



# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
May 15, 2020	<ul style="list-style-type: none"><li>• The training requirements section has been updated to include Lexus Certified Collision Centers</li><li>• The ZLL website now requires dealers to input the labor rate for body/paint work</li></ul>
February 5, 2020	<ul style="list-style-type: none"><li>• Tips for how to get a preliminary estimate approved by the website have been added to the Technical Instructions.</li><li>• The process for requesting Toyota to review a rejected preliminary estimate has been enhanced.</li></ul>
December 17, 2019	<p>This document has been updated to clarify that only authorized Lexus 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 Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc).</p> <p><b>Note that as of May 15, 2020, Lexus Certified Collision Centers are now permitted to confirm if the peeling condition is covered by this program. Review the Dealer Letter for detailed information, policies, and training requirements.</b></p>

*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.

# TECHNICAL INSTRUCTIONS

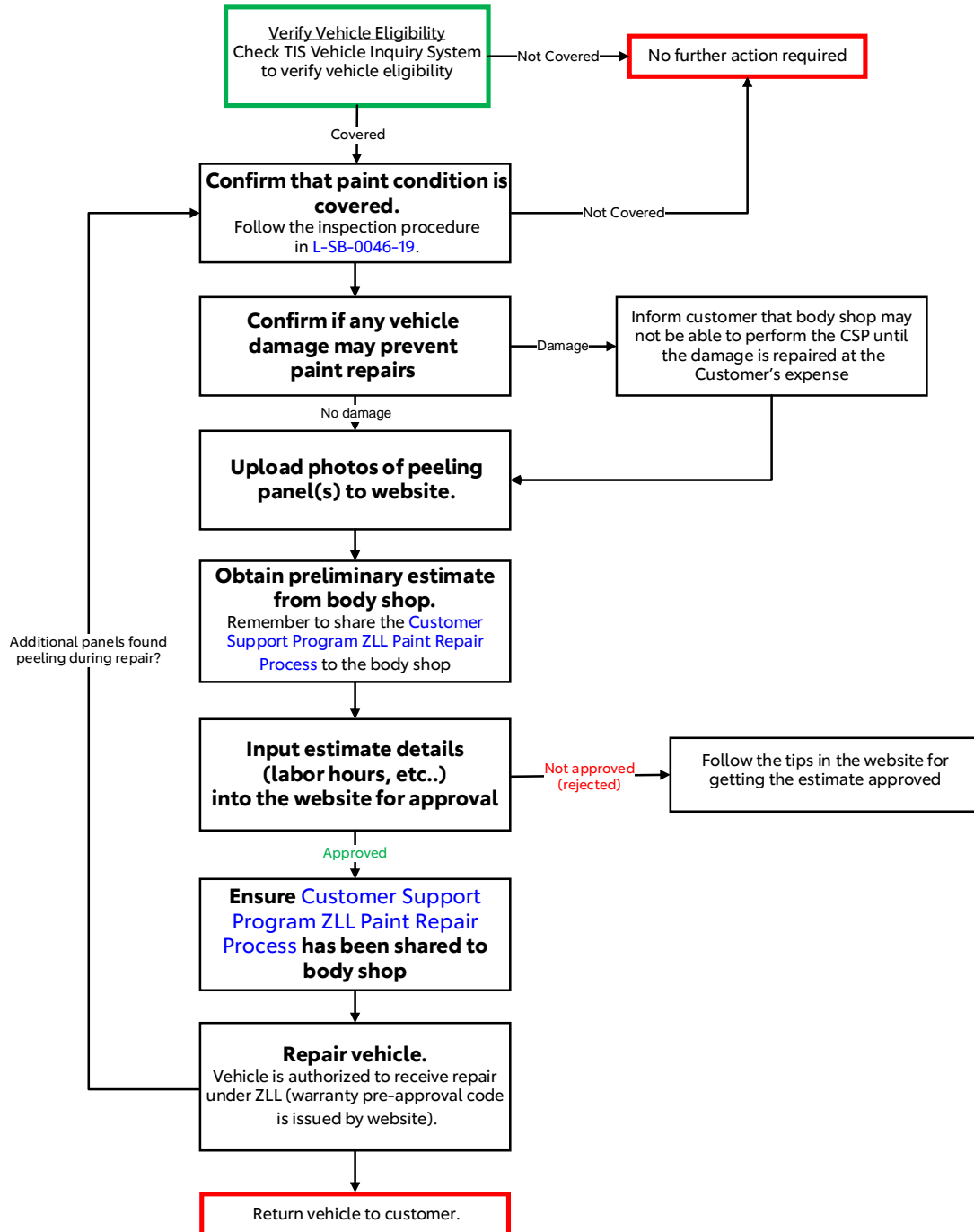
Customer Support Program ZLL

Phase 2 - Customer Renotification and Repair Phase  
Repair is Now Available

Certain 2008 - 2009 GX 460  
Vehicles Painted with *Blizzard Pearl (070)* Paint Color  
Coverage for Peeling of Factory-Applied Paint

# Customer Support Program ZLL – Technical Instructions

## OPERATION FLOW CHART



## TRAINING REQUIREMENTS

### Training Requirements

The following training requirements are only applicable to the personnel performing [L-SB-0046-19](#). L-SB-0046-19 contains the process used to confirm if the vehicle's paint peeling is applicable to this program. These training requirements are not applicable to the other steps in the ZLL process such as completing the mandatory website photo upload process, repairing/refinishing the vehicle, etc. Only authorized Lexus dealerships and Lexus Certified Collision Centers are authorized to perform the condition confirmation inspection included in L-SB-0046-19.

#### **Training Requirements: Authorized Lexus Dealership**

All Lexus dealership staff performing L-SB-0046-19 are required to successfully complete the most current version of the E-Learning course "Recall and Service Campaign Essentials" (course number LSC19A). To ensure that L-SB-0046-19 is performed correctly; Lexus dealership staff performing L-SB-0046-19 are required to currently hold at least one of the following certification levels:

- Certified Service Technician/Diagnostic Specialist
- Senior Service Technician/Diagnostic Specialist
- Master Service Technician/Diagnostic Specialist

Always check which technicians can perform L-SB-0046-19. It is the dealership's responsibility to select staff with the above certification level or greater to perform L-SB-0046-19.

#### **Training Requirements: Lexus Certified Collision Center**

All Lexus Certified Collision Center staff members performing L-SB-0046-19 are required to successfully complete the most current version of the E-Learning course "Recall and Service Campaign Essentials" (course number LSC19A). To ensure that L-SB-0046-19 is performed correctly; Lexus Certified Collision Center staff members performing L-SB-0046-19 are required to currently hold at least one of the following certification levels:

- Certified Refinish Technician
- Senior Refinish Technician
- Master Refinish Technician

Always check which technicians can perform L-SB-0046-19. It is the Collision Center's responsibility to select staff with the above certification level or greater to perform L-SB-0046-19.



# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
May 15, 2020	<ul style="list-style-type: none"><li>• The training requirements section has been updated to include Lexus Certified Collision Centers</li><li>• A policy regarding the labor rate for body and paint work has been added</li></ul>
December 17, 2019	<p>This document has been updated to clarify that only authorized Lexus 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 Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc).</p> <p><b>Note that as of May 15, 2020, Lexus Certified Collision Centers are now permitted to confirm if the paint peeling condition is covered by this program. Review the Dealer Letter for detailed information, policies, and training requirements.</b></p>

*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.

### **I. IDENTIFICATION OF AFFECTED VEHICLES**

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

### **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 (ZLL).

1. Follow the procedure in [L-SB-0046-19](#) 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 (ZLL).

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 [L-SB-0046-19](#).

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".

List of panels.

Preliminary Estimate screen button

**TOYOTA**

ZKGZLL Inspection: DEALER Site for Toyota

Submit dealer Search Another VIN Print Screen Log Out

### Photo Upload Summary

Cannot add NEW inspection because this one is currently open. Complete it.

VIN:	5YFBU6L1CH5G340	R.O. Number:	
Vehicle Description:	2012 Toyota Corolla	Customer Name:	
Upload Started:	10/24/2019	Upload Completed:	n/a

**Steps:**

1. Upload Photos. Peeling panels require photo upload and/or 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 2018 Model Year Corolla LE for all of the Corolla, Camry, Avalon, and IQ vehicles involved in this Customer Support Program.

Variant: 4D SEDAN

Panel	Issues	View Photos
HOOD	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
TRUNK	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT A PILLAR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT C PILLAR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT A PILLAR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT C PILLAR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT FRONT FENDER / QUARTER PANEL	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT FRONT FENDER / QUARTER PANEL	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT REAR FENDER / QUARTER PANEL	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT REAR FENDER / QUARTER PANEL	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
ROOF	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT FRONT DOOR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT REAR DOOR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT FRONT DOOR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT REAR DOOR	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT ROCKER (Shove Trackers ONLY)	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT ROCKER (Metal rockers ONLY)	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT FRONT DOOR JAMB	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
LEFT REAR DOOR JAMB	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT FRONT DOOR JAMB	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	
RIGHT REAR DOOR JAMB	<input type="checkbox"/> No Input <input type="checkbox"/> Peeling	

Left Front

Right Front

Left Rear

Right Rear

**Mark Remaining Panels as NOT PEELING**

Continue to Cost Estimate Screen

## V. OBTAIN PRELIMINARY ESTIMATE FROM BODY SHOP

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

1. **Share [Customer Support Program ZLL Paint Repair Process](#) to Body Shop:** It is critical to provide the [Customer Support Program ZLL 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.

### 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 (or Lexus Certified Collision Center) has confirmed that the condition is covered by this program by following L-SB-0046-19, and completed the website photo upload process, your dealership may sublet the repainting repair to a non-Lexus certified repair facility (body shop, collision repair facility, etc.). A Lexus Certified Collision center is not required to perform the repainting repair.



## VI. INPUT ESTIMATE DETAILS INTO WEBSITE

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

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

### Estimate Totals Section (Example)

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					247.66
Sublet/Miscellaneous					190.00
Labor, Body		<b>A</b> 65.00		<b>C</b> 28.7	1,865.50
Labor, Refinish		<b>B</b> 65.00		<b>D</b> 22.6	1,469.00
Labor, Mechanical		119.34		<b>E</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>F</b> 5,026.72

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

### Preliminary Estimate (Example)

Estimate																																																																																																																																	
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67	E01	Remove/Replace	Emblem	1	38.07T	OEM		0.1	Body																																																																																																																								
68	E01	Remove/Install	Trunk lid trim					0.3	Body																																																																																																																								
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74	E01		REAR BUMPER																																																																																																																														
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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	185.00	Other																																																																																																																											
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- Input the following information from the preliminary estimate into the website:

- Total body labor hours
- Total paint labor hours
- Body labor rate
- Paint labor rate
- 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.

- Upload the PDF copy of the preliminary estimate.

- Click submit.

The website will either approve or reject the inputs. **Approval is required before authorizing the repair to proceed.**

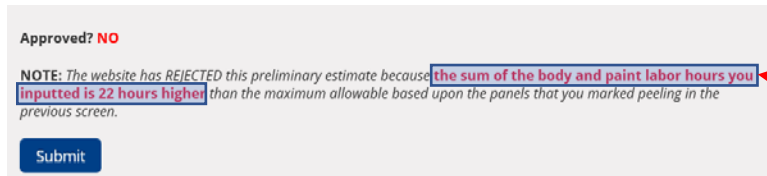
### Example of inputting hours

<b>* Total Cost Estimate (in U.S. dollars):</b>	
<b>F</b> 5026.72	
<b>* Total Body Labor Hours:</b>	<b>* Labor rate for body labor (e.g. 55.00):</b>
<b>C</b> 28.7	<b>A</b> 65
<b>* Total Paint Labor Hours:</b>	<b>* Labor rate for paint labor (e.g. 55.00):</b>
<b>D</b> 22.6	<b>B</b> 65
<b>Total Mechanical Labor Hours:</b>	
<b>E</b> 2	
Approved? <b>YES</b>	

After clicking submit, website will approve or reject.

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

**Website Rejection:** If the website rejects your inputs, follow the tips issued by the website to assist you with getting the estimate approved. For your reference, the website's tips are also listed below. Also, note that the website will provide you with a reason for rejection (see below example).



Example reason for rejection

### Tips for Getting the Preliminary Estimate Approved:

1. Ensure that you have entered the body and paint hours from the preliminary estimate correctly.
2. Ensure that you have uploaded photos, and marked as peeling, all of the panels that are actually peeling. The maximum allowable hours are based upon the panels that are marked as peeling. Only peeling panels may be marked as peeling. Do not mark panels as peeling for any other reason beyond that they are peeling (affected by the condition).
3. Ensure that the preliminary estimate doesn't include repairing (stripping OEM paint from) panels that are not marked as peeling in the website. Only peeling panels may be repaired and marked as peeling in the website.
  - Blending" non-affected panels is acceptable.
  - Repairing" (stripping OEM paint from) non-affected panels is not acceptable.
  - For example, if only the Left Rear Door is affected and correctly marked as peeling in the website, but the preliminary estimate also includes "repairing" the Left Front Door and Left Quarter Panel, the website will likely reject the estimate because the Left Front Door and Left Quarter Panel should not be "repaired". Note that those panels may be blended.
4. Make sure the body labor time quoted to repair (remove OEM paint) from affected panels does not exceed the maximum times outlined on page 2 of the Customer Support Program Paint Repair Process.
5. Ensure the preliminary estimate was created with industry standard estimating software. Note that CCC Estimating Solutions is most compatible. However, other estimating systems will work.
6. Ask the body shop if it's possible to reduce the sum of the body+paint labor by the overage hours shown above. If they are unable to do so, proceed to "Lexus Internal Review" below.

### Request for Lexus Internal Review

If the body shop is unable to reduce the labor hours by the overage stated above, you have the option to request Lexus to manually review the estimate by clicking below. The Lexus team member will manually review this estimate for any needed corrections (if necessary) and reply back to you with further instructions for getting the estimate approved.

#### **Request for Toyota Internal Review:**

If the body shop is unable to reduce the labor hours by the overage stated above, you have the option to request Toyota to manually review the estimate by clicking below. The Toyota team member will manually review this estimate for any needed corrections (if necessary) and reply back to you with further instructions for getting the estimate approved.

[>> Request Toyota to manually review your estimate.](#)

Click to request Lexus  
Internal Review

## VII. Warranty Pre-Approval Code

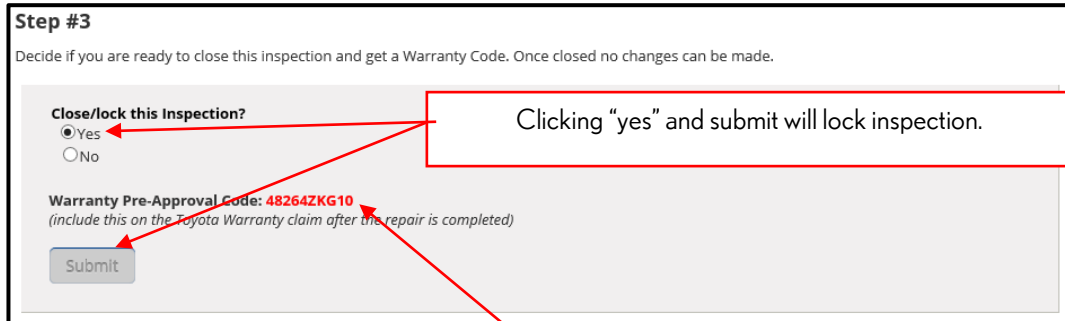
After the website approves your estimate, proceed to step 3 in the website where you will be prompted to close/lock the inspection. After you decide to close/lock the inspection, you will be locked-out of modifying your inspection and the website will issue a “warranty pre-approval code” which should be included in the CCR of the warranty claim.

**Step #3**  
Decide if you are ready to close this inspection and get a Warranty Code. Once closed no changes can be made.

**Close/lock this Inspection?**  
☒ Yes  
☐ No

**Warranty Pre-Approval Code: 48264ZKG10**  
(include this on the Toyota Warranty claim after the repair is completed)

Submit



Clicking “yes” and submit will lock inspection.

Warranty pre-approval code is required before authorizing repair and needs to be included in CCR of warranty claim.

A “warranty pre-approval code” must be issued by the website prior to authorizing any repairs. Include the code in the CCR of the claim. This warranty pre-approval code is not a guarantee for payment of the claim. All ZLL claims are subject to warranty department review for proper claim submission and compliance with Lexus Warranty Policy and Procedures including Policies 8.22 and 4.12.

## VIII. ENSURE [Customer Support Program ZLL 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 ZLL 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.

## IX. REPAIR VEHICLE

Send the vehicle to the body shop for repair once you have obtained a warranty pre-authorization code from the website. A warranty pre-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.

## X. 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.

Website questions: Please contact [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with any questions regarding the website.