



TOYOTA

Ref. No.: CSO-TD24-LL-051

Move your world

May 19, 2025

ATTY. CHERRYL G. CARBONELL

OIC-Director

Consumer Protection & Advocacy Bureau (CPAB)

Department of Trade and Industry

Subject: Special Service Campaign for Panoramic Roof Glass on certain Toyota Yaris Cross HEV

Dear Atty. Carbonell,

As part of its corporate commitment to product safety and quality, Toyota Motor Philippines (TMP) has launched a Special Service Campaign to inspect and if necessary, repair / replace the Panoramic Roof Glass on certain Toyota Yaris Cross HEV model.

In the Philippine market, the Special Service Campaign for the Toyota Yaris Cross HEV model will cover a total of **5,086** vehicles:

Brand	Model	No. of Vehicles	Production period
Toyota	Yaris Cross HEV	5,086	May 29, 2023 through November 18, 2024
Nothing Follows			

The subject vehicles are equipped with a Panoramic Roof specification. During a certain production period, incorrect application of the glass primer may result in a reduced adhesive bond between the roof glass and the roof panel. If the vehicle continues to be driven in this condition the worst-case scenario is that the Panoramic Roof Glass may detach from the vehicle roof, increasing the risk of accident to other road users.

Involved customers will be notified by Toyota Motor Philippines through Official Notification Letter and will be invited by authorized Toyota Dealers to inspect the Panoramic Roof Glass and if necessary repair / replace it with a new and improved one at **NO CHARGE** to the vehicle owners. Customers may also check if the Toyota vehicle is included in any active Service Campaign at <https://online.toyota.com.ph/service-campaign>.

Involved customers with vehicles included in the service campaign are highly encouraged to immediately set an appointment with any authorized Toyota dealer to perform the necessary inspection and if necessary repair / replace the Panoramic Roof Glass and prevent problems from occurring. Customers may also schedule the repair during the Periodic Maintenance appointment if the vehicle is already due or approaching its regular maintenance schedule.

Thank you very much and we look forward to your support.

Very truly yours,


BERNARDINO C. AREVALO

First Vice President
Customer Service Operations
Marketing Division

Cc: ATTY. AGATON TEODORO O. UVERO
Assistant Secretary and Supervising Head
Fair Trade Group (FTG)
Department of Trade and Industry

TOYOTA MOTOR PHILIPPINES CORPORATION
Head Office & Santa Rosa Plant
Toyota Special Economic Zone,
Santa Rosa-Tagaytay Highway
Santa Rosa City, Laguna 4026, Philippines
T +63 2 8825 8888 / +63 49 541 3020, F +63 2 8843 5799
www.toyota.com.ph

Makati Office
31/F GT Tower International,
6813 Ayala Ave. cor. H.V. Dela Costa St.
Salcedo Village, Makati City 1227, Philippines
T +63 2 8858 8200, F +63 2 8858 8040
customerassistance@toyota.com.ph

Vehicle Logistics Hub
Diversion Rd. Balagtas 4200
Batangas City (Capital)
Batangas, Philippines