

From: Quality Compliance
Sent: Thursday, January 25, 2018 4:48 PM
Subject: UPDATE - Customer Support Program ZHB, Certain 2010- 2011 Model Year Prius, Coverage for Halogen Low Beam Headlamp Bulbs - Internal
Attachments: Updated ZHB Dealer Package 1-25-18.pdf

UPDATE as of 1/25/18 4:45pm Central.

-The claim filing details have been updated to clarify remedy OP Codes and Interim Op Codes for vehicles that are currently exhibiting the condition vs. vehicles that have exhibited the condition in the past.

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Halogen Low Beam Headlamp Bulbs on Certain 2010- 2011 Model Year Prius vehicles.

Background

Toyota has received a number of reports regarding the halogen head lamps on certain 2010 – 2011 model year Prius vehicles. In these reports, customers have indicated that their vehicle's halogen low beam headlamp bulb lifetime is shorter than expected.

Although the Halogen Low Beam Headlamp Bulbs are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage related to the halogen head lamp bulbs due to these circumstances.

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

Covered Vehicles

There are approximately 390,000 Vehicles covered by this Customer Support Program. There are approximately 400 vehicles distributed to Puerto Rico covered by this Customer Support Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL17-15) for identification of vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Prius	Certain 2010-2011	End-March, 2009 - Mid-December, 2011

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the halogen headlamp bulbs. The specific condition covered by this program is that the halogen low beam headlamp bulb lifetime is shorter than expected. If the condition is verified, the dealer will install voltage adjustment wire harnesses and replace both halogen low beam headlamp bulbs under the terms of this Customer Support Program.

NOTE:

- Right and left side bulbs and harnesses will be installed even if only one side is exhibiting or has exhibited the condition.
- Even if the vehicle does not currently exhibit the condition, but has exhibited the condition in the past and has had a headlamp bulb replaced, the vehicle may be eligible for repair if the customer can provide documentation indicating that the bulb(s) has been replaced previously. Refer to the customer reimbursement checklist for documentation details.

- ***This coverage will be offered until October 31, 2019, 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.

Please reference the attachments for additional details.

Dealers will be notified on January 25, 2018 at approximately 3:00pm Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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