

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL11-01 Date: 03/4/11 Page: 1 of 3
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**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZTN):
WARRANTY ENHANCEMENT FOR HIGH-INTENSITY-
DISCHARGE (HID) HEADLIGHTS ON CERTAIN 2006
THROUGH 2009 MODEL YEAR PRIUS VEHICLES**

As of March 1, 2011, Toyota has extended the warranty coverage for the original, factory installed High-Intensity-Discharge (HID) Headlights on certain 2006 through 2009 model year Prius vehicles. Limited reimbursements will also be provided to customers who previously paid for the repair or replacement of the original HID bulb(s) or HID headlight ECU.

Applicability

This Customer Support Program (CSP) is only applicable to certain 2006 through 2009 Prius vehicles equipped with the original, factory installed HID headlights. Please verify VIN applicability for this CSP by performing a VIN Inquiry in CPS before completing any repairs.

What is Covered

The following is covered under this CSP:

- For certain 2006 through 2009 Prius vehicles equipped with the original, factory installed HID headlights, the New Vehicle Limited Warranty will be extended to cover repairs or replacements of the original HID bulb(s) for **five years or 50,000 miles** from the vehicle's date-of-first-use (whichever occurs first).
- Limited reimbursements to Toyota customers who previously paid for the repair or replacement of the original HID bulb(s) or HID headlight ECU. Reimbursements will be processed by a third party HID Settlement Claims Administrator and not by any dealers or distributors. Please refer to page 3 of this bulletin for additional information regarding reimbursement.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Applicable VIN Ranges

Model	Model Year	VIN Ranges	
		VDS	Serial
Prius*	2006-2009	KB20U	3099688 - 3546400
			7057944 - 7894029
*Must be equipped with original, factory installed HID headlights.		KB22U	7056471

Claim Submission

Claim Type	Opcode	Labor Time	Description
Repair Program	1702B1	0.8	Replace the HID bulb (One Side)
Repair Program	1702B2	1.1	Replace the HID bulbs (Both Sides)

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **regular** warranty claim.

Replacement Parts

Part Name	Part Number	Qty
Bulb, HID	90981 - 20029	Up to 2 bulbs*

*Quantity will depend on whether only one bulb or both bulbs need to be replaced.

Rental

Rental is **not** provided for this repair. If warranty claims are submitted with rental, the claim will be returned requesting removal of rental.

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Customer-Paid Repairs or Replacement of Components

- 1. HID Electronic Control Units (ECUs) repaired or replaced before March 1, 2011.** Customers who paid to repair or replace a HID headlight electronic control unit (ECU) before March 1, 2011, will be entitled to full reimbursement (both parts and labor), provided they have not already received a full reimbursement. Customers who received past partial reimbursements are eligible for reimbursement of the difference between what they previously spent on HID-related repairs or replacements and any past reimbursements the customer received. Reimbursement requests must be submitted directly by the customer to the HID Settlement Claims Administrator. **Dealers should not reimburse any claims.**
- 2. HID Bulbs repaired or replaced within 5 years and 50,000 miles.** Customers who paid to repair or replace HID bulb(s) while their vehicle was still within 5 years and 50,000 miles from the vehicle's date-of-first-use will be entitled to full reimbursement (both parts and labor), provided they have not already received a full reimbursement. Customers who received past partial reimbursements are eligible for reimbursement of the difference between what they previously spent on HID-related repairs or replacements and any past reimbursements the customer received. Customers who can show proof that their HID headlights first started having problems within 5 years and 50,000 miles are also entitled to full reimbursement even if they repaired/replaced their HID bulbs **after 5 years or 50,000 miles**. Reimbursement requests must be submitted directly by the customer to the HID Settlement Claims Administrator. **Dealers should not reimburse any claims.**
- 3. HID Bulbs repaired or replaced after 5 years or 50,000 miles.** Customers who paid to repair or replace the HID bulb(s) after either 5 years or 50,000 miles elapsed from the vehicle's date-of-first-use will not be automatically entitled to reimbursement, but may still submit a claim to the HID Settlement Claims Administrator for full or partial reimbursement consideration if they believe there are extenuating circumstances justifying reimbursement.

If customers have questions regarding obtaining reimbursement, they should be referred to the following:

HID Settlement Claims Administrator
Phone: 1-800-746-3614
WWW.HIDSETTLEMENT.COM
WWW.GIRARDGIBBS.COM/PRIUS.ASP

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