

[REDACTED]
[REDACTED] Tucson, Arizona [REDACTED]
[REDACTED]

October 31, 2025

Toyota Motor Sales, U.S.A., Inc.
P.O. Box 259001
Plano, TX 75025-9001

RE: Toyota 2024 4Runner, VIN: [REDACTED], Detective sub standard paint.

To Whom it may Concern:

I purchased a 2024 4Runner on March 5, 2024 because Toyota's were highly recommended for their reliability, longevity and customer service. Upon picking up my vehicle we were excited; soon after we found a huge rust area on the roof. Precision Toyota had us bring the vehicle in and completed a total detail of the vehicle on March 14, 2024.

I soon noticed paint chipping, divots, pitting, microchips and scratching on all areas of the vehicles. I complained every time the vehicle was taken in for maintenance since it was obvious to anyone that the paint was either cheap, defective or substandard. On September 20, 2024, while my vehicle was having preventive maintenance under contract, I stated my dissatisfaction with the paint. I have had many vehicles in my life, and this was by far the worst paint of any vehicle I ever owned. The service tech stated Toyota won't warranty the paint, but I could get an estimate from the body shop to repair it. My concern was it would still chip, scratch, pit and divot, which is surprising since 99.99% of my driving are on city streets, state and interstate highways. The body shop estimated the few repairs at that time to be \$4,311.45. I inquired how I would stop future chips, and was again surprised by the recommendations for clear coating or film coat wrap the vehicle which would cost thousands of dollars added to a \$67,000 plus for the vehicle with all the add ons.

My continual complaints led to a warranty concern and finally getting an appointment with Toyota's regional inspector on March 18, 2025. By this time there were dozens of chips, divots, pits and scratches from even leaves blowing in the wind and etc, on the hood, fenders, windshield beams, doors and side panels. The inspector's comments were ridiculous, "Cannot warranty paint due to being caused by an external influence." All warranty failures are due to external influences. Example airbags fail, when you have an accident, engine failure happens due to driving the vehicles, brake failures due to pushing the brakes, sensor failures due to starting the vehicle, tire failures due to driving on a road and etc...

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At one point in late March of 2025 David Burt the service manager for Precision Toyota reached out and admitted it is an issue and that they could work with me on getting my 4Runner airbrushed at cost. After that they couldn't find an airbrush person to do it, and they offered the body shop to touch it up at cost. I inquired again what would stop it from chipping in the future. I would have to pay to clear coat or film protection costing thousands of dollars. I said thank you, I will pursue with the regulatory agencies.

Vehicles should be designed and built in such a way to be resilient to external influences of normal driving conditions that every vehicle experiences. Any trip I take adds multiple chips, divots, pits and micro scratches. I have stopped counting and continue to complain every time I bring my vehicle in for service. I purchased some touch up paint and after touching up a couple of chips I realized it was futile, and the vehicle would look worse since touch up paint isn't easy to apply.

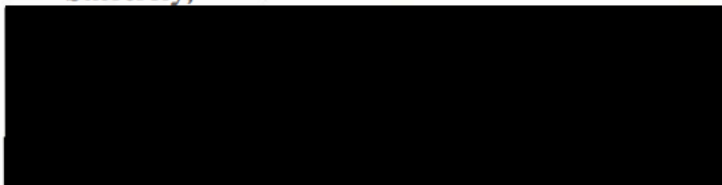
The service techs admitted there is some kind of issue, and they cannot do anything about it. Looking at the internet, it appears the Underground color is riddled with issues.

It is obvious Toyota wishes to ignore and stall on an obvious defect because of the large cost to fix every paint job.

I do like the comfort, reliability and mechanical tightness of my 4Runner! I am now asking Toyota to take the correct step and work with me on resolving this clear warranty defect before further damage is done to my vehicle.

Thanking you in advance for your cooperation.

Sincerely,



Cc:

Precision Toyota of Tucson, 700 W. Wetmore Rd, Tucson, AZ 85705

Arizona Attorney General, Consumer Protection, 2005 N Central Ave, Phoenix, AZ 85004-2926

Federal Trade Commission, Bureau of Consumer Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580

NHTSA Headquarters, 1200 New Jersey Avenue SE, West Building, Washington, DC, 20590

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