


From: QC_DoNotReply QC_DoNotReply@toyota.com 
Subject: Special Service Campaign 21TC04 - Certain 2021 Model Year C-HR - Incorrect Programming for Rear Seat Belt Reminder Indicator [FAA-21TC04] - (Dealer)
Date: July 8, 2021 at 1:05 PM
To:

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on:

- **Certain 2021 model year C-HR**

Condition:

The subject vehicles are equipped with a rear seat belt reminder system that illuminates indicators temporarily after the ignition is turned on if rear seat belts are not buckled. Due to incorrect programming in a certain electronic control unit, certain situations can cause the rear seat belt reminder system not to illuminate the indicator as designed.

Remedy:

Any authorized Toyota dealer will update the combination meter system ECU software **FREE OF CHARGE**.

Covered Vehicles:

Model Name	Model Year	Approximate Total Vehicles	Production Period
C-HR	2021	28,820	Late July 2020 – Mid-May 2021

Technician Certification 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 recall repair are required to currently have completed all of the following courses:

- T623 - Toyota Electrical Circuit Diagnosis

Owner Letter Mailing Date

Toyota will begin to notify owners of involved vehicles in early October, 2021.

Please reference the attachments for additional details.

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Thank you for your support,

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