

# White Paint Peeling From Metal Body Panels

**Service Category** Vehicle Exterior

**Section** Exterior Panels/Trim

**Market** USA

Scion Supports  
ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012 - 2015	iQ	
2008 - 2015	xB	

## Introduction

Some 2012 – 2015 model year iQ painted with 070 Blizzard Pearl and 2008 – 2015 model year xB vehicles painted with 040 Super White may exhibit peeling paint on one or more metal body panels. The paint may peel between the primer and E-coat layer, exposing the gray or brownish-green E-coat. The affected panel(s) will require prepping and repainting to address this condition. The paint repair may need to be sublet to a body shop.

## White Paint Peeling From Metal Body Panels

### Warranty Information

CLAIM TYPE	OP CODE	DESCRIPTION	TIME	OFP	T1	T2
Paint	P + (Applicable T-3 Code)	Condition Confirmed – Sublet to Body Shop	0.0	N/A	69	82

#### NOTE

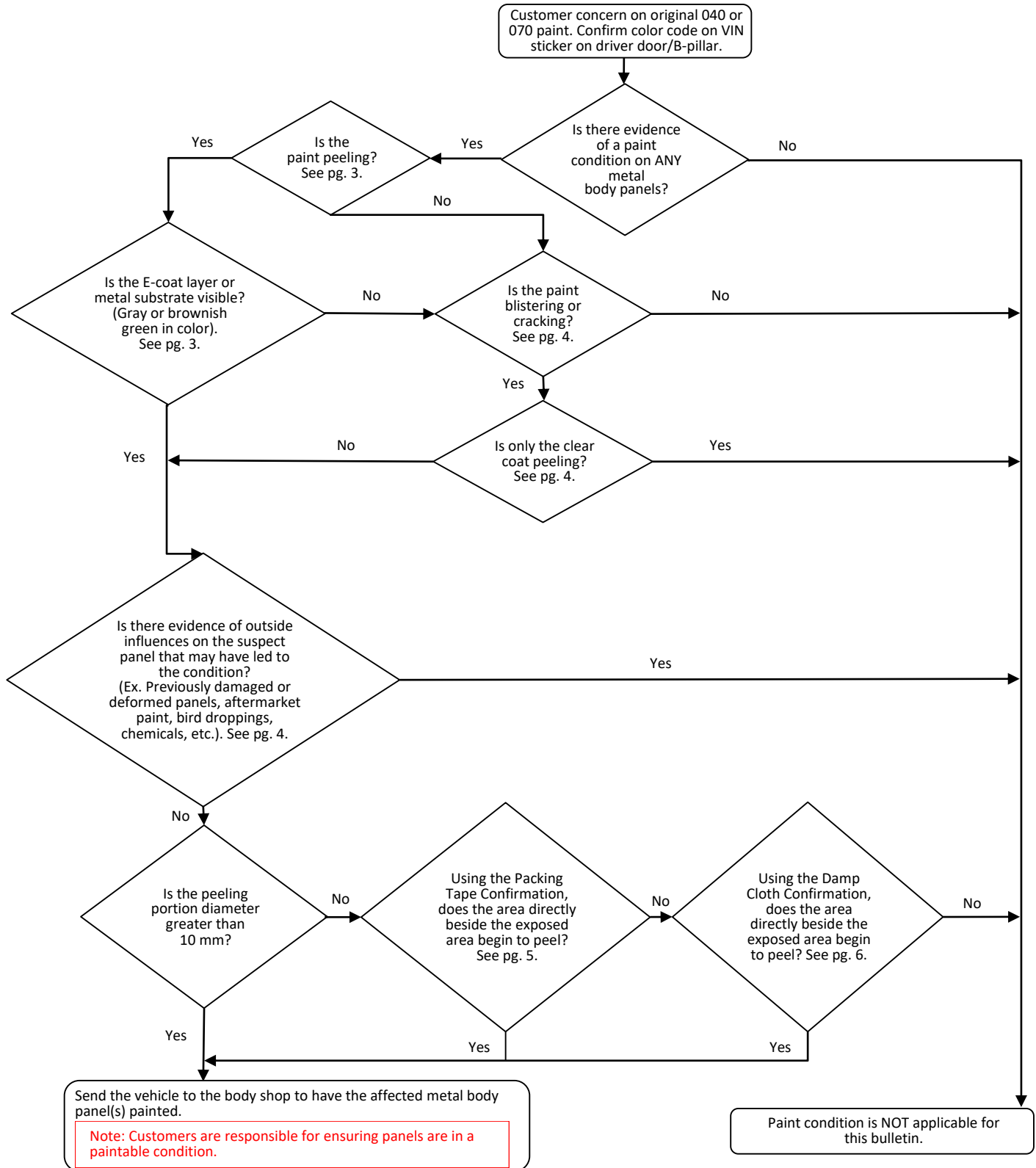
- Use sublet type “PT” for body shop repairs. Invoice required to be attached to the warranty claim.
- If a damp cloth confirmation is used:
  - (1) Claim the cost under sublet type “ZZ” using the following formula: *0.3 hours x Dealer Hourly Warranty Labor Rate x the number of panels where the condition was confirmed using the damp cloth confirmation.*
  - (2) Photos must be attached to the claim showing that the condition exists after the damp cloth confirmation.
- Select all **applicable T-3 position codes** and submit 1 claim for all positions on the vehicle.
- If Genuine Toyota parts are needed, claim under replacements parts.
- See Warranty Policy 4.12 for additional information on paint claim submission.

#### APPLICABLE WARRANTY

- **This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle’s in-service date.**
- **Warranty application is limited to occurrence of the specified condition described in this bulletin.**

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## Vehicle Inspection

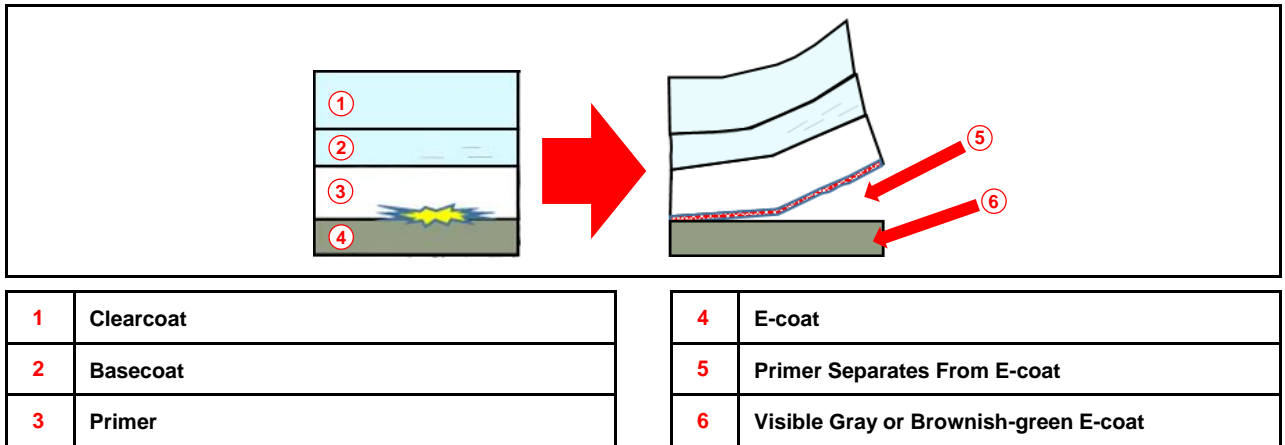


# White Paint Peeling From Metal Body Panels

## Repair Procedure

### Supporting Visual Aids

**Figure 1. Exposed Substrate**



**NOTE**

Light surface rust may be present due to this condition but can be removed during the vehicle prep.

**Figure 2. Examples of Affected Metal Body Panels Covered by This Service Bulletin**



# White Paint Peeling From Metal Body Panels

Repair Procedure (continued)

Supporting Visual Aids (continued)

**Figure 3. Examples of Paint Conditions That Are NOT Applicable to This Service Bulletin**



1	Crack in Paint
2	Clear Coat Peeling or Delamination
3	Rock Chips

4	Damage From Bird Droppings or Chemicals
5	Damage From Poor Repair
6	Paint Stains

## White Paint Peeling From Metal Body Panels

### Repair Procedure

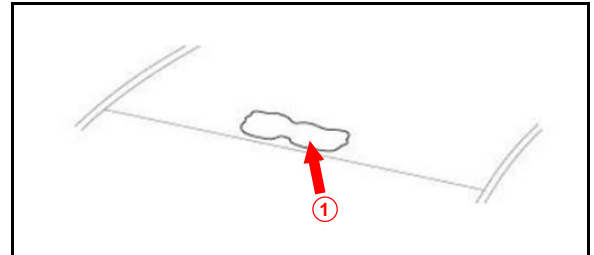
#### Packing Tape Confirmation

1. Confirm the location of the exposed E-coat and peeling area.

**NOTE**

- Exposed layer is gray or brownish green in color.
- The peeling area shown is larger than the actual requirement. The procedure is **ONLY** required if the area is smaller than 10 mm.

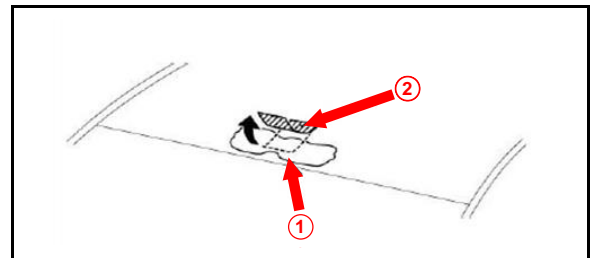
**Figure 4.**



<b>1</b>	<b>Exposed E-coat and Peeling Area</b>
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2. Remove already loose paint chips from around the peeling area using packing tape.

**Figure 5.**



<b>1</b>	<b>Exposed E-coat and Peeling Area</b>
<b>2</b>	<b>Packing Tape</b>

3. Wash and rinse the area of ANY dirt, sand, or debris.
4. Move the vehicle inside or under shade. Avoid working under direct sunlight and high temperatures (above 90°F).
5. Adhere another **NEW** piece of packing tape over the exposed E-coat to cover a minimum of 2 in. across the painted surface of the panel. Ensure you have continuous adhesion between the tape and panel.
6. Beginning with the end of the exposed E-coat side, quickly pull the packing tape at a 45-degree angle until the tape is completely removed.
7. Did the packing tape remove ANY additional paint?
  - **YES** — Send the vehicle to the body shop to have the affected metal body panel(s) painted.
  - **NO** — Continue to the Damp Cloth Confirmation section.

## White Paint Peeling From Metal Body Panels

### Repair Procedure (continued)

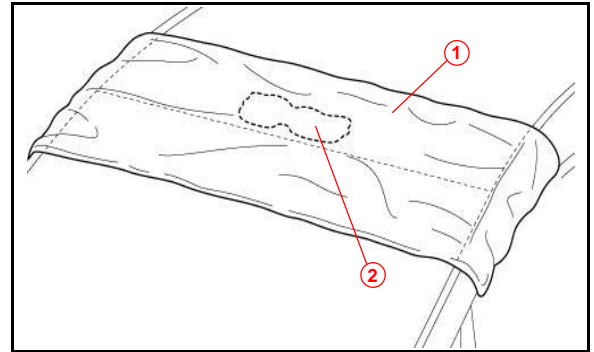
#### Damp Cloth Confirmation

1. Cover the entire width of the panel, including the exposed E-coat area, with a clean cloth or towel.

**NOTE**

If the exposed area is on a vertical panel, use the packing tape to hold the cloth or towel in place.

**Figure 6.**



<b>1</b>	<b>Clean Cloth or Towel</b>
<b>2</b>	<b>Paint Peeling</b>

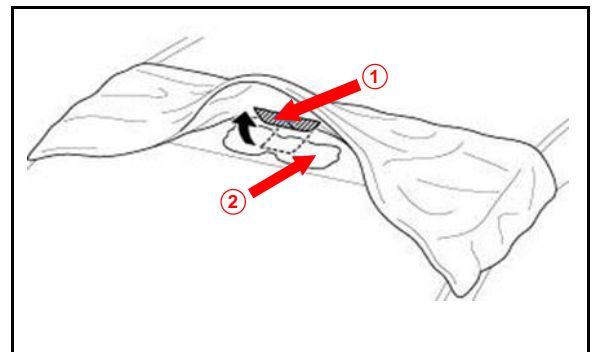
2. Soak the cloth with clean water but DO NOT wring out.
3. Leave the soaked cloth in place for 3 hours.

**NOTE**

Water can be added to ensure the cloth stays soaked during this time.

4. After 3 hours, remove the cloth or towel.
5. Use a dry, clean cloth to dry the area near the exposed area.
6. Adhere a NEW piece of packing tape over the exposed E-coat to cover a minimum of 2 in. across the painted surface of the panel. Ensure you have continuous adhesion between the tape and panel.

**Figure 7.**



<b>1</b>	<b>Packing Tape</b>
<b>2</b>	<b>Paint Peeling</b>

## White Paint Peeling From Metal Body Panels

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### Repair Procedure (continued)

#### Damp Cloth Confirmation (continued)

7. Beginning with the end of the exposed E-coat side, quickly pull the packing tape at a 45-degree angle until the tape is completely removed.
  
8. Did the packing tape remove ANY additional paint?
  - YES** — Attach photographic evidence of each affected panel(s) to the warranty claim. Send the vehicle to the body shop to have the affected metal body panel(s) painted.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.