



**Southeast Toyota
Distributors, LLC**

**Southeast Toyota Distributors, LLC
Accessory Installation Instructions**

**2024 Prius/HV
Clear Protective Film
(Phase 4 - Full Hood & Mirrors)**

Year & Model:	2024 Prius/HV
Part Number:	N/A
Accessory Code:	PF4000
PIO / DIO:	PIO
Business Partner:	J72

Conflicts

Note: N/A

General Applicability

Note: 2024 Prius/HV

**Additional Items Required For
Installation**

Item#	Description:
1.	Clear Film Windshield Sticker
2.	Care Card

Sequence of Application

Item#	Accessory:
1.	N/A

SPECIALNOTE: Installation Sequences

After TMS & Safety mandated preparatory steps have been taken, the installation sequence is the suggested method for completing the accessory installation. In some instances the suggested sequence is written for one associate to install & in others the sequence is given as part of a team accessory installation. Unless otherwise stated in the document, the associates may perform the installation steps in any order to make the installation as efficient as possible while maintaining consistent quality.

Recommended Tool

Special Tools	Notes
Squeegee	VPC Approved Tools
Pin Popper	
Installation Tools	Notes
Spray Bottles	
Pump Sprayers	Wypall L40 All Purpose Wipers
Towel	Supplied by CTC Supplies
“T Shirt Material”	12” California Water Blade
Water Blade	Measure ml
Dropper	
Clay Bar	
Heat Gun	Notes
Special Chemicals	
Wetting Agent	Johnson’s Baby Shampoo; Mix varies with temperature
Alcohol Solution used for cleaning:	90% to 100% isopropyl alcohol or Rapid Prep.
Solution used to enhance adhesive. Rapid Prep.	10% isopropyl alcohol and 90% water

Legend

	STOP: Damage to the vehicle may occur. Do not proceed until process has been complied with.
	OPERATOR SAFETY: Use caution to avoid risk of injury.
	CAUTION: A process that must be carefully observed in order to reduce the risk of damage to the accessory/vehicle and to ensure a quality installation.
	TOOLS & EQUIPMENT: Used in figures calls out the specific tools and equipment recommended for this process.
	REVISION MARK: This mark highlights a change in Installation with respect to previous issue.
	SAFETY TORQUE: This mark indicates that torque is related to safety.
	REGULATORY MARK: This mark indicates that the component is related to regulatory compliance.
	CRITICAL SYMBOL: This image indicates critical to fit form or function.
	VIDEO: This image indicates a video in the installation procedure, PIO Only.

Document History Revisions

Revision	Date	Description of Changes Made
Rev. A	09/06/2024	C-O to Published as 2024

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Parts for Installation:

Care must be taken when installing this accessory to ensure damage does not occur to the vehicle. The installation of this accessory should follow approved guidelines to ensure a quality installation. These guidelines can be found in the “Accessory Installation Practices” document.

This document covers such items as:

- Vehicle Protection (use of covers and blankets, cleaning chemicals, etc.).
- Safety (eye protection, re-checking torque procedure, etc.).
- Vehicle Disassembly/ Reassembly (panel removal, part storage, etc.).
- Electrical Component Disassembly/Reassembly (battery disconnection, connector removal, etc.).

Item #	Quantity	Description
1.	1	Hood Protective Film
2.	1	Mirror Protective Film (DS)
3.	1	Mirror Protective Film (PS)
4.	1	Windshield Sticker

Service & Warranty Information:

- 1.) Refer to Warranty Bulletin SET-AWB-15-01 on Dealer Daily.

Preparation

Care must be taken when installing this accessory to ensure damage does not occur to the vehicle. The installation of this accessory should follow approved guidelines to ensure a quality installation.

These guidelines can be found in the “Accessory Installation Practices & General Process”

This document covers such items as:

- Vehicle Protection
- Chemicals
- Cleaning
- And other practices; General processes

Installation Environment:

To ensure the best results during an installation you must set-up an installation area that is safe & clean.

The following items should be considered when selecting an area for installation:

1. Temperature:

- Installation should be performed in an ambient temperature from 55° Fahrenheit to 105° Fahrenheit.
- Adjust wetting solution mixture according to the ambient temperature (Table listed below).
- Both the vehicle and the part should be between 55° Fahrenheit to 105° Fahrenheit.

2. Wetting Agents:

- Various size containers can be used for wetting agents.
- Temperatures must be taken into consideration when mixing these containers.

Temperature:	55 ° F - 65 ° F	65 ° F - 75 ° F	75 ° F - 85 ° F	85 ° F - 105 + ° F
32oz Spray bottle	2 ml	2.5 ml	3-4 ml	4-5 ml
64oz Spray bottle	4 ml	5 ml	6-7ml	7-8 ml
1 gal. Spray bottle	8 ml	10 ml	12-14 ml	14-16 ml
5 gal. Spray bottle	40 ml	50 ml	60-70 ml	70-80 ml



Avoid installing in direct sunlight or extreme heat environment.



Avoid installing material when vehicle surface is below 55° or over 105° Fahrenheit.



Keep installation area free of dust, grease, or other small particles that can become airborne, i.e. wax dust, paint overspray, etc.



Installation area must be well lit.

Tolerance criteria are specified in the clear film parts standards.

Vehicle Surface Preparation:

Before beginning any installation, the installer should perform the following steps to prepare the vehicle's surface.

1. Wash / clean application surface thoroughly. Remove any contaminations such as grease, oil, wax, dirt, bug residue, or road tar with approved cleaner.



NOTE: Clean the surface area with a clean rag and 90% to 100% alcohol solution or Rapid Prep. This solution will assure the best cleaning results.

- If the vehicle surface is excessively dirty the use of a clay bar is recommended before starting the installation. If the installer does not have access to clay bar materials, the installers should notify the QA team so the vehicle can be sent to paint professional.
 1. Thoroughly wash and rinse the entire vehicle.
 2. Spray #49-body shine, claylube on to a 3x3 area.
 3. Form the clay magic in to an oval shape. Gently rub the clay bar over the wet area using a back and forth motion until you feel the contaminations removed.
 4. Once the area has been clay barred, use a lint- free or microfiber towel and approved cleaning solution. Clean all left over residue in and around the installation area.
 5. Spray the vehicle with Wetting solution generously and remove with California® Water Blade.

2. Inspect painted surfaces for existing damage or for fresh, loose, and/or scratched paint. It is recommended that any existing damage be repaired before installation. (If damage is found please refer to the VPQA or Clear film standards document).

Clay Bar Maintenance:

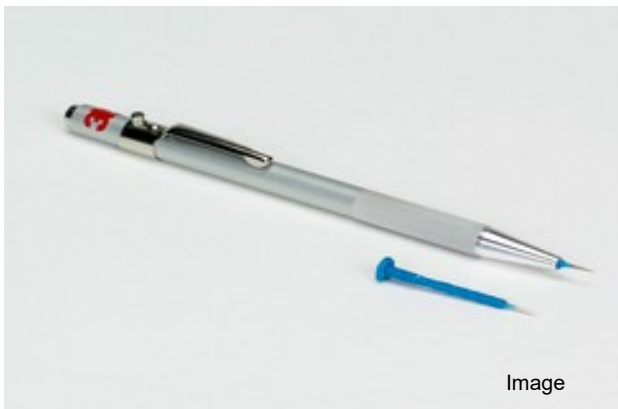
1. To clean the clay bar, simply fold it in half and reshape. To store the clay bar, spray a clay lubricant inside this clay bag, drop in the clay , then ziplock it. If the clay bar cannot be folded to find a uncontaminated area for reuse then it must be replaced.

Removing Film Material from Liner:

1. Check pattern accuracy with the vehicle.
Make sure all necessary pieces are present.
2. Before handling the film, make sure that hands are clean. Then proceed to spray hands with the wetting agent to prevent transfer of fingerprints to the material. Keep hands wet throughout the install procedure.
3. Remove material from liner. Continue to spray material with the wetting agent to prevent the adhesive side from sticking to itself. Keep hands wet.



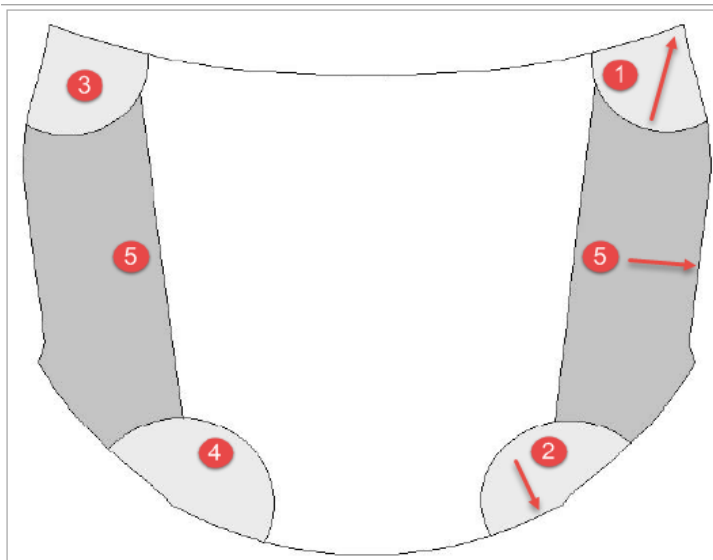
Using an air release tool (pin popper) to remove air bubbles.



With the pin popper at 45 degree angle, poke a hole in the film (Do not contact the painted surface). Then remove the pin and push the air out of the bubble. Use caution not to push too hard and distort the glue.



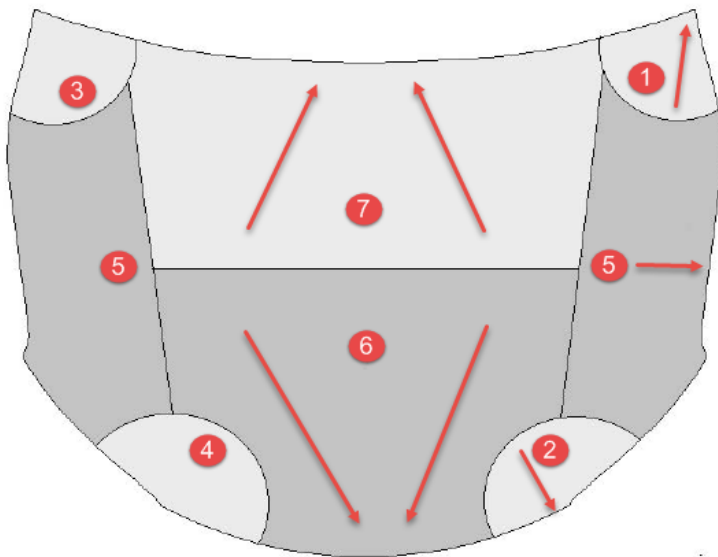
Note: Using a pin popper to release water bubbles can leave an unacceptable white spot. Do not use on water bubbles. Refer to image.

**Hood Installation Procedure:**

Repeat steps 1 -5 on each side

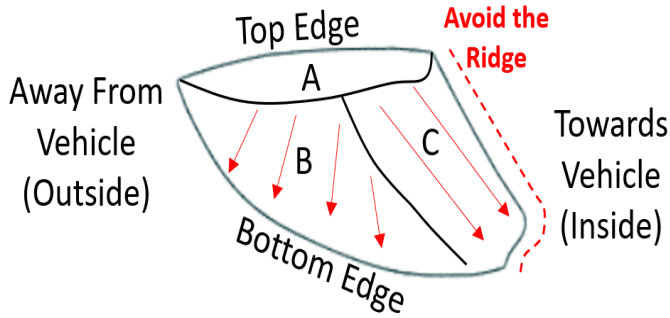
- 1) Align the pattern along the rear corner and squeegee into place. Use the alcohol solution if necessary to ensure placement. Ensure your edges are within tolerance. Refer to zone 1.
- 2) Align the pattern along the front inside corner and squeegee into place. Use the alcohol solution if necessary to ensure placement. Refer to zone 2.
- 3) Repeat step 1 on the opposite side.
- 4) Squeegee the remaining areas between steps 1 and 2 (3 to 4).
- 5) Be sure to squeegee as large an area as you can in these areas to the outside edge. Do not just squeegee down the edge.

Note: Avoid over squeegeeing the center portion of the hood



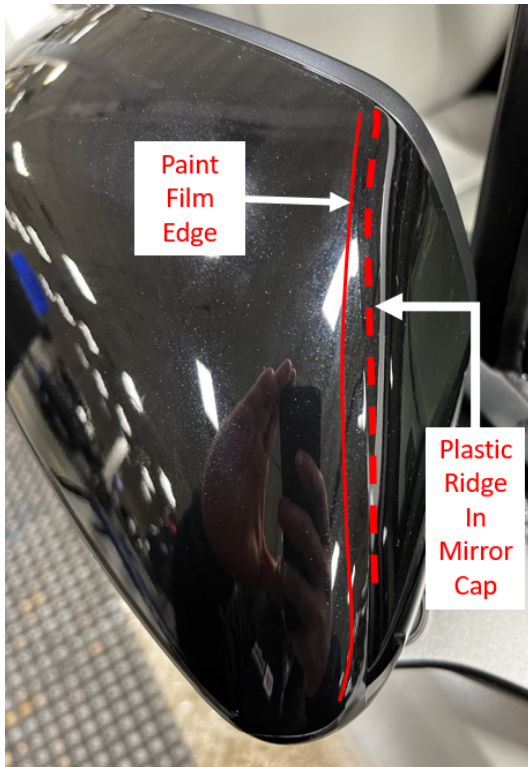
- 6) Split the center of the hood in half by squeegeeing from the center of the hood down towards the front edge. Ensure your front edge is within tolerance before continuing. Refer to zone 6.
- 7) Squeegee from the center of the hood towards the back edge of the hood. Be sure your edges are within tolerance. Refer to zone 7.

Zones



Mirror Installation Procedure:

1. Align the pattern along the top edge of mirror. Squeegee material into place. Use alcohol solution if needed to ensure placement (Refer to Zone A)
2. Align pattern along lower edge of vehicle working from outside to inside aligning, applying pressure and squeegeeing into place. (Refer to Zone B)
3. As you reach the end of zone B transition into applying pressure on zone C to allow bottom edge alignment. Some alternation between zone B and C may be needed to align and set the bottom edge
4. Slightly pull the \inside corner of the mirror into place to relieve any fingers. Ensure your edges are within tolerance and squeegee into place. Use the alcohol solution if necessary to ensure placement.
5. Squeegee the lower outside corner of the mirror into place.



Note: Factory mirror plastic has a ridge molded into it. You can see this ridge or feel it with your finger nail. **Paint film cannot be stretched over the ridge. The ridge will cause air bubbles and adhesion failure in film.** Since this ridge is not part of the designed appearance of the car standard tolerance should not be measured between ridge and edge of paint film

Seal All Edges:

Using clean towel wipe excess moisture from all edges. Using the T-shirt material/micro fiber towel wrapped around the hand, apply heat to warm the film to the touch with the heat gun 6 to 8 inches away from the vehicle panel and edges of the appliqué. The use of heat to warm the edges helps to create a tight bond and prevent the edges from lifting.

NOTE: Although the finished installation may appear to be acceptable without using heat to warm the outer edges, the application of heat greatly reduces the curing time required for sufficient bonding of the film edges to the paint surface.

This tighter initial bond is sought as it facilitates rapid movement of the vehicle with less worry of edges lifting due to contact during vehicle handling.

The amount of heat required to warm the surface of the paint film will be determined by current vehicle and ambient temperatures.

PAINT PROTECTIVE FILM WINDSHIELD STICKER

Installation Procedure

1. Keep area free of dust, grease, or other small particles that can become airborne, i.e. wax dust, etc.
2. Installation area must be well lit.

Vehicle Surface Preparation

1. Before beginning any installation, the installer should perform the following steps to prepare the vehicle 's surface.
2. Wash / clean application surface thoroughly. Remove any contaminations such as grease, oil, wax, dirt, with approved cleaner.

Installation Procedure

1. Install paint protection sticker left of the factory etch on drivers (left front door) window. Figure 4.



Fig. 4

Note: If Toyo-guard cling is installed, the Paint Protection Sticker will go to the left of the Toyo-guard cling.

Note: If there is a factory alarm sticker, install the paint film sticker to the left of it.



Fig. 5

The distance between stickers cannot be more than 5mm. The bottom of the paint film sticker is to line up with the bottom of the etching, which does not include the single letter or shape, or with the bottom of the other stickers.



Fig. 6

2. Place information card in glove box. Stickers must be free of bubbles and cannot overlap each other or factory etch. Check for defects in the sticker itself. Fig. 5 & 6.

Post-Installation Instructions:

1. Clean surface of vehicle as necessary.

Removal Process:

Note: If the film is fully dried, it is recommended to use a heat gun to warm the film to the touch before starting the removal process. This will help reduce the likelihood of the paint damage and add in the ease of removal.



2. Pick an edge corner of the material up. Grab enough material to allow a secure grasp with hand.

3. Pull material towards body at an angle (between 30° to 45°). Do not try to rip material off the surface, instead, stretch the material off the surface. By stretching the material you will minimize the amount of adhesive left on the surface.
4. Clean adhesive left on the surface using a common adhesive remover.



Checklist - these points **MUST** be checked to ensure a quality installation.

Check:

Look For:

Accessory Function Checks

✓ Proper equipment was used to install.

Check for loose edges, bubbles, and or film damage.

✓ Check for film quality and proper installation .

Check for scratches, correct edge alignment, and or debris under film.

✓ Care Card

Place care card in glove box.

LIMITED WARRANTY – SOUTHEAST TOYOTA

SOUTHEAST TOYOTA DISTRIBUTORS, LLC ("we," "our" and "us") provides the following limited warranty on our accessories, excluding tires, ("Accessories" or "Accessory") installed on a Toyota. This limited warranty is not provided by and does not bind or provide benefit to the vehicle dealer, the manufacturer, or Toyota Motor Sales, U.S.A., Inc. This limited warranty does not apply to tires; please consult the tire manufacturer and/or its materials accompanying the vehicle for any warranty terms concerning tires. This limited warranty also does not apply to ToyoGuard Exterior Paint Sealant and ToyoGuard Interior Protector; please consult the ToyoGuard Limited Warranty Certificate for the warranty terms concerning those products.

SCOPE OF LIMITED WARRANTY:

A. Protection:

- i. **Accessories Installed by Southeast Toyota Distributors, LLC on a new Toyota vehicle.** We warrant that, for a period of 36 months or 36,000 miles, whichever occurs first, we will repair or replace (includes labor), free of charge, any defect in such an Accessory due to faulty material or workmanship, or, at our option, provide a full refund of the purchase price of the Accessory. The warranty period begins on the vehicle's In-Service Date, which is the first date the new vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator. Accessories installed by Southeast Toyota Distributors, LLC are identified on the vehicle's window sticker (Monroney Label).
- ii. **Accessories Installed by a Toyota Dealer on a Toyota vehicle.** We warrant that, for 12 months, regardless of mileage, from the date such an Accessory was installed on the vehicle or the remainder of the Toyota new vehicle warranty, whichever is longer, we will repair or replace (includes labor), free of charge, any defect in the Accessory due to faulty material or workmanship, or, at our option, provide a full refund of the purchase price of the Accessory. For a new vehicle, the warranty period begins on the vehicle's In-Service Date, which is the first date the new vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator.
- iii. **Accessories purchased from a Toyota Dealer but not installed by the Toyota Dealer.** We warrant that, for a period of 12 months, regardless of mileage, from the date the accessory was purchased, we will repair or replace (does not include labor), free of charge, any defect in the Accessory due to faulty material or workmanship, or, at our option, provide a full refund of the purchase price of the Accessory.

B. Limitation of Warranty. This limited warranty does not apply to, and we will not repair, replace, or reimburse you for: (1) wheel balancing and wheel alignments, except for one wheel balancing or alignment during the first 12 months or 12,000 miles, whichever occurs first, from the vehicle's In-Service Date, as defined above, (2) abrasions or dents, whatever their cause, and any failure or damage resulting directly or indirectly from accidents, collisions, impacts from foreign objects, fire, theft, larceny, explosion, malicious mischief, vandalism, civil commotion, riots, war, or any other similar causes, (3) any failure or damage resulting directly or indirectly from lightning, windstorms, hail, water, floods, subfreezing temperatures, airborne chemicals, tree sap, dust, salt, and any other environmental conditions or similar causes, (4) any failure or damage caused by: (a) a failure of any part, other than the Accessory, (b) any misuse, abuse, improper towing, negligence or lack of maintenance of the vehicle or Accessory, (c) the alteration, modification or repair of the Accessory by anyone other than persons expressly authorized by us to perform such alteration, modification or repair, or (d) the use of the vehicle for commercial purposes, competitive driving or racing, (5) any failure or damage, if the Accessory has not been installed according to instructions, (6) any failure or damage occurring outside of Canada, the United States of America, its territories or possessions, (7) except to the extent required by the state whose laws govern this limited warranty, any consequential, secondary, or unreasonable costs that may be suffered as a result of the need to repair or replace the Accessory, including without limitation any loss of use of the vehicle, road service, towing, storage charges, inconvenience, loss of wages and/or income, additional expense incurred, loss of transportation, rental car expense, or any derivative damage to persons or things other than the Accessory, including other parts of the vehicle, or (8) liability for damage to property or for injury to or death of any person, arising out of the operation, maintenance or use of your vehicle whether or not related to the covered Accessory.

C. Exclusive Remedy. If there is a valid claim under this limited warranty for a defect due to faulty material or workmanship in the Accessory, we will, at our option, either: (i) repair, (ii) replace or (iii) provide a full refund of the purchase price of the Accessory. We have no other obligations under this limited warranty. Refunds will be made to the vehicle owner. If the vehicle is leased, the refund will be made to the leasing company.

HOW TO MAKE A CLAIM: In the event of a warranty claim, please contact the nearest Toyota dealer to arrange for repairs. The dealership must receive our prior authorization before making repairs covered by this limited warranty. The dealer will contact Southeast Toyota Distributors, LLC at 1-888-851-2722, select option #5 (Warranty Department), then option #4 (Repairs), for instructions on processing a warranty claim, if they are not already familiar with the process. If you have any questions or concerns regarding repairs covered by this limited warranty, please contact our Customer Assistance Hotline at 1-800-301-6859.

OUR DISPUTE RESOLUTION PROGRAM: Your satisfaction is our highest priority. In keeping with that focus, in the event that an issue arises related to this Limited Warranty, we invite you to call our Customer Assistance Hotline at 1-800-301-6859 to discuss it. In most cases, we expect that a satisfactory resolution of your issue can be reached through engagement with that Department. If our Customer Loyalty Department is unable to resolve your issue to your satisfaction, we offer a dispute resolution program administered by the National Center for Dispute Settlement (NCDS) ("the Program"). The purpose of the Program is to resolve disputes in an informal setting before an impartial arbitrator. The Program is free of charge to you (although you must bear the cost of any expert witness or attorney you elect to employ). You are required to complete the Program before exercising rights or seeking remedies under the federal Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq. ("the Act"). If you choose to seek remedies that are not created by the Act, you are not required to use the Program before pursuing such remedies – although the Program is still available to you to resolve the dispute. When utilizing the Program, you will need to provide (a) the vehicle identification number of your vehicle, (b) the identity of your selling and servicing dealerships, (c) the mileage on your vehicle at relevant times, (d) the date and nature of any relevant repairs, (e) legible copies of repair orders and other relevant documents, (f) a summary of the unresolved issue and the requested action, and (g) your contact information. In most cases, the dispute resolution process under the Program will be completed within forty (40) days of your submission of your request and will consist of steps such as an initial eligibility determination, an opportunity for you and us to submit information in writing relating to your claim, an oral hearing, and a decision from the arbitrator. A decision will be binding on you only if you choose to accept it. You may submit a request to NCDS by telephone at their toll free number: (877)-276-8848 or in writing at P.O. Box 463196, Mt. Clemens, MI 48046. You may obtain additional information regarding the Program at www.ncdsusa.org. In the event that the NCDS does not exist or no longer handles disputes for us at the time that you seek to submit a request, you may contact our Customer Assistance Hotline at 1-800-301-6859 to obtain current information about our dispute resolution programs.

GENERAL LIMITATION OF WARRANTY: THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES OR LIABILITIES. IN NO EVENT SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE INFORMATION OR EXCLUSION MAY NOT APPLY. NO EXPRESS WARRANTY OF FITNESS OR MERCHANTABILITY IS GRANTED BY THIS LIMITED WARRANTY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE DESCRIBED IN THIS DOCUMENT. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH MAY BE APPLICABLE BY OPERATION OF LAW SHALL BE LIMITED TO THE PERIOD OF THIS WRITTEN LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS, AND THERE MAY BE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. ANY ACTION FOR BREACH OF ANY WARRANTY HEREUNDER, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, MUST BE BROUGHT WITHIN A PERIOD NOT EXCEEDING 12 MONTHS AFTER EXPIRATION OF THIS LIMITED WARRANTY. THE REMEDIES SPECIFIED HEREIN AND THOSE SPECIFIED BY APPLICABLE LAW ARE THE ONLY REMEDIES AVAILABLE. WE ASSUME NO OTHER OBLIGATION OR RESPONSIBILITY WITH REGARD TO THE ACCESSORY. WE NEITHER ASSUME, NOR AUTHORIZE ANYONE TO ASSUME FOR US, ANY ADDITIONAL LIABILITY IN CONNECTION HEREWITH.

GENERAL: This limited warranty describes the complete and exclusive rights that result from the purchase of Accessories. No oral representations or statements may be relied upon. This limited warranty may not be amended or modified, and additional rights may not be granted, unless in a written statement signed by one of our officers. This limited warranty shall be governed by the laws of the state where the vehicle is purchased, excluding laws concerning conflicts of law. We may delegate the performance of our duties and obligations and assign our rights and benefits hereunder. For inquiries regarding this limited warranty, we can be contacted directly at **Customer Assistance Hotline at 1-800-301-6859**, or by mail to: **Southeast Toyota Distributors, LLC, Attention: Customer Loyalty Department, 100 Jim Moran Boulevard, Deerfield Beach, Florida 33442.**