

CUSTOMER SUPPORT PROGRAM 23TE08 *(Interim Notice)*

Phase 1 – Customer Notification Phase
Repair Not Yet Available

Certain 2016–2022 Model Year Tacoma
Vehicles Painted with *Super White (040)* Paint Color
Coverage for Paint Peeling on Door Frames + Front Inner Fenders

Frequently Asked Questions
Original Publication Date: October 26, 2023

Q1: *What is the condition?*

A1: Toyota has received some reports of paint peeling along the exterior door window frames and front inner fenders under the hood on certain Tacoma vehicles with 040 Super White paint.

Examples of exterior window door frame paint peeling



Examples of front inner fender paint peeling



Q2: What is Toyota doing?

A2: The repair for this Customer Support Program is not available yet. This Customer Support Program is being administered in two phases.

Phase	Description	Availability
1	Customer Notification	BEGINNING NOW
2	Renotification and Repair	NOT AVAILABLE YET

BEGINNING NOW: In Phase 1, the currently active phase, Toyota is working on completing procedures for the launch of this Customer Support Program, and thus, the repair under this program is **NOT AVAILABLE**. During this phase, dealers should not do any repairs for this condition under this program. Beginning in late October, 2023, Toyota will send an interim owner notification letter to all owners informing them that their vehicle is covered under this Customer Support Program. During this phase, owners who have paid for repairs for this condition can seek reimbursement consideration for expenses incurred prior to November 16, 2023.

NOT AVAILABLE YET: Phase 2 will begin after Toyota completes preparation for the repair of this condition.

Q3: Which and how many vehicles are covered by this Customer Support Program?

A3: There are approximately 142,460 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Tacoma	2016 – 2022	Early September 2015 – Late September 2021

Q4: What are the details of this program?

A4: This Customer Support Program provides coverage for paint peeling along the exterior window door frames and front inner fender edges under the hood of certain 2016-2022 model year Tacoma vehicles at no cost to the customer. The specific condition covered by this program only involves double cab vehicles produced from a specific manufacturing facility with the original factory-applied Super White paint color.

*The repair is not available yet and the details of the repair under this program is currently under preparation. Please see Q2 for additional details.

Q5: Why is Toyota notifying me now if Toyota is not ready to implement the repair for this Customer Support Program?

A5: In the interests of customer satisfaction, Toyota is notifying you about this condition and that a repair is forthcoming. If the condition does occur or currently exists with your covered vehicle, a repair will be provided at no cost to you in accordance with the terms of the Customer Support Program once preparations for the repair are completed for this Customer Support Program. There is no need to contact your dealer for confirmation of the condition or diagnosis until the repair preparations for this program are complete. You will be notified again when the repair is available.

Please note that the specific details of the Customer Support Program are subject to change.

Q6: *When does Toyota anticipate the repair will be ready?*

A6: Toyota is currently working on the repair procedures and obtaining necessary materials to complete the repair for the affected vehicles, and we anticipate that this may take several months. Once those preparations are complete, any vehicle exhibiting the condition will be eligible to receive a repair under the terms of this Customer Support Program.

Q7: *Do I need to wait until I actually receive a second owner notification letter before visiting a dealer to receive a repair?*

A7: No. As soon as the Customer Support Program begins, you can visit any authorized Toyota dealer for diagnosis if your vehicle is exhibiting the condition and, if applicable, repair.

Q8: *What should I do if the factory-applied Super White paint is currently peeling from this condition?*

A8: Toyota is currently preparing the repair for this condition under this program. Toyota recommends that you wait until the repair has been launched because dealers are not yet ready to perform the repair. We will begin sending the second owner notification letter as soon as the repair for this Customer Support Program is ready.

Q9: *Which factory-applied paint is covered by this Customer Support Program?*

A9: The factory-applied Super White (Toyota paint code 040) paint.

Q10: *Can I be reimbursed if I previously paid for repairs related to factory-applied paint peeling from my vehicle due to this condition?*

A10: Customers who have already paid for repairs related to this specific condition may qualify for reimbursement of some, or all, of their out-of-pocket costs. The expense must have been incurred prior to November 16, 2023, and sufficient documentation submitted, to qualify for reimbursement. Please include a copy of your repair details (for example: a repair order), proof-of-payment, and ownership with your submission. Toyota will not reimburse for out-of-pocket costs incurred after November 16, 2023. Customer reimbursement instructions will be included in the owner letter.

Q11: *What if my vehicle's paint is peeling from this condition, but my vehicle has damage that requires repair prior to repairing the peeling condition?*

A11: This Customer Support Program only provides the coverage described above. This program does not cover the repair of damage (e.g., collision damage, dents, etc.) which may be required to complete the Customer Support Program repair. Some dealers may be willing to repair damage needed to complete this Customer Support Program. If your dealer is willing to do so, you will be responsible for any costs associated with the damage repair. If you elect not to repair the damage, the dealer may indicate that they are not able to complete the Customer Support Program repair.

Q12: *What is involved in the repair?*

A12: Toyota is currently working on the repair procedures and obtaining necessary materials to complete the repair for the affected vehicles. However, the repair will be limited to repainting the specific area of the vehicle's exterior affected by the condition.

Please note, as the program is still under preparation, the above details are still subject to change.

When Toyota launches the repair for this Customer Support Program, the specific details of the repair covered under this program will be provided.

Q13: *How does Toyota obtain my mailing information?*

A13: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q14: *What if I have additional questions or concerns?*

A14: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Q15: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A15: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.