

Original Publication Date: February 27, 2020

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

## CUSTOMER SUPPORT PROGRAM 20TE02

### Certain 2017 Model Year Tacoma Vehicles Painted with *Blazing Blue (8T0)* Paint Color Coverage for Flaking or Peeling of Factory-Applied Paint Clear Coat Layer

Model / Years	Production Period	Approximate Total Vehicles
2017 Tacoma	Late January 2017 – Early March 2017	1,100

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Flaking or Peeling of the factory-applied clear coat layer on certain 2017 Tacoma vehicles painted with *Blazing Blue (8T0)* paint color.

#### **Background**

Toyota has received reports of the factory-applied paint's clear coat layer flaking or peeling on exterior metal body panels of certain 2017 model year Tacoma vehicles with the original factory-applied Blazing Blue paint color.

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 Details

This Customer Support Program provides coverage for involved vehicles with the original factory Blazing Blue paint. The covered condition may occur when the clear coat layer of the factory applied paint begins to **flake or peel from** any exterior metal body panel.

- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's cab, the entire cab will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's truck bed, the entire truck bed will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's cab and truck bed, the entire vehicle will be repainted.

*This coverage will be offered for 10 years from the vehicle's 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 a 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 clear coat flaking or peeling condition is covered by this program. However, after confirming that the clear coat flaking or 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 1,100 vehicles covered by this Customer Support Program. Note that none of these vehicles were distributed to Puerto Rico.

## Owner Letter Mailing Date

Toyota will notify owners in March 2020. A sample of the owner notification letter has been included 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. If use of these products is required, include them in the sublet type "PT" on the warranty claim. Read below for warranty claim filing instructions.

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 inspection procedure in the [T-SB-0004-20](#) (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 [T-SB-0004-20](#) are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that the [T-SB-0004-20](#) is 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

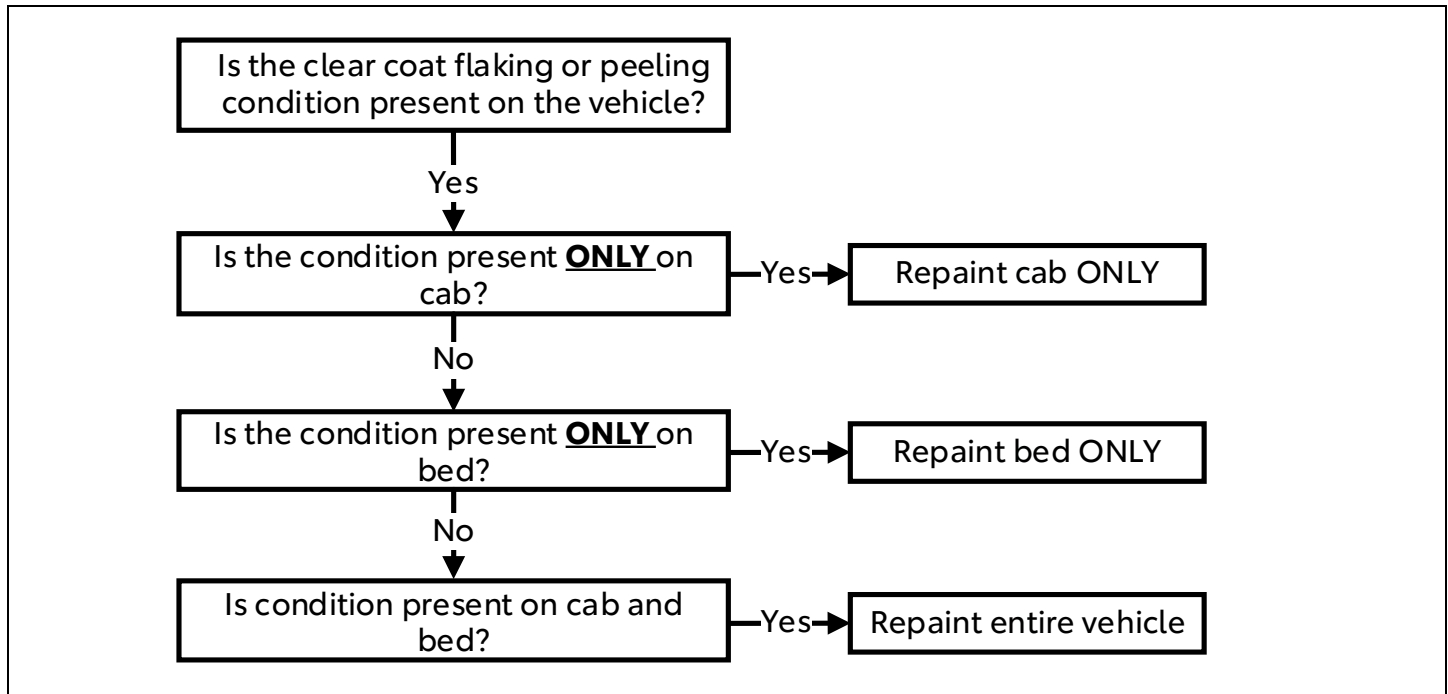
Always check which technicians can perform the inspection procedure in [T-SB-0004-20](#) by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform [T-SB-0004-20](#). Carefully review your resources, 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.

***NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.***

**Remedy Procedures**

Technical instructions for this Customer Support Program can be found in [T-SB-0004-20](#).

Follow the chart below to determine which portion of the vehicle should be painted based on the location of the peeling. Note that the "cab" includes the cab, hood, roof, and doors.



Note that plastic panels *are not* affected by the condition covered by this program. However, the vehicle's exterior plastic panels may be repainted to match the rest of the vehicle *if necessary*.

**Non-Toyota Certified Repair Facility**

After your dealership has confirmed that the condition is covered by this program, your dealership may sublet the repainting repair to a non-Toyota certified repair facility (third-party collision repair facility, body shop, etc.) if necessary. 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

### Reimbursement Procedure

**NOTE:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Op Code	Description	Flat Rate Hours
BLP001	Repaint the cab, the bed, or the entire vehicle	0.1

- File a single claim for 20TE02 only, and only file the claim after the vehicle has been repaired. Do not file a claim prior to the vehicle completing repair. You should not file more than one claim per vehicle for 20TE02.
- Sublet the cost of the repainting repair as sublet type "PT". A copy of the final invoice is required to be attached to the claim. Note that refinishing products and surface preparation products such as paints, primers, sand paper, metal conditioner, etc. may also be included in this sublet.
- The flat rate time includes 0.1 hours of administrative cost per unit for the dealer.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 17 days at a maximum rate of \$60.00 per day as a sublet type "RT" under Op Code BLP001.
  - *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.**

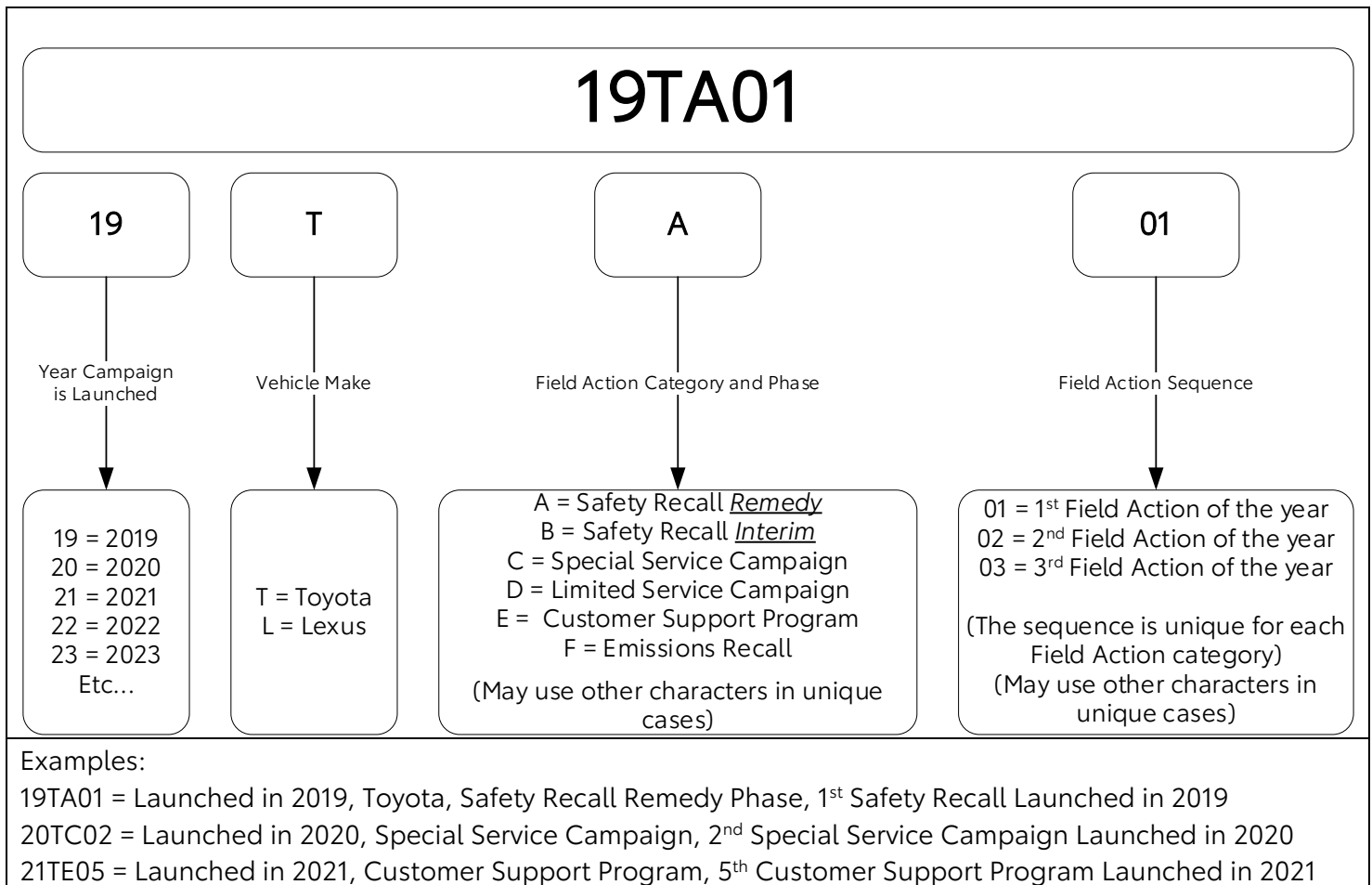
**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**Campaign Designation / Phase Decoder**



*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Customer Support Program.*

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.



## CUSTOMER SUPPORT PROGRAM 20TE02

Certain 2017 Model Year Tacoma Vehicles Painted with Blazing Blue (8T0) Paint Color  
Coverage for Flaking or Peeling of Factory-Applied Paint Clear Coat Layer

### Frequently Asked Questions

Original Publication Date: January 27, 2020.

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

A1: Toyota has received reports of the factory-applied paint's clear coat layer flaking or peeling on exterior metal body panels of certain 2017 model year Tacoma vehicles with the original factory-applied Blazing Blue paint color.

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

A1a: The vehicles involved in this program were factory-painted with Blazing Blue (Toyota paint code 8T0) paint color

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

A2: In March 2020, Toyota will send an owner notification letter by first class mail advising owners of this Customer Support Program.

**Q3:** *Which and how many vehicles are covered by this Customer Support Program?*

A3: There are approximately 1,100 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Tacoma	2017	Late January 2017 – Early March 2017

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.



**Q4: *What are the coverage details of this program?***

A4: This Customer Support Program provides coverage for involved vehicles with the original factory Blazing Blue paint. The covered condition may occur when the clear coat layer of the factory applied paint begins to flake or peel from any exterior metal body panel.

- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's cab, the entire cab will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's truck bed, the entire truck bed will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's cab and truck bed, the entire vehicle will be repainted.

*This coverage will be offered for 10 years from the vehicles 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 clear coat flaking or peeling condition is covered by this program. However, after confirming that the clear coat flaking or 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.).*

**Q5:** *What if my vehicle's paint clear coat layer is flaking or peeling from this condition, but my vehicle has damage that requires repair prior to repairing the peeling condition?*

A5: 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.

**Q6:** *What should I do if the factory-applied Blazing Blue paint's clear coat layer is currently flaking or peeling from this condition?*

A6: 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 clear coat flaking or 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.).

**Q6a:** *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6a: 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.

**Q7:** *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A7: 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.

**Q8:** *May the cab and/or bed be repainted with a new color different from the factory-applied color?*

A8: No. The cab and/or bed will be repainted to match the color of the vehicle's factory-applied *Blazing Blue* paint.

For example, the cab and/or bed may not be repainted with any other color such as Blizzard Pearl, orange, blue, grey, etc.

**Q9:** *Can I be reimbursed if I previously paid for repairs related to factory-applied paint fading or flaking from my vehicle due to this condition?*

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10: Which factory-applied paints are covered by this Customer Support Program?**

A10: The factory-applied Blazing Blue paint (Toyota paint code 8T0) on the vehicle's exterior metal body panels are covered by this program.

**Q11: Is the paint on plastic body panels covered by this Customer Support Program?**

A11: No. This Customer Support Program only applies to factory-applied Blazing Blue (Toyota paint code 8T0) paint on the vehicle's exterior metal body panels.

**Q12: How long will the repair take?**

A12: Depending upon what area of the vehicle requires repainting (cab and/or bed), the repair time for your vehicle can vary (for example: between approximately 3 days and approximately 2 weeks). Once the fading or flaking condition covered by this program has been verified on your vehicle, your authorized Toyota dealer will advise you about the necessary repair time. A loaner vehicle may be provided to you during the repair.

**Q13: How does Toyota obtain my mailing information?**

A13: 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.

**Q14: What if I have additional questions or concerns?**

A14: 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 Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER SUPPORT PROGRAM NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Toyota has received reports of the factory-applied paint's clear coat layer flaking or peeling on exterior metal body panels of certain 2017 model year Tacoma vehicles with the original factory-applied Blazing Blue paint color.

This Customer Support Program provides coverage for involved vehicles with the original factory Blazing Blue paint. The covered condition may occur when the clear coat layer of the factory applied paint begins to flake or peel from any exterior metal body panel.

- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's cab, the entire cab will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's truck bed, the entire truck bed will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's cab and truck bed, the entire vehicle 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.

*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 clear coat flaking or peeling condition is covered by this program. However, after confirming that the clear coat flaking or 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.).*

**Coverage**

This coverage will be offered 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?**

If you have previously paid for repairs related to this condition, 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:

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.

### Customer Support Program Details

This Customer Support Program provides coverage for involved vehicles with the original factory Blazing Blue paint. The covered condition may occur when the clear coat layer of the factory applied paint begins to flake or peel from any exterior metal body panel.

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- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle's cab and truck bed, the entire vehicle 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 a paint repair are:

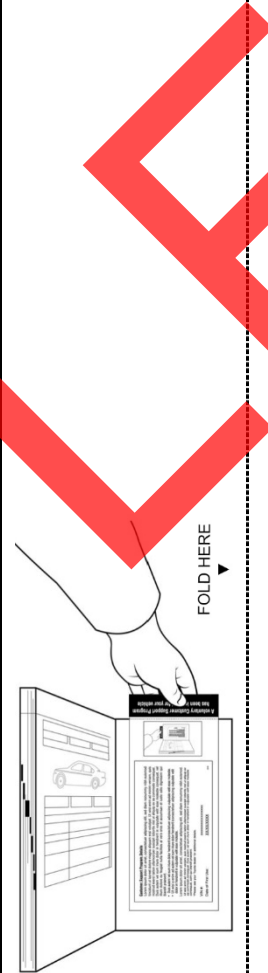
- Collision damage.
- Dents.
- Deep scratches.
- Deep rock chips.

***This coverage will be offered for 10 years from the vehicle's date of first use, regardless of mileage.***

*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.*

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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 Blazing Blue paint's clear coat layer is currently flaking or peeling from this condition?*

A3: 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 clear coat flaking or 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:** *May the cab and/or bed be repainted with a new color different from the factory-applied color?*

A4: No. The cab and/or bed will be repainted to match the color of the vehicle's factory-applied Blazing Blue paint.

For example, the cab and/or bed 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 what area of the vehicle requires repainting (cab and/or bed), the repair time for your vehicle can vary (for example: between approximately 3 days and 2 weeks). Once the fading or flaking condition covered by this program has been verified on your vehicle, your authorized Toyota dealer will advise you about the necessary repair time.



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

A6: The factory-applied Blazing Blue paint (Toyota paint code 8T0) 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. This Customer Support Program only applies to factory-applied Blazing Blue (Toyota paint code 8T0) paint on the vehicle's exterior metal body panels.

**Q8:** *What if my vehicle's paint clear coat layer is flaking or peeling from this condition, but my vehicle has damage that requires repair prior to repairing the peeling condition?*

A8: 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.

**Q9:** *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A9: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**SAMPLE**