

## INTEROFFICE MEMORANDUM

Original Publication Date: October 27, 2021

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross   
Vice-President, Product Quality and Service Support

## 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

Specific information for Region support is provided below.

**Flat Rate Time Increase for Op Code ZKG001**

On October 29, 2021, Toyota increased the flat rate time for Op Code ZKG001 to 1.0 hr / vehicle. The previous flat rate time was 0.3 hrs/vehicle.

This update is intended to address the amount of time required to coordinate and administer the repairs which are largely occurring at Third Party body shops. Through review of dealer processes in the field, we've learned that each dealer's process and relationship with a third-party body shop is unique and that this program, and the coordination required to make the necessary repairs, places unique requirements on dealers. We intend for the flat rate time increase of 0.7 hrs (from 0.3 hrs / vehicle to 1.0 hr / vehicle) to compensate dealers moving forward for their efforts in coordinating the repairs with a body shop.

**Dealer Notification**

The attached Dealer Letter will be sent to all Toyota dealers on October 28, 2021.

*Please reference the attached Dealer Letter for additional details.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.