

From: Quality Compliance
Sent: Wednesday, December 4, 2019 3:30 PM
Subject: Customer Support Program ZKG, Multiple Model and Model Years, Vehicles Painted with Blizzard Pearl (070) or Super White (040) Paint Color, Coverage for Peeling of Factory-Applied Paint (Internal)
Attachments: ZKG_Paint_Repair_Process_Published_12.4.2019.pdf; ZKG_Technical_Instructions_Published_12.4.2019.pdf; ZKG_Dealer_Letter_Published_12.4.2019.pdf; ZKG_Region_Letter_Published_12.4.2019.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for peeling of certain colors of factory-applied paint.

Background

Toyota has received reports of paint peeling on certain vehicles with the original factory-applied Blizzard Pearl or Super White paint colors. These reports indicate that vehicles with these specific paint colors, applied during the vehicle manufacturing process, may experience paint peeling on exterior metal body panels.

Although the original factory paint is covered by Toyota’s New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers’ ownership experience. Toyota is providing coverage for repairs related to the condition described above.

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

Covered Vehicles

There are approximately 1,738,940 vehicles covered by this Customer Support Program. There are approximately 29,200 vehicles covered by this Customer Support Program that were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2008 – 2015 4Runner	Late December 2007 - Late May 2015	73,860
2008 – 2017 Avalon	Early January 2008 - Late May 2017	86,560
2013 – 2017 Avalon Hybrid	Late May 2012 - Late May 2017	13,800
2008 – 2017 Camry	Early January 2008 - Late February 2017	555,700
2008 – 2017 Camry Hybrid	Early January 2008 - Late February 2017	47,430
2009 – 2019 Corolla	Late November 2007 - Late September 2018	580,700
2008 – 2017 RAV 4	Early January 2008 - Early September 2017	332,400
2012 – 2014 RAV 4 EV	Late July 2012 - Late August 2014	1,110
2011 – 2015 Scion iQ	Late September 2010 - Late September 2014	3,170
2008 – 2015 Scion xB	Mid-January 2007 – Late December 2015	44,210

Customer Support Program Details

This Customer Support Program provides coverage for involved vehicles with the original factory Blizzard Pearl or Super White paint. The covered condition may occur when sunlight over time degrades the adhesion between the factory-applied paint primer coat layer and the base metal electrodeposition layer causing the paint to peel from the metal body panel. If the condition is verified, the specific panel affected will be repainted.

- The **Primary Coverage** will be offered until December 11, 2022, regardless of mileage.

- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use, regardless of mileage.

Note:

Damage to the vehicle exterior (such as collision damage, deep scratches, dents, etc..) may prevent a repair facility from performing the paint repair covered by this Customer Support Program.

This Customer Support Program does not cover repair of such damage.

If any damage must be repaired prior to performing the paint repair covered by this Customer Support Program, the dealer may offer to repair the damage at the customer's expense.

Examples of damage that might prevent paint repair are:

- Collision damage.
- Dents.
- Deep scratches.
- Deep rock chips.

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.

Owner Letter Mailing Date

In the interest of customer satisfaction, Toyota first notified owners via first class mail between late August 2019 and mid-September 2019 about this program, provided a process for reimbursing out of pocket expenses associated with this condition incurred prior to September 26, 2019, and informed owners that Toyota is working on the repair for their vehicle. Toyota will now re-notify owners by first class mail regarding the availability of the repair phase starting in mid-December 2019.

Technical Service Bulletin (TSB)

The Technical Service Bulletin will not be available until December 4, 2019.

Dealers will be notified on December 4, 2019 at approximately 4:00 P.M. CST.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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