


**From:** QC\_DoNotReply QC\_DoNotReply@toyota.com   
**Subject:** \*\*UPDATE\*\* Customer Support Program ZKG, Vehicles Painted with Blizzard Pearl (070) or Super White (040) Paint Color, Coverage for Peeling of Factory-Applied Paint (Internal)  
**Date:** October 26, 2020 at 10:57 AM  
**To:**

---

## **UPDATE: Toyota has added approximately 35,200 certain 2010 – 2018 model year Sequoia vehicles to this Customer Support Program**

### **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 (and Toyota Certified Collision Centers) 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.).*

### **Program Phase Schedule**

Toyota is administering this program in multiple phases.

#### 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, informed owners that Toyota is working on the repair for their vehicle, and that they will be re-notified when the repair becomes available.

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

In early December 2019 Toyota launched the repair portion of this program. Toyota started re-notifying the owners involved in phase 1 regarding the availability of the repair in late December 2019.

#### Phase 3 – Approximately 31,500 vehicles are added to this Customer Support Program

In mid-May 2020, Toyota added approximately 31,500 vehicles to this Customer Support Program and the repair is available for these vehicles. Refer to the table below for a summary of the added vehicles.

<b>Model / Years</b>	<b>Production Period</b>	<b>Approximate Total Vehicles</b>
2008 Avalon	Late February 2007 – Late December 2007	5,000
2008 - 2009 Camry	Early August 2007 – Late December 2007	18,600
2008 Camry Hybrid	Early August 2007 – Late December 2007	2,800
2008 Corolla	Early June 2007 – mid-December 2007	5,100

#### Phase 4 – Approximately 35,200 model year 2010 – 2018 Sequoia vehicles added to this Customer Support Program

In late October 2020, Toyota added approximately 35,200 model year 2010 – 2018 Sequoia vehicles to this Customer Support Program and the repair is available for these vehicles. Refer to the table below for a summary of the added vehicles.

<b>Model / Years</b>	<b>Production Period</b>	<b>Approximate Total Vehicles</b>
----------------------	--------------------------	-----------------------------------

2010 – 2018 Sequoia	Early May 2009 – Late August 2018	35,200
------------------------	-----------------------------------	--------

**Owner Letter Mailing Date**

Refer to the attached Dealer Letter for details.

**Technician Training Requirements**

Refer to the attached Dealer Letter for details.

***Please reference the attachments for additional details.***

***Dealers will be notified on October 27, 2020 at approximately 4:00 P.M. Central Time.***

Thank you for your support,

**TOYOTA MOTOR NORTH AMERICA**

**Quality | Quality Compliance Department**



ZKG\_Dealer\_Lett  
er\_Publ...20.pdf