliance@toyota.com</u>.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality I Quality Compliance Department

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