



## CUSTOMER SUPPORT PROGRAM NOTIFICATION – ZHB

VIN: JTDKN3DU3A1306081

Dear Toyota Owner:

At Toyota, we are dedicated to provide vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a Customer Support Program that has been initiated for your vehicle.

Toyota has received a number of reports regarding the halogen headlamps on certain 2010–2011 model year Prius vehicles. In these reports, customers have indicated that halogen low beam headlamp bulb lifetime is shorter than expected. While the majority of vehicles will not experience this condition, we are offering the following Customer Support Program:

### Warranty Enhancement Program Details

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies 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 Warranty Enhancement Program.

**NOTE:** Right and left side bulbs and harnesses will be installed even if only one side is exhibiting the condition.

- **The coverage offers warranty enhancement until October 31, 2019 regardless of mileage.**

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

*This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

\*Please see your Toyota dealer for additional details.

VIN #:



ZHB

Peel and Stick  
Label onto the  
Owner's Warranty  
Information Booklet

### What should you do?

Please apply the label above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.

**If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) – Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m., Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Frequently Asked Questions on back side

**Q1: Is this a recall?**

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this this Customer Support Program.

**Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is now exhibiting the condition described in this letter or if you have had a low beam headlamp bulb replaced in the past. **If you have not experienced this condition, please apply the label to your *Owner's Warranty Information booklet* for future reference.**

**Q3: What if I previously paid for repairs related to Customer Support Program?**

A3: Reimbursement consideration instructions will be provided in the owner letter.

**NOTE:** Customers who have had a low beam headlamp bulb replaced in the past are eligible for customer reimbursement AND are also eligible for the repair.

**Q4: Is the Customer Support Program coverage transferable if I sell my vehicle?**

A4: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q5: What should I do if my vehicle has the condition described?**

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q6: How long will the repair take?**

A6: The repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: Which part(s) are covered by this Customer Support Program?**

A7: The specific component(s) covered by this warranty extension are as follows:

- Halogen Low Beam Headlamp Bulbs
- Halogen Low Beam Headlamp Bulb Wire Harnesses

**Q8: What if I have additional questions or concerns?**

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m., Central Time.