

# ◀ IMPORTANT UPDATE ▶

*The attached Technical Instructions have been updated. Refer to the details below.*

DATE	TOPIC
December 12, 2019	This document has been updated to clarify that only authorized Toyota dealerships are authorized to confirm if the paint peeling condition is covered by this program. <u>However</u> , after confirming that the paint peeling condition is covered by this program, the authorized Toyota dealership may choose to coordinate to have the repainting repair performed by a non-Toyota repair facility (e.g. third-party collision repair facility, body shop, etc).

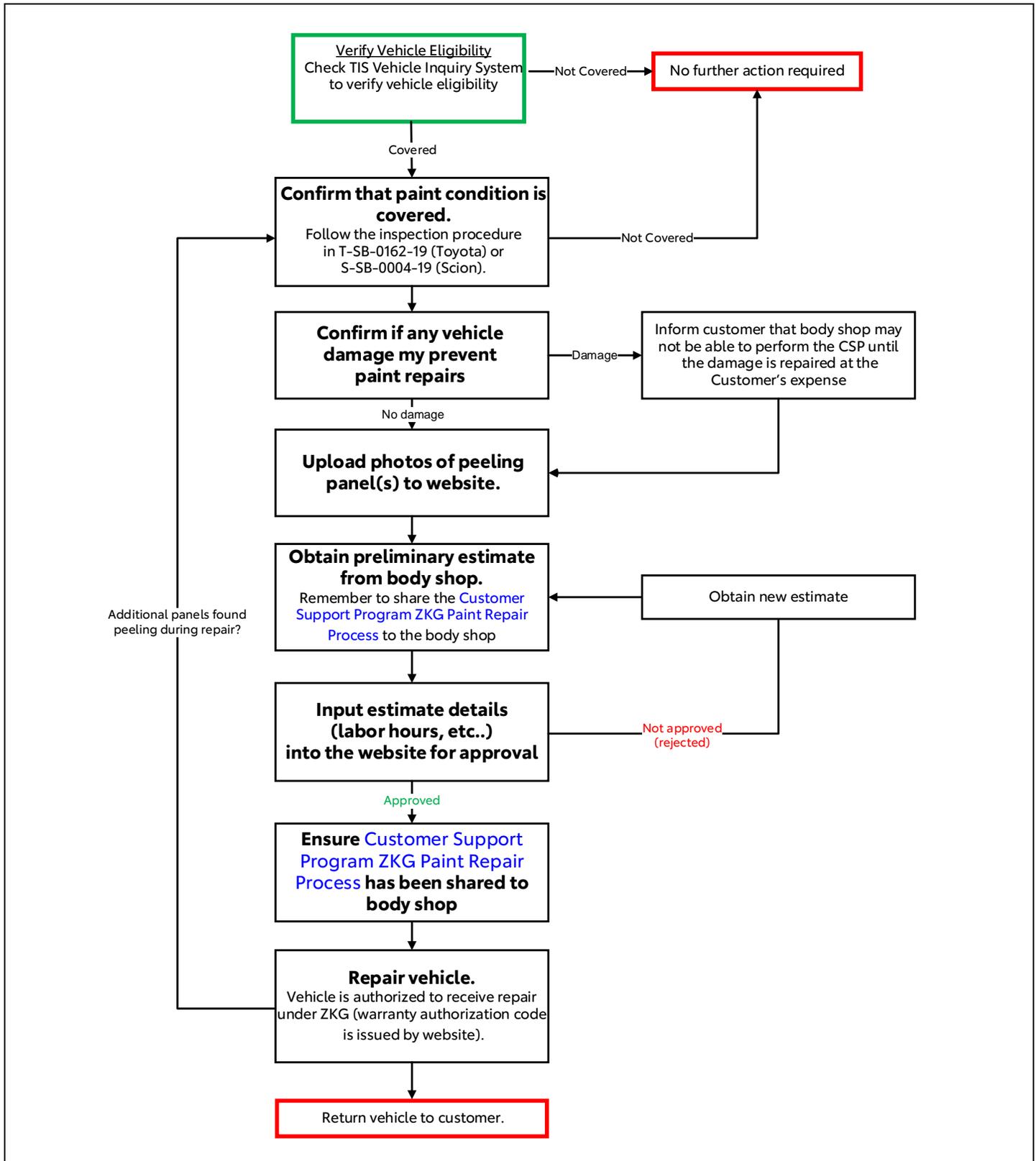
*The most recent update in the attached Technical Instructions will be highlighted with a red box.*

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

Thank you for your cooperation.

# Customer Support Program ZKG – Technical Instructions

## OPERATION FLOW CHART



## I. IDENTIFICATION OF AFFECTED VEHICLES

Check the TIS Vehicle Inquiry System to confirm the VIN is involved in Customer Support Program ZKG.

## II. CONFIRM THAT THE PAINT CONDITION IS COVERED BY THIS CUSTOMER SUPPORT PROGRAM

You must confirm if the paint peeling condition is covered by this Customer Support Program (ZKG).

1. Use the "Vehicle Inspection" procedure in [T-SB-0162-19](#) (Toyota) or [S-SB-0004-19](#) (Scion) to confirm that the paint peeling condition is covered by this Customer Support Program.

## III. CONFIRM ANY VEHICLE DAMAGE THAT MAY PREVENT PAINT REPAIRS

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.

1. Confirm if there is any damage. Examples of damage that might prevent paint repair are:
  - Collision damage.
  - Dents.
  - Deep scratches.
  - Deep rock chips.
2. If you believe the vehicle has damage that could prevent paint repair, inform the customer about this possibility prior to sending the vehicle to the body shop.
3. If the customer agrees to pay for such repair, the body shop must estimate this cost in a separate preliminary estimate. If the repair is included in the preliminary estimate for the Customer Support Program paint repair, the website will likely reject the estimate.

## IV. UPLOAD PHOTOS OF PEELING PANEL(S) TO WEBSITE

You must upload photos of each metal panel that was confirmed to have paint peeling covered by this Customer Support Program (ZKG).

1. Log in to the Website: URL:

<https://zkg-zll-inspection.imagespm.info/toyota>

If accessing for the first time, use the default credentials below:

**User ID:** Your dealer code

**Password:** XXXXX

2. Enter the VIN.

3. Each peeling panel requires photo upload. Peeling covered by this program is identified using inspection procedure in [T-SB-0162-19](#) (Toyota) or [S-SB-0004-19](#) (Scion).

Click on each peeling panel and follow the instructions and examples in the website for taking photographs.

4. After you're finished uploading photos, continue to the "Preliminary Estimate" screen. Be sure to mark all non-peeling panels as "Not Peeling".

**TOYOTA**

ZKG/ZLL Inspection: DEALER Site for Toyota

Photo Upload Summary

Cannot add ZKG Inspection because this one is currently open. Complete it.

VIN:	5YBU1LML1CP06380	R.O. Number:	
Vehicle Description:	2012 Toyota Corolla	Customer Name:	
Upload Started:	10/24/2010	Upload Completed:	no

Steps:

1. Upload Photos. Peeling panels require photo upload (click on the panel name, or on the diagram, to select a panel).
2. Mark non-peeling panels as "Not Peeling".
3. Continue to cost estimate screen.

Note: Vehicle diagram will depict a 2010 Model Year Corolla LE for all of the Corolla, Camry, Avalon, and IQ vehicles involved in this Customer Support Program.

Panel	Issues	View Photos
HOOD	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
TRUNK	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT A PILLAR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT C PILLAR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT A PILLAR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT C PILLAR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT FRONT FENDER / QUARTER PANEL	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT FRONT FENDER / QUARTER PANEL	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT REAR FENDER / QUARTER PANEL	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT REAR FENDER / QUARTER PANEL	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
HOOD	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT FRONT DOOR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT REAR DOOR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT FRONT DOOR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT REAR DOOR	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT ROCKER (Mesh Inserts Only)	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT ROCKER (Mesh Inserts Only)	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT FRONT DOOR JAMB	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
LEFT REAR DOOR JAMB	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT FRONT DOOR JAMB	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	
RIGHT REAR DOOR JAMB	<input type="checkbox"/> No Peeling <input type="checkbox"/> Peeling	

Mark Remaining Panels as NOT PEELING

Continue to Cost Estimate Screen

List of panels.

Preliminary Estimate screen button

## V. OBTAIN PRELIMINARY ESTIMATE FROM BODY SHOP

You must obtain a preliminary estimate from a body shop for repairing the peeling. The labor hours and total cost from the preliminary estimate will be inputted into the website in later steps. The website will automatically approve (or deny) the count of hours and total cost based on the panels that were marked as peeling in the earlier steps.

1. **Share Customer Support Program ZKG Paint Repair Process to Body Shop:** It is critical to provide the [Customer Support Program ZKG Paint Repair Process](#) document to the body shop so that the body shop can write an accurate preliminary estimate and help ensure the vehicle is repaired correctly for this program.
2. **Generate a Vehicle Inspection Report PDF from the Website.** Use the website to generate a vehicle inspection report and provide it to the body shop for the purpose of writing a preliminary estimate. **Only panels indicated as peeling in this report are authorized for repair by the body shop.** The body shop requires this document to understand which panel are authorized for repair and which panels are not authorized for repair.

### Cost Estimate

**VIN:** 5YFBURHE7JP791782  
**Vehicle Description:** Toyota Corolla 2018  
**Dealer:** 82450 TEST Toyota Dealership  
**Status:** Upload Completed

The photo uploads are completed. Follow the steps below to complete this vehicle. If you wish, you may [Return to Photo Upload Summary](#) to make changes.

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#### Step #1

Provide a copy of the Vehicle Inspection Report to the collision repair facility and obtain a cost estimate prior to proceeding to have the vehicle repaired. The report may also be shared with the Customer.

[View/Print/Save Vehicle Inspection Report »](#)

3. **Obtain a preliminary estimate from the body shop.** After your dealership has confirmed that the condition is covered by this program and completed the website process, your dealership may sublet the repainting repair to a non-Toyota certified repair facility (body shop, collision repair facility, etc.). A Toyota certified collision center is not required to perform the repainting repair.

## VI. INPUT ESTIMATE DETAILS INTO WEBSITE

The labor hours and total cost from the preliminary estimate must be inputted into the website. The website will automatically approve, or deny, the count of hours and total cost based on the panels that were marked as peeling in the earlier steps. This step is necessary to ensure the estimate is not written with excessive count of hours.

1. Find the "Estimate Totals" section near the bottom of the Preliminary Estimate.

### Estimate Totals Section

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					247.66
Sublet/Miscellaneous					190.00
Labor, Body			65.00	<b>A</b> 28.7	1,865.50
Labor, Refinish			65.00	<b>B</b> 22.6	1,469.00
Labor, Mechanical			119.34	<b>C</b> 2.0	238.68
Material, Paint			40.00	22.6	904.00
Material, Shop			1.00	15.2	15.20
<b>Subtotal</b>					<b>4,930.04</b>
Sales Tax					96.68
<b>Grand Total</b>					<b>5,026.72</b>
<b>Net Total</b>					<b>5,026.72</b>

Estimate Version	Total \$
Original	<b>D</b> 5,026.72

- A:** Body labor hours.
- B:** Paint labor hours.
- C:** Mechanical labor hours.
- D:** Total cost (dollar amount).

### Preliminary Estimate - Example

Estimate					
RO Number:					
2014 TOYOTA Camry LE Automatic, 4D SED 4-2.5L Gasoline Sequential MPI White					
66	E01	Remove/Install	License molding to 12/13, LE model white		0.2 Body
67	E01	Remove/Replace	Emblem	1 38.07T OEM	0.1 Body
68	E01	Remove/Install	Trunk lid trim		0.3 Body
69	E01		<b>REAR LAMPS</b>		
70	E01	Remove/Install	RT Backup lamp Assy		0.3 Body
71	E01	Remove/Install	LT Backup lamp Assy		0.3 Body
72	E01	Remove/Install	RT Combo lamp Assy		0.3 Body
73	E01	Remove/Install	LT Combo lamp Assy		0.3 Body
74	E01		<b>REAR BUMPER</b>		
75	E01	Remove/Install	R&L bumper cover		1.0 Body
76	E01	Sublet	Hazardous waste removal	1 5.00T Other	
77	E01	Remove/Replace	Car Cover	1 10.00T Other	0.3 Body
78	E01	Sublet	Painted Stripes	1 185.00T Other	

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					247.66
Sublet/Miscellaneous					190.00
Labor, Body			65.00	28.7	1,865.50
Labor, Refinish			65.00	22.6	1,469.00
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Sales Tax					96.68
<b>Grand Total</b>					<b>5,026.72</b>
<b>Net Total</b>					<b>5,026.72</b>

Estimate Version	Total \$
Original	5,026.72

Insurance Total \$:	5,026.72
Received from Insurance \$:	0.00
Balance due from Insurance \$:	5,026.72
Customer Total \$:	0.00
Received from Customer \$:	0.00
Balance due from Customer \$:	0.00

2. Input the following information from the preliminary estimate into the website:

- Total body labor hours.
- Total paint labor hours.
- Total mechanical labor hours\*.
- Total cost (dollar amount).

**\*Note:** mechanical labor hours are uncommon and may not necessarily exist on every preliminary estimate. In these cases, enter 0 hours or leave this section blank.

3. Click submit.

The website will either approve or reject the inputs based upon the panels that were marked as peeling. **Approval is required before authorizing the repair.**

### Step #3

Complete all required (\*) fields below (will be validated again)

**\* Total Cost Estimate (in U.S. dollars):**  
**D** 530.00

**\* Total Body Labor Hours:**  
**A** 3

**\* Total Paint Labor Hours:**  
**B** 3.5

**Total Mechanical Labor Hours:**  
**C** 0

Approved? **YES** Website approval

If the website rejects your inputs, ensure your inputs were correctly entered. If the website still rejects your inputs, review the estimate with the body shop to confirm they are following the [Customer Support Program ZKG Paint Repair Process](#) and using industry standard estimating software. If you are still unable to receive website approval, it may be necessary to try a different body shop. If a different body shop is unable to write an approved estimate, contact [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) and ensure you have each of the rejected preliminary estimates on-hand for review.

## INPUT ESTIMATE DETAILS INTO WEBSITE (Continued...)

### 4. Upload a PDF copy of the preliminary estimate.

After you click "submit", the website will prompt you to confirm if you are ready to "lock" the photo upload results for the VIN. Make sure you don't need to make any changes (e.g. changes photographs, upload different preliminary estimate file, adjust labor hour inputs, etc..) because the website will lock your results.

#### Step #4

Upload a digital copy (PDF) of the Cost Estimate (only if data entered above and validated). Decide if you are ready to close this inspection and get a Warranty Code. Once closed no changes can be made.

\* Upload the Cost Estimate (PDF format):  
H:\PQSS\FieldActionLiaison\ Browse...

Close/lock this Inspection?  
 Yes  
 No

Warranty Code: n/a

Submit

Clicking submit will lock inspection

### 5. After clicking submit, the website will issue a warranty authorization code. At this point, the vehicle is authorized by TMNA to receive a repair under Customer Support Program ZKG and the photo upload results are "locked".

#### Step #4

Upload a digital copy (PDF) of the Cost Estimate (only if data entered above and validated). Decide if you are ready to close this inspection and get a Warranty Code. Once closed no changes can be made.

Cost Estimate Uploaded (PDF): [redacted]\_114\_cost\_estimate.pdf

Close/lock this Inspection?  
 Yes  
 No

Warranty Code: **55999ZKG11**  
*(include this on the Toyota Warranty claim after the repair is completed)*

Submit

Warranty authorization code is required before authorizing repair.

## VII. ENSURE [CUSTOMER SUPPORT PROGRAM ZKG PAINT REPAIR PROCESS](#) HAS BEEN SHARED TO THE BODY SHOP

Before repair begins on the vehicle, it is critical to ensure the [Customer Support Program ZKG Paint Repair Process](#) has been shared to the body shop to ensure the proper repair process is used. This document should have already been shared in step V.

## VIII. REPAIR VEHICLE

Send the vehicle to the body shop for repair once you have obtained a warranty authorization code from the website. A warranty authorization code is required before starting any repairs under this program.

**Additional peeling during repair:** In the RARE instance that additional panels are found to be peeling while the vehicle is undergoing repair, you must restart this process beginning with step #1 to ensure that the peeling is covered by this program and that pictures of the newly peeled panels get uploaded to the website. Follow any special prompts issued by the website.

## IX. POST REPAIR PROCEDURES

**Administrative Procedures:** For instructions related to warranty claim filing, parts ordering, maximum claimable rental vehicle cost, etc.. refer to the [Dealer Letter](#) on TIS.

**Comebacks on repaired panels:** If a vehicle is exhibiting a paint quality issue (poor adhesion, flaking, clear coat peeling, etc..) on a panel that was repaired under this program, you should coordinate with the body shop who performed the repair to understand why the panel is peeling.

**Previously non-affected panel now appears to be affected (peeling) after first repair on the other affected panels:** If a previously non-affected (non-peeling) panel is now exhibiting the condition (peeling) and the vehicle has returned to the dealership for repair, this process should be completely restarted. If the peeling is confirmed to be covered by this program and if the vehicle has not yet expired from the program, the vehicle is eligible to have the panel repaired. Follow any special prompts the website issues you during the photo upload process.