


INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM ZKG

**Phase 2 – Customer Renotification and Repair Phase
Repair is Now Available**

Multiple Models and Model Years
Vehicles Painted with *Blizzard Pearl (070)* or *Super White (040)* Paint Color
Coverage for Peeling of Factory-Applied Paint

Specific information for Region support is provided below.

Condition

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.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on December 4, 2019.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.