

INTEROFFICE MEMORANDUM

Original Publication Date: July 8, 2021

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

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

SPECIAL SERVICE CAMPAIGN 21TC04 (Remedy)

Certain 2021 Model Year C-HR
Incorrect Programming for Rear Seat Belt Reminder Indicator

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on July 8, 2021.

Region Unique Information

- We have included an operation code for vehicles in which the Combination Meter System ECU reprogram is unsuccessful. Dealers can use this operation code in the event they need to replace the Combination Meter System ECU due to reprogramming failure.

Op Code	Description	Flat Rate Hours
AHTC42	Reprogram – Combination Meter System ECU + Replace Combination Meter System ECU due to reprogram failure.	1.2

- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 13 days, at a maximum of \$42.00 per day, as a sublet type "RT" under Op Code AHTC42.
 - For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.**
 - Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

*Part Number		Description
Previous Part Number	Current Part Number	
83800-10B90	83800-10B91	Combination Meter Assembly
83800-10B80	83800-10B81	Combination Meter Assembly
83800-10C00	83800-10C01	Combination Meter Assembly
83800-10C10	83800-10C11	Combination Meter Assembly
83800-F4A70	83800-F4A71	Combination Meter Assembly
83800-F4A60	83800-F4A61	Combination Meter Assembly

***Note: Dealers should reference Toyota Warranty Policy 4.24 (Digital Odometer Replacement Program) before ordering.**

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.