

---

**From:** Quality Compliance  
**Sent:** Thursday, February 6, 2020 10:00 AM  
**Subject:** UPDATE: Customer Support Program ZKG, Vehicles Painted With Blizzard Pearl (070) or Super White Paint (040) Color, Coverage for Peeling of Factory-Applied Paint (Dealer)  
**Attachments:** ZKG\_Technical\_Instructions\_Published\_2.6.2020.pdf

**\*\*\*The Technical Instructions and Website for Customer Support Program ZKG have been UPDATED\*\*\***

- *Tips for how to get a preliminary estimate approved by the website have been added to the Technical Instructions and Website.*
- *The process for requesting Toyota to review a rejected preliminary estimate has been enhanced in the website.*

***Please reference the attached UPDATED Technical Instructions for details.***

Thank you for your support,

**TOYOTA MOTOR NORTH AMERICA**  
**Quality** | Quality Compliance Department