



CUSTOMER SUPPORT PROGRAM 26TE06

Certain 2018–2019 Model Year C–HR Coverage for Continuously Variable Transmission (CVT)

Model / Years	Production Period	Approximate Total Vehicles
2018–2019 C–HR	Early February 2018 – Early September 2019	116,800

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for certain Continuously Variable Transmissions (CVT).

Background

Although the Continuously Variable Transmissions (CVT) is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to an abnormal whine noise in the CVT.

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

Customer Support Program Details

Tech Requirements

T2746 Automatic Trans Diag

Repair Time

Repair: 6.5

Parts Control at Launch

MAC D

Website: (Video Required)

Owner Notification Date

Early – September, 2026

Salvaged Title Eligible

Yes

This Customer Support Program provides coverage as it applies to the Continuously Variable Transmission (CVT) on certain 2018–2019 C–HR vehicles. The specific condition covered by this program is an abnormal whine noise in the CVT. If the condition is verified, the vehicle will be repaired with a new or remanufactured CVT under the terms of this Customer Support Program

- The **Primary Coverage** will be offered until **September 30, 2027**, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 120,000 miles from the vehicle's date of first use, whichever comes first.

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.

Owner Notification

Mail
Toyota will notify owners by Early September 2026.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to the Toyota Newsroom <https://pressroom.toyota.com/>



Special Service Campaign Contents

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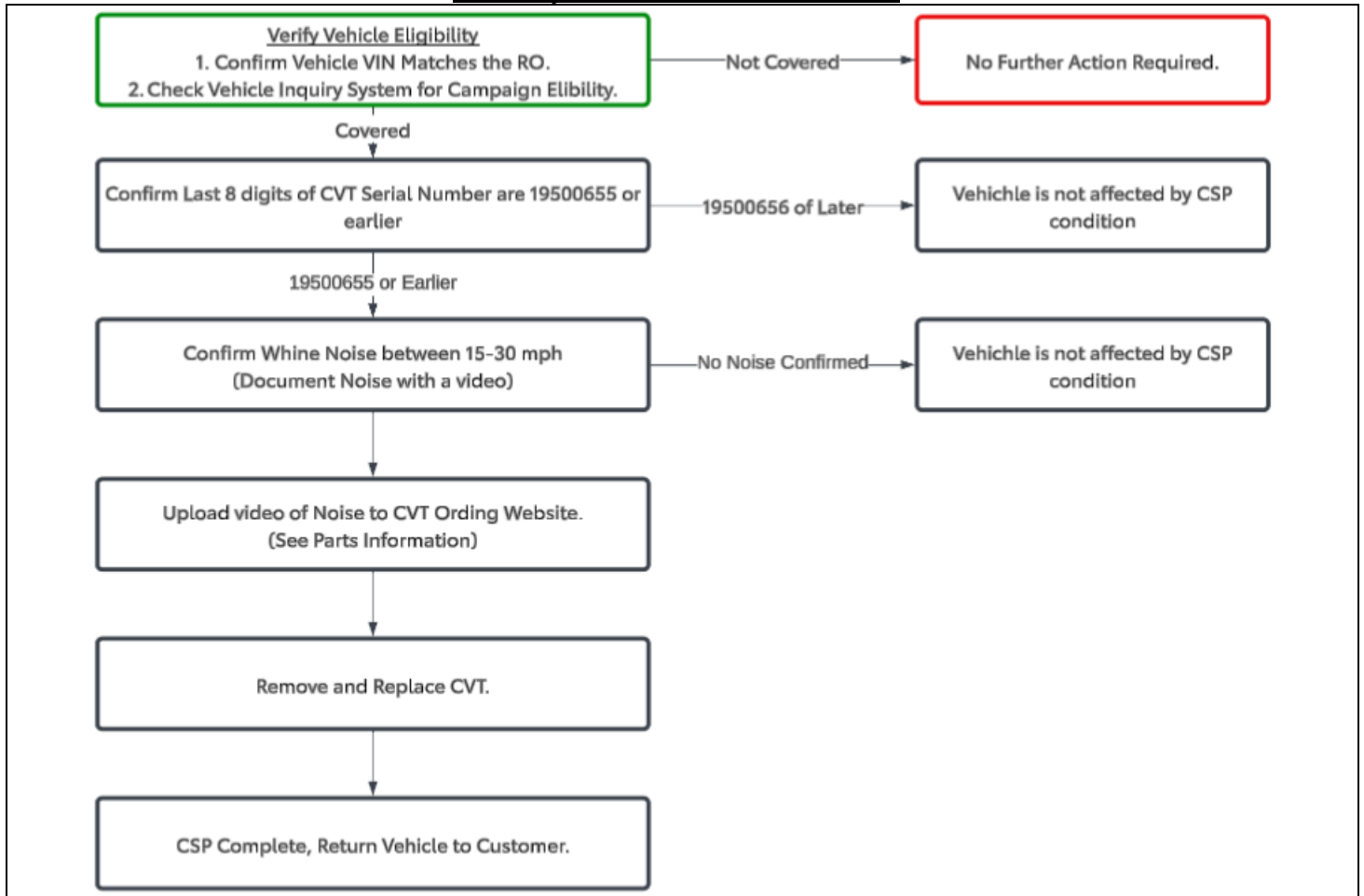
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Service Department

Warranty Reimbursement Procedure



- Note Toyota will be monitoring all inspections and will recover transmissions at Toyota discretion to confirm condition meets CSP parameters.

Op Code	Description	Flat Rate Hours
26TE06R1	Replace CVT	6.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Toyota requires documentation of the inspection to be attached to all campaign claims.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP *IS* emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title ***ARE ELIGIBLE*** for coverage under this CSP.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Remedy Procedures

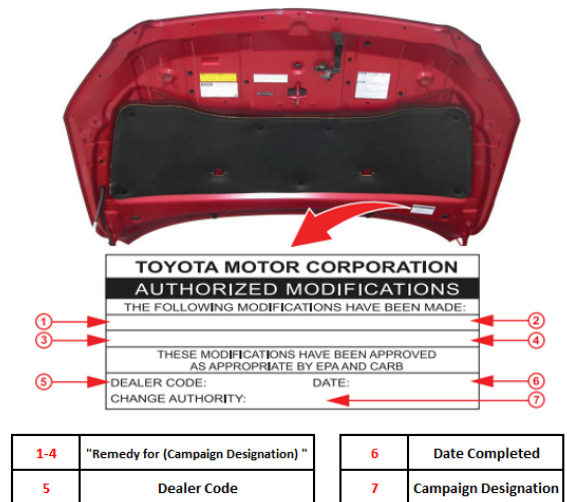
Technical instructions for this Customer Support Program can be found in [T-SB-0048-26](#).

Emissions Repair Procedures for California Dealers

As this Customer Support Program includes emission related parts, California dealers are required to affix an Authorized Modification Label to the vehicle after repairs have been completed.

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicated.

Authorization Labels can be ordered from the MDC (Label material number 00451-00001-LBL).



Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to have completed the following courses:

- T2746 Automatic Transmission Diagnosis

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Parts Department

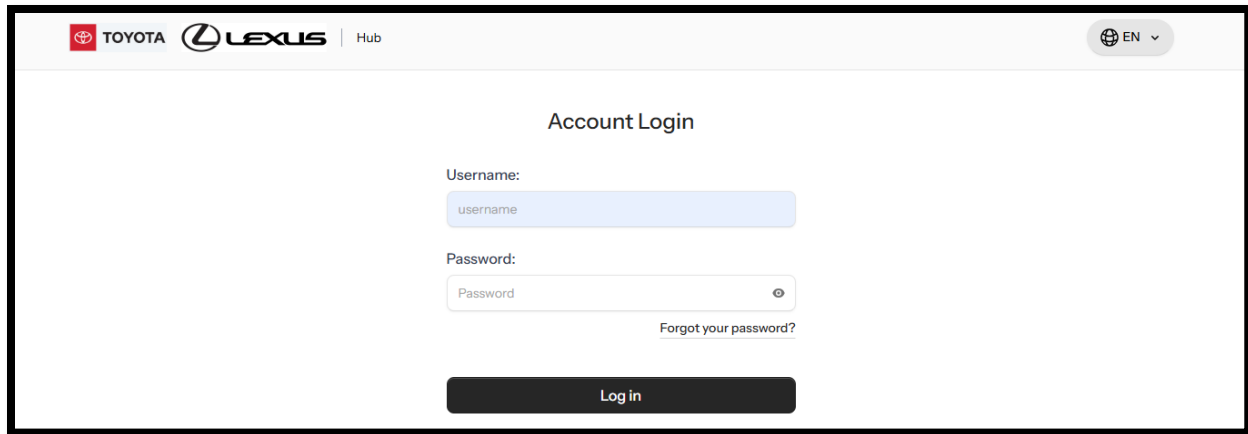
Parts Information

Parts ordered for CSP 26TE06 will be ordered through the website link below and require a VIN, Transmission Serial Number, and Video or Condition to order. All dealers should place orders based on customer appointments and appointments should account for Transmission delivery time. The transmissions are stocked at your local PDCs.

Transmission Order Website: <https://hub.sso.imagespm.info>

How to Order Transmission

1. Open the Toyota/Lexus Single Sign on Hub.



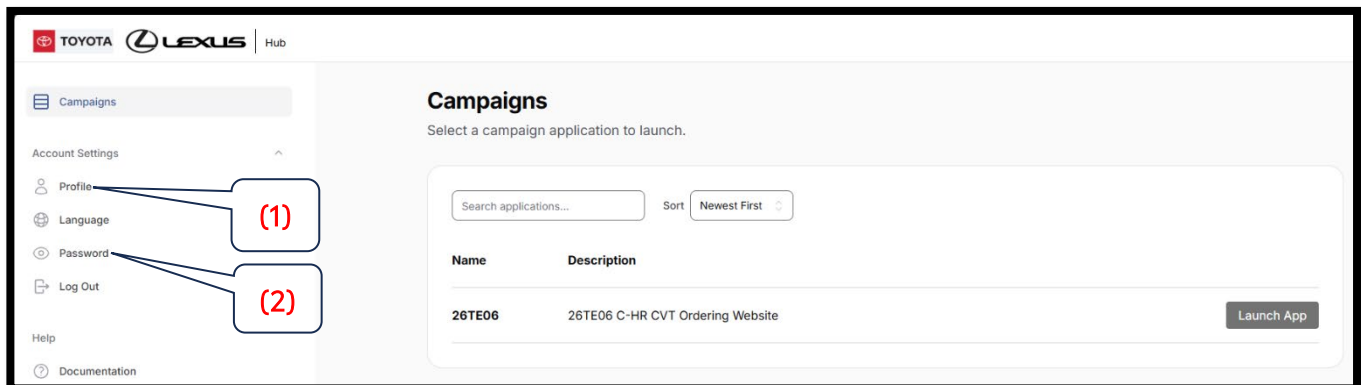
- a. Enter your dealer login credentials

Username: Dealer Code

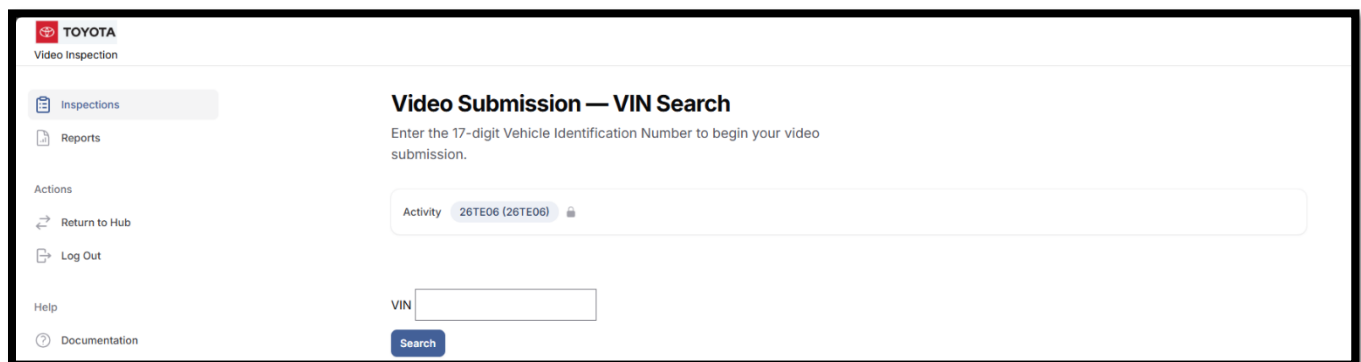
Password: XXXXX

Note:

- Ensure dealer email is updated in *profile (1)* to allow for “forgot your password?” Recovery.
- Default password is XXXXX. The *password (2)* can be changed by the dealership after the first login.
- Please make sure all eligible technicians and parts ordering associates in your dealership know the password for your dealership.



- b. Select Launch App on 26TE06 C-HR CVT Ordering Website.



- c. Enter VIN.

d. Request Transmission to be ordered.

- i. Input Vehicle Mileage
- ii. Input Serial Number - refer to [T-SB-0048-26](#) for serial number range.
- iii. Tech Name
- iv. SPIN ID
- v. Requester Name
- vi. Email (Order Details and Order Reference Number for Tracking will be sent here)
- vii. Input Phone Number
- viii. Select Department
- ix. Video (30 sec. upload limit) - refer to [T-SB-0048-26](#) for an example video of condition.
- x. Read Disclaimer and check box.
- xi. Submit Video.

Upload Video

Upload a video proving vehicle eligibility for parts replacement.

Activity 26TE06 (26TE06)

Vehicle

Mileage on vehicle*

Serial Number

Technician

Technician name*

SPIN ID (12 digit code)*

Requester

Name*

Email*

Phone*

Department*
Select an option

Video

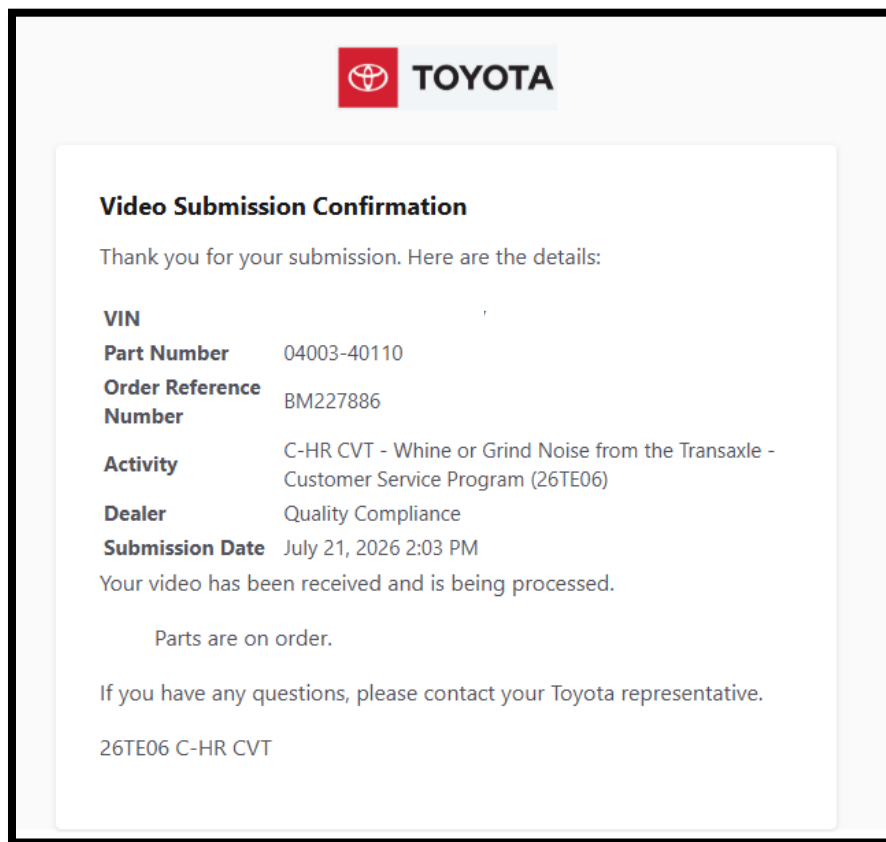
Video File*

Drag & Drop your files or [Browse](#)

☐ *I hereby certify that the subject vehicle exhibits the conditions described in the preceding documentation, and that failure to do so may result in the dealer being subject to a debit.

Submit Video

e. Once Submission has been completed, this screen will populate stating status of Submission.



- i. You will also receive an email copy with submission details. (to email – provided in transmission request form)

Website Order:

Part Number	Description	Quantity
04003-40110	CVT & Torque Converter Kit – *See Remedy Procedure	1

**Gasket and Fluid will not be processed through CVT Order website, Dealers will have to order through the normal channels.*

Dealer Order:

90430-18008	Gasket, Refill Plug – Dealer Order	1
90430-12008	Gasket, Overflow Plug – Dealer Order	1
00279-CVTFE-01	CVTF FE (6-quart Container) – Dealer Order	1

Frequently Asked Questions

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a continuously variable transmission (CVT). Toyota believes these CVTs may experience premature wear. This premature wear could lead to an abnormal whine noise being emitted from the CVT that is more noticeable between 15-30 mph and early CVT failure.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail starting in **Early September 2026**, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the **CVT** which has this condition with a new or remanufactured CVT **FREE OF CHARGE**.

Q3: *Which and how many vehicles are covered by this Customer Support Program?*

A3: There are approximately **116,800** vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
C-HR	2018-2019	Early February 2018-Early September 2019

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

Q4: *What are the details of this program?*

A4: This Customer Support Program provides coverage as it applies to CVTs on certain 2018-2019 C-HR vehicles. The specific condition covered by this program is an abnormal whine noise in the CVT. If the condition is verified, the vehicle will be repaired with a new or remanufactured CVT under the terms of this Customer Support Program.

- The *Primary Coverage* will be offered until **September 30, 2027**, regardless of mileage.
- After the Primary Coverage, the *Secondary Coverage* is applicable for 10 years or **120,000 miles from the vehicle's date of first use, whichever comes**.

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.

Q5: *What should an owner do if experiencing this condition?*

A5: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for an appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed *FREE OF CHARGE* to the owner.

Q5a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A5a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

Q6: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A6: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q7: *What if I previously paid for repairs related to this Customer Support Program?*

A7: Reimbursement consideration instructions will be provided in the owner letter.

Q8: *Are there any warnings that this condition exists?*

A8: If your vehicle is experiencing premature wear due to this condition, it will exhibit an abnormal whine noise that is more noticeable between 15-30 mph.

Q9: *How does Toyota obtain my mailing information?*

A9: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q10: *What if I have additional questions or concerns?*

A10: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern.

Policies And Procedures

Customer Marketing

Direct marketing of this Extended New Parts Warranty is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.