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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

****UPDATE****

Toyota has added a Post Campaign-Expiration Warranty Procedure to the Dealer Letter. This policy is described on the next page, and in the ZKG Dealer Letter on TIS

Post Campaign-Expiration Warranty Procedures

Toyota will process claims submitted for vehicles where the condition covered by this Customer Support Program was confirmed at the dealership prior to the expiration of the vehicle's Customer Support Program coverage.

Toyota requires your dealer to document the peeling diagnosis by uploading the required photos of the peeling panels to the website prior to the expiration of the vehicle's coverage. Photos for panels uploaded after the expiration date will be considered ineligible for claim payment. Furthermore, all previously diagnosed VINs prior to expiration must have repairs completed and claims submitted prior to 12 months from the vehicle's expiration date.

Note that once a photo is uploaded to the website for a panel, and has been accepted, the panel will show a green check mark as shown in the screen shot below. At this point, the photo for that panel is saved permanently in Toyota's records with a date stamp unless you return to the website and delete the photo later. You don't have to "close" the web submission to save the photo(s). Also, note that the photo retention functionality in the website does not provide exemption from warranty policy 8.1 and 8.2.

Administrator Search Another VIN | Print Screen | Log Out

Photo Upload Summary

Inspection Details for panel saved.

VIN:		R.O. Number:	
Vehicle Description:	2009 Toyota Corolla	Customer Name:	
Upload Started:	02/16/2022	Upload Completed:	n/a

Note: Vehicle diagram will depict a 2018 model year Corolla LE for all of the Corolla, Camry, Camry HV, Avalon, Avalon HV, and xB vehicles involved in this Customer Support Program.

Panel	Issues	View Photos
HOOD	<input checked="" type="checkbox"/> Peeling	
TRUNK	<input checked="" type="checkbox"/> Not Peeling	
LEFT A PILLAR	<input checked="" type="checkbox"/> Peeling	
LEFT C PILLAR	<input checked="" type="checkbox"/> Not Peeling	
RIGHT A PILLAR	<input checked="" type="checkbox"/> Not Peeling	
RIGHT C PILLAR	<input checked="" type="checkbox"/> Not Peeling	
LEFT FRONT FENDER	<input checked="" type="checkbox"/> Not Peeling	
RIGHT FRONT FENDER	<input checked="" type="checkbox"/> Not Peeling	
LEFT REAR QUARTER PANEL	<input checked="" type="checkbox"/> Not Peeling	
RIGHT REAR	<input checked="" type="checkbox"/> Not Peeling	

Variant: 40...

Right Front

Refer to the **UPDATED Dealer Letter on TIS** for additional information.

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