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

CUSTOMER SUPPORT PROGRAM ZKG

Multiple Models and Model Years
Vehicles Painted with *Blizzard Pearl (070)* or *Super White (040)* Paint Color
Coverage for Peeling of Factory-Applied Paint

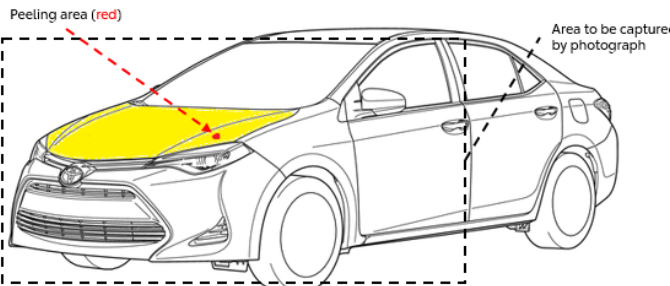
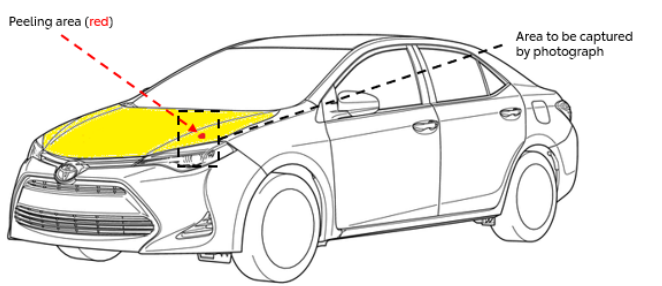


ZKG WEBSITE PROPER PHOTOGRAPH SUBMISSION

As described in the Technical Instructions, uploading photographs to a specified web application is a required step for performing the remedy in Customer Support Program ZKG. The web application provides detailed instructions on uploading these photographs. However, Toyota has identified several cases of photographs submitted to the ZKG web application that did not follow these instructions.









Dealers are requested to review this message as a reminder of the instructions on taking the required photographs to help ensure that the photographs provide the necessary information.

Photographs Submission Instructions

- For each affected panel, you are required to submit two photographs, one of the entire panel, and one that is a close-up of the peeling.
- Only affected (peeling) panels require photos for the website. If a panel is not exhibiting the peeling condition covered by this program, then it is not eligible for repair, should not be marked peeling in the website, and should not have any photos uploaded.
- If a non-affected panel is going to be blended due to repairing an adjacent panel, do not mark it “peeling” in the website and do not upload photos for it.
- Ensure the picture is high quality (e.g., does not appear blurry).

Photo #1 (Entire Panel)	Photo #2 (Close-up)
<p>INSTRUCTIONS</p> <ol style="list-style-type: none"> The <u>entire panel</u> plus <u>additional area of the vehicle</u> must be captured in this photo. <ul style="list-style-type: none"> Refer to the diagram below to help visualize how the entire panel plus additional area of the vehicle must be captured by this photograph. If there are multiple peeling areas on the panel, make sure that each peeling area is sufficiently captured by the single photograph. The vehicle doesn't necessarily need to be oriented as shown in the diagram below as long as point #1 is met. 	<p>INSTRUCTIONS</p> <ol style="list-style-type: none"> Capture a <u>close-up</u> photograph of the <u>peeling area</u>. If there are multiple areas of peeling on the subject panel, it is not necessary to upload photographs of each peeling area. Upload a single photograph of the largest peeling area.
	
<p>EXAMPLE PHOTOGRAPH</p> <ul style="list-style-type: none"> The <u>entire panel</u> has been captured sufficiently in addition to other portions of the vehicle. All of the peeling areas on the panel have been captured successfully in this single photograph. 	<p>EXAMPLE PHOTOGRAPH</p> <ul style="list-style-type: none"> A <u>close-up</u> of the largest peeling area has been captured. 

Examples of photograph submissions that do not meet the instructions, above

Example	Panel	Photo #1 (Entire Panel)	Photo #2 (Close-up)
#1	Hood	<div>No problems with this photograph</div> <div></div>	<div>Problems:</div> <div><ul style="list-style-type: none">The photo does not provide a “close-up” of the peeling condition.There is no visible peeling on this panel (hood).</div> <div></div>
#2	Back Door	<div>No problems with this photograph</div> <div></div>	<div>Problems:</div> <div><ul style="list-style-type: none">The photo appears <u>identical</u> to the photo that was submitted for Photo #1 on the left.The photo does not provide a “close-up” of the peeling condition.</div> <div><div>Small Peeling Area</div><div></div></div>
#3	Left Front Fender	<div>Problems:</div> <div><ul style="list-style-type: none">This photo does not provide an image of the entire panel. The <u>entire</u> fender is not visible from this photo.This photo appears <u>identical</u> to the photo that was submitted for Photo #2 on the right.</div> <div></div>	<div>Problems:</div> <div><ul style="list-style-type: none">This photo appears identical to the photo that was submitted for Photo #1 on the left.</div> <div></div>
#4	Right Rear Door	<div>Problems:</div> <div><ul style="list-style-type: none">The submission indicates that the panel in question is the Right Rear Door, but the submitted photo is of the hood and right front fender. Make sure the correct photo of the correct panel is uploaded to the website.</div> <div></div>	<div>Problems:</div> <div><ul style="list-style-type: none">The submission indicates that the panel in question is the Right Rear Door, but the submitted photo is of the hood and right front fender. Make sure the correct photo of the correct panel is uploaded to the website.This photo appears to be of a different vehicle compared to the photo on the left based on the difference in peeling. Please ensure that both photos #1/#2 are of the same vehicle.</div> <div></div>

Refer to the Dealer Letter and Technical Instructions on TIS for additional information.

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