

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has 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 Dealer Letter 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.

Original Publication Date: December 4, 2019

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## 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

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

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.

## Customer Support Program Coverage 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.*

*\*Only authorized Toyota dealerships are authorized to confirm if the paint peeling condition is covered by this program. However, 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.).*

## 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.

**Program Phase Schedule**

In early August 2019, Toyota announced the “Customer Notification Phase” of this program. Toyota is now launching the repair portion of this program.

**Phase 1 – Customer Notification**

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.

**Phase 2 – Repair Available and Customer Re-notification**

In early August 2019, Toyota announced the “Customer Notification Phase” of this program. Toyota is now launching the repair portion of this program.

**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. A sample of this notification has been attached for your reference.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process - Non SET and GST Parts Ordering Process

The repair for this customer support program involves re-painting the area of the vehicle exterior affected by the condition and; therefore, may involve replacing non-reusable parts such as emblems, clips/retainers, windshield glass adhesive, etc.

Any parts replaced under this program must be\*:

1. Toyota Genuine Parts.
2. Must be included in the parts section of the warranty claim.

\*This does not apply to refinishing products and surface preparation products such as paints, primers, sand paper, metal conditioner, etc..

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. **Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

It is possible that some of the parts necessary for performing this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

### **Technician Training Requirements**

These technician training requirements only apply to the Toyota dealership technician performing the procedure in the Technical Instructions (i.e., they do not apply to the body shop technician refinishing the vehicle). The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing the procedure in the Technical Instructions are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that the Technical Instructions are performed correctly; technicians performing the Technical Instructions are required to currently hold at least one of the following certification levels:

- Certified Technician any Specialty
- Expert Technician any Specialty
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform the Technical Instructions at all times.

### **Remedy Procedures**

Refer to the [Technical Instructions](#) on TIS for complete remedy procedure instructions including:

1. Verifying if the paint condition is covered by this Customer Support Program
2. Ensuring there is no damage that requires repair prior to performing the Customer Support Program repair
3. Uploading mandatory photographs to the web application
4. Confirming that the preliminary estimate from the body shop has been accepted by Toyota
5. Coordinating repair of the vehicle at a body shop
6. Ensuring the body shop is provided with, and follows, the [Customer Support Program ZGK Paint Repair Process](#)

### **Non-Toyota Certified Repair Facility**

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 (third-party collision repair facility, body shop, etc.). A Toyota certified collision center is not required to perform the repainting repair.

### **Parts Recovery Procedures**

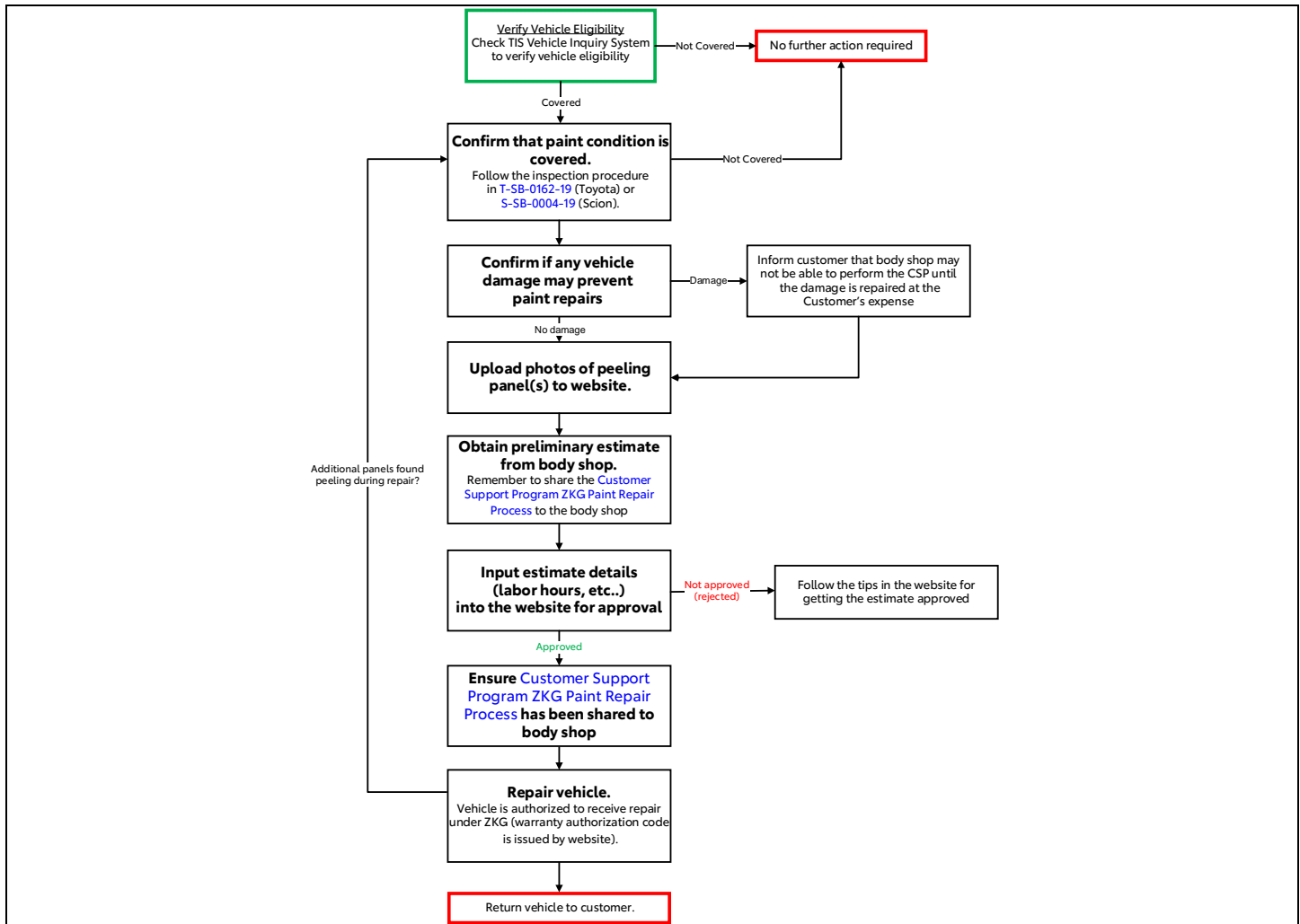
All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

## Warranty Reimbursement Procedures



Op Code	Description	Flat Rate Hours
ZKG001	Repaint the affected panel(s)	0.3

Note that a warranty authorization code must be issued by the website prior to authorizing any repairs. Include the code in the CCR of the claim.

- The flat rate time includes 0.3 hours for administrative cost per unit for the dealership which includes the administrative time to upload photos and body shop preliminary estimate details to the website.

### Sublet:

- The total cost of the final invoice from the body shop should be included in the sublet section as sublet type "PT". A copy of the invoice is required to be attached.
- DO NOT** include the actual cost of parts in the sublet section. The actual cost of parts should be subtracted from the sublet bill if they are included in the body shop's final invoice. Parts should **ONLY** be claimed in the parts section of the warranty claim.
- In the very rare case that your dealership was required to use the damp cloth confirmation procedure described in [T-SB-0162-19](#) (Toyota) or [S-SB-0004-19](#) (Scion), 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 procedure. Photos must be attached to the claim showing that the condition exists after the damp cloth confirmation.

**Loaner Vehicle Reimbursement Procedure**

The cost of providing a loaner vehicle for the period that the vehicle is undergoing repairs through Toyota Rent-A-Car (TRAC) may be claimed at a maximum rate of \$35.00 per day as sublet type "RT". The maximum allowable claimable days should follow the table below.

Total "Body" + "Paint" Labor Hours from Body Shop Invoice	Maximum Claimable Loaner Vehicle Days
0-3	0
4-8	3
9-16	4
17-24	5
25-32	6
33-40	7
41-48	8
49-56	9
57-64	10
65-72	11
73-80	12
81-88	13
89-96	14
97-104	15
105-112	16
113-120	17

- *For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.*
- **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.





## 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

#### Frequently Asked Questions

Original Publication Date: December 4, 2019

## ◀ IMPORTANT UPDATE ▶

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 will be highlighted with a red box.*

**Q1:** *What is the condition?*

A1: 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.

**Q1a:** *What specific paint colors are affected by this condition?*

A1a: The vehicles involved in this program were factory-painted with *Blizzard Pearl* (Toyota paint code 070) or *Super White* (Toyota paint code 040) paint color.

**Q2:** *What is Toyota going to do?*

A2: In early August 2019, Toyota announced the “Customer Notification Phase” of this program. Toyota is now launching the repair portion of this program

**Q3: How will owners be re-notified that the repair is available for their vehicle?**

A3: 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.

**Q4: Which and how many vehicles are covered by this Customer Support Program?**

A4: There are approximately 1,738,940 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
4Runner	2008 – 2015	Late December 2007 – Late May 2015
Avalon	2008 – 2017	Early January 2008 – Late May 2017
Avalon Hybrid	2013 – 2017	Late May 2012 – Late May 2017
Camry	2008 – 2017	Early January 2008 – Late February 2017
Camry Hybrid	2008 – 2017	Early January 2008 – Late February 2017
Corolla	2009 – 2019	Late November 2007 – Late September 2018
RAV 4	2008 – 2017	Early January 2008 – Early September 2017
RAV 4 EV	2012 – 2014	Late July 2012 – Late August 2014
Scion iQ	2011 – 2015	Late September 2010 – Late September 2014
Scion xB	2008 – 2015	Mid-January 2007 – Late December 2015

**Q4a: Are there any other vehicles covered by this Customer Support Program in the U.S.?**

A4a: Yes, there are approximately 5,780 2008 – 2009 model year Lexus GX 470 vehicles covered by this Customer Support Program.

**Q5: *What are the coverage details of this program?***

A5: 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.*

*\*Only authorized Toyota dealerships are authorized to confirm if the paint peeling condition is covered by this program. However, 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).*

**Q6: *What if my vehicle's paint is peeling from this condition, but my vehicle has damage that requires repair prior to repairing the peeling condition.***

A6: This Customer Support Program only provides the coverage described above. This program does not cover the repair of damage (e.g. collision damage, dents, etc..) which may be required to complete the Customer Support Program repair. Some dealers may be willing to repair damage needed to complete this Customer Support Program. If your dealer is willing to do so, you will be responsible for any costs associated with the damage repair. If you elect not to repair the damage, the dealer may indicate that they are not able to complete the Customer Support Program repair.

**Q7:** *What should I do if the factory-applied Blizzard Pearl or Super White paint is currently peeling from this condition?*

A7: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner. Note that 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).

**Q7a:** *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A7a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

**Q8:** *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A8: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

**Q9:** *Do I need to wait until I receive an owner notification letter before visiting a dealer to receive a repair?*

A9: No. you may visit any authorized Toyota dealer for diagnosis if your vehicle is exhibiting the condition and, if applicable, repair.

**Q10:** *What is involved in the repair:*

A10: If the condition is verified as being in accordance with the terms of the program, the specific metal panel affected will be repainted. Your vehicle will not be completely repainted under this program.

**Q10a:** *May the affected panel be repainted with a new color different from the factory-applied color?*

A10a: No. The affected panel will be repainted to match the current color of the vehicle's factory-applied Blizzard Pearl or Super White paint.

For example, if your vehicle was factory painted with Super White paint, the affected panel will be painted to match the current color of the vehicle's factory-applied Super White paint. The panel may not be repainted with any other color such as Blizzard Pearl, orange, blue, grey, etc.

**Q11:** *Can I be reimbursed if I previously paid for repairs related to factory-applied paint peeling from my vehicle due to this condition?*

A11: Customers who have already paid for repairs related to this condition may qualify for reimbursement of some, or all, of their out of pocket costs. The expense must have been incurred prior to September 26, 2019, and sufficient documentation submitted, to qualify for reimbursement. Toyota will not reimburse for out of pocket costs incurred after September 26, 2019. Customer reimbursement instructions will be included in the owner letter.

**Q12:** *Which factory-applied paints are covered by this Customer Support Program?*

A12: The factory-applied Blizzard Pearl (Toyota paint code 070) and Super White (Toyota paint code 040) paint on the vehicle's exterior metal body panels are covered by this program.

**Q13:** *Is the paint on plastic body panels covered by this Customer Support Program?*

A13: Factory-applied paint on plastic body panels (for example: a plastic bumper cover) *is not covered*. Only factory-applied Blizzard Pearl (Toyota paint code 070) and Super White (Toyota paint code 040) paint on the vehicle's exterior metal body panels are covered by this program. Plastic body panels are not covered by this program because plastic body panels do not have a base metal electrodeposition layer and are; therefore, not affected.

**Q14:** *How long will the repair take?*

A14: Depending upon the location and extent of the peeling condition on your vehicle, the repair time for your vehicle can vary (for example: between approximately 1 day and 2 weeks). Once the peeling condition covered by this program has been verified on your vehicle, your authorized Toyota dealer will advise you about the necessary repair time. If the repair is estimated to exceed 4 hours, a loaner vehicle may be provided for the period that your vehicle is undergoing repair

**Q15:** *How does Toyota obtain my mailing information?*

A15: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q16:** *What if I have additional questions or concerns?*

A16: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

# TOYOTA

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Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER SUPPORT PROGRAM NOTIFICATION Paint Peeling (Vehicles Painted with Factory-Applied Blizzard Pearl or Super White Paint)

[VIN]

Dear Toyota Owner:

At Toyota, we provide vehicles of outstanding quality and value. You previously received a notice from Toyota informing you that your vehicle is included in this Customer Support Program and that the repair for your vehicle is forthcoming. This notice is to inform you that the repair is now available for your vehicle.

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 any exterior metal body panels.

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.

SAMPLE

**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.*

*\*Only authorized Toyota dealerships are authorized to confirm if the paint peeling condition is covered by this program. However, 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.).*

SAMPLE

<u>Primary Coverage</u>	<u>Secondary Coverage</u> <i>(After Primary Coverage ends)</i>
Applicable until December 11, 2022	Applicable for 10 years from the vehicle's date of first use regardless of mileage.

### What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

*If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.*

### What if you have other questions?

- Refer to the Frequently Asked Questions sheet included with this letter.
- Your local Toyota dealer will also be more than happy to answer any of your questions.
- Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

### What if you have previously paid for repairs to your vehicle for this specific condition?

Please note, an authorized Toyota dealer inspection is required under this Customer Support Program. The authorized Toyota dealer will confirm the condition and affected areas for coverage under the program.

In the interest of customer satisfaction, if you have previously paid for repairs related to this condition prior to September 26, 2019, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

Note that the expense must have been incurred prior to September 26, 2019. Toyota does not reimburse for expenses incurred after September 26, 2019.

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 - SSC/CSP Reimbursements  
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret



any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

**SAMPLE**

▼ Remove at perforation and place in the back of your owner's manual ▼

### Customer Support Program Details

This Customer Support Program provides coverage for affected 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\*.

#### **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.
- 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.

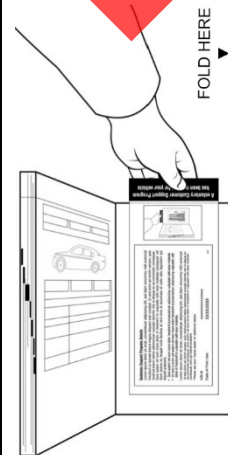
Please note that this coverage is for work performed at an authorized Toyota dealer only.

\*Please see your Toyota dealer for additional details

*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.*

*\*\*Only authorized Toyota dealerships are authorized to confirm if the paint peeling condition is covered by this program. However, 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.).*

VIN# \_\_\_\_\_  
Date of First Use \_\_\_\_\_



A voluntary Customer Support Program has been initiated for your vehicle

# TOYOTA

## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1:** *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

**Q2:** *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A2: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If you have not experienced the condition, please tear off the sheet included in the owner letter and insert it into your Owner's Warranty Information Booklet for future reference.

**Q3:** *What should I do if the factory-applied Blizzard Pearl or Super White paint is currently peeling from this condition?*

A3: If you believe that you have experienced the condition described in this Customer Support Program, contact your local Toyota dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed FREE OF CHARGE. Note that 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).

**Q3a:** *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A3a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

**Q4:** *What is involved in the repair:*

A4: If the condition is verified as being in accordance with the terms of the program, the specific panel affected will be repainted. Your vehicle will not be completely repainted under this program.

**Q4a:** *May the affected panel be repainted with a new color different from the factory-applied color?*

A4a: No. The affected panel will be repainted to match the current color of the vehicle's factory-applied Blizzard Pearl or Super White paint.

For example, if your vehicle was factory painted with Super White paint, the affected panel will be painted to match the current color of the vehicle's factory-applied Super White paint. The panel may not be repainted with any other color such as Blizzard Pearl, orange, blue, grey, etc.

**Q5: *How long will the repair take?***

A5: Depending upon the location and extent of the peeling condition on your vehicle, the repair time for your vehicle can vary (for example: between approximately 1 day and 2 weeks). Once the peeling condition covered by this program has been verified on your vehicle, your authorized Toyota dealer will advise you about the necessary repair time. If the repair is estimated to exceed 4 hours, a loaner vehicle may be provided for the period that your vehicle is undergoing repair.

**Q6: *Which factory-applied paints are covered by this Customer Support Program?***

A6: The factory-applied Blizzard Pearl (Toyota paint code 070) and Super White (Toyota paint code 040) paint on the vehicle's exterior metal body panels are covered by this program.

**Q7: *Is the paint on plastic body panels covered by this Customer Support Program?***

A7: No. Factory-applied paint on plastic body panels (for example: a plastic bumper cover) is not covered. Only factory-applied Blizzard Pearl (Toyota paint code 070) and Super White (Toyota paint code 040) paint on the vehicle's exterior metal body panels are covered by this program. Plastic body panels are not covered by this program because plastic body panels do not have a base metal electrodeposition layer and are; therefore, not affected.

**Q8: *Can I be reimbursed if I previously paid for repairs related to factory-applied paint peeling from my vehicle due to this condition?***

A8: Customers who have already paid for repairs related to this condition may qualify for reimbursement of some, or all, of their out of pocket costs. The expense must have been incurred prior to September 26, 2019, and sufficient documentation submitted, to qualify for reimbursement. Toyota will not reimburse for out of pocket costs incurred after September 26, 2019. Customer reimbursement instructions will be included in the owner letter.

**Q9: *What if my vehicle's paint is peeling from this condition, but my vehicle has damage that requires repair prior to repairing the peeling condition.***

A9: This Customer Support Program only provides the coverage described above. This program does not cover the repair of damage (e.g. collision damage, dents, etc..) which may be required to complete the Customer Support Program repair. Some dealers may be willing to repair damage needed to complete this Customer Support Program. If your dealer is willing to do so, you will be responsible for any costs associated with the damage repair. If you elect not to repair the damage, the dealer may indicate that they are not able to complete the Customer Support Program repair.