

**◀ IMPORTANT UPDATE ▶**

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
11/11/2021	Multiple sections have been updated to reflect Phase 2 has been added to this CSP.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TOYOTA MOTOR
NORTH AMERICA

Quality

INTEROFFICE MEMORANDUM

Original Publication Date: December 9, 2020

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

**Phase 2 – Customer Renotification and Repair Phase
Repair is Now Available****Certain 2018 - 2019 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- 2019 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 updated dealer letter will be sent to all Toyota dealers on **November 11, 2021.**

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.