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

CUSTOMER SUPPORT PROGRAM 23TE08 (Remedy Notice)

Certain 2016–2022 Model Year Tacoma  
Coverage for Paint Peeling on Door Frames + Front Inner Fenders

Model / Years	Production Period	Approximate Total Vehicles
2016 – 2022 Tacoma	Early September 2015 - Late September 2021	142,460

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for paint peeling on door frames and front inner fenders on certain 2016–2022 model year Tacoma vehicles.

Background

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 color.

Although the vehicle paint is covered by Toyota’s New Vehicle Limited Warranty for three 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.

Examples of exterior window door frame paint peeling



Examples of front inner fender paint peeling



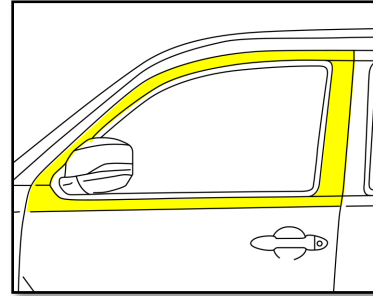
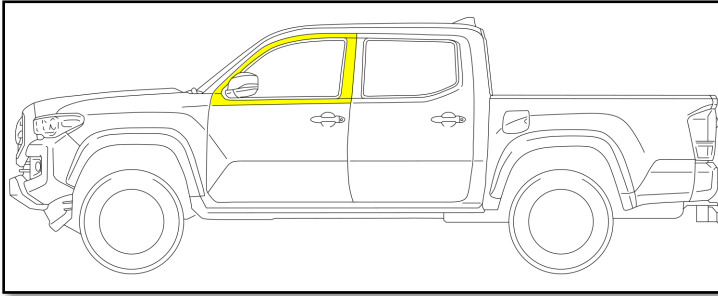
### Customer Support Program Details

This customer support program covers the repair of peeling paint in three specific areas per side.

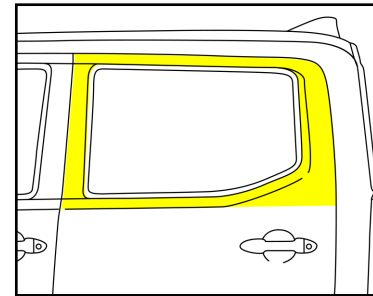
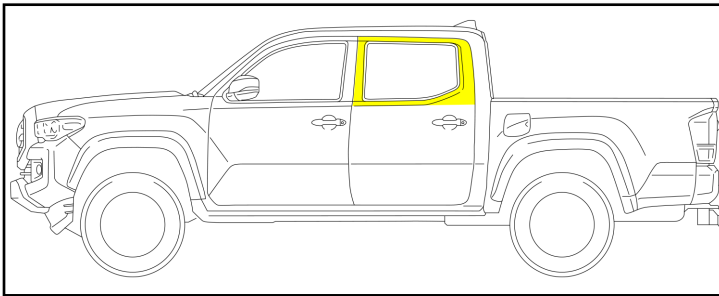
- exterior window frame edges of the front doors
- exterior window frame edges of the rear doors
- front inner fender as can be seen from under the hood.

Only peeling white paint in the yellow highlighted areas in the images below will be eligible for repair under this customer support program.

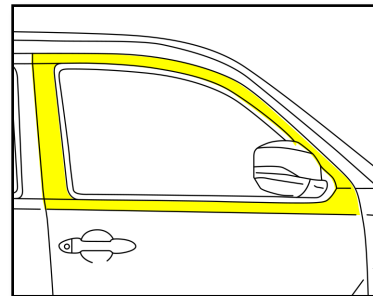
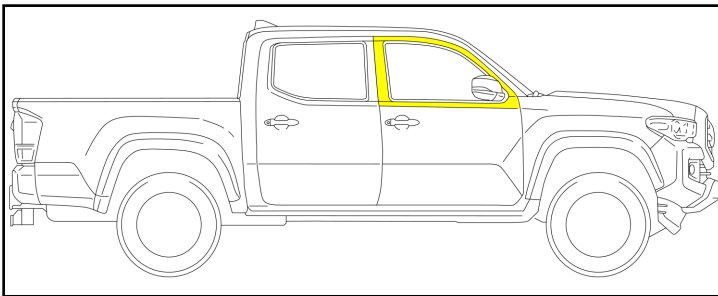
Left Front Door Window Frame Edges



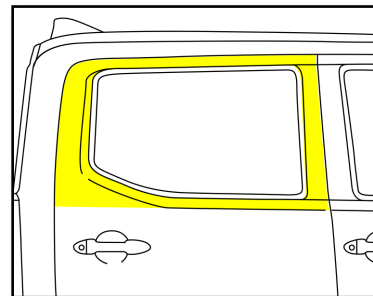
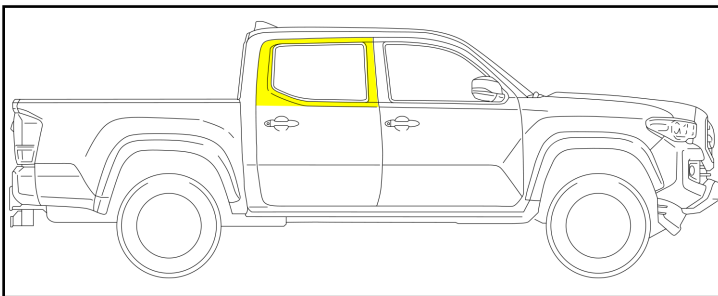
Left Rear Door Window Frame Edges



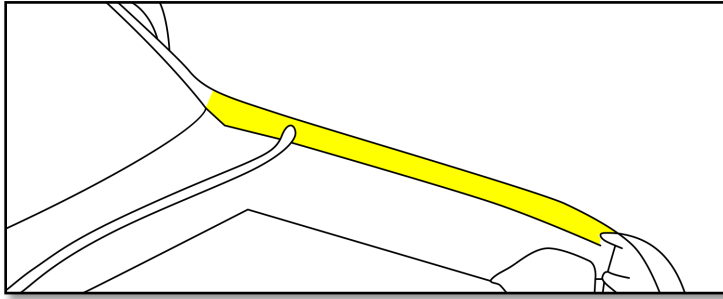
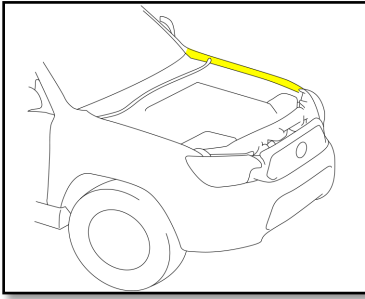
Right Front Door Window Frame Edges



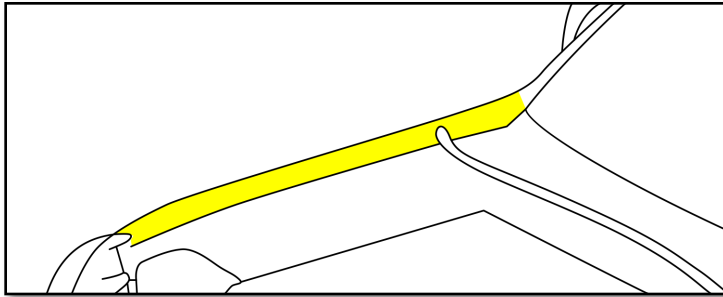
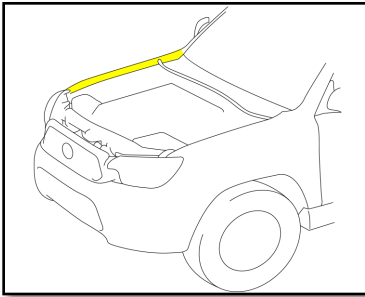
Right Rear Door Window Frame Edges



Left Front Fender Edge (can be seen with hood open)



Right Front Fender Edge (can be seen with hood open)



Toyota will begin to notify customers of the Remedy launch starting in late September 2024.

Owner notification letters will be sent over several months.

If a customer has experienced the condition, welcome them into your dealership for diagnosis and inspection.

Any authorized Toyota dealership will complete an inspection using the website [23TE08 Inspection Website](#).

In the interest of customer service, if peeling is verified on any of the three specified areas per side, Toyota will cover the refinish of the three affected areas.

Repair Type	Location of Peeling Confirmed by Photo Inspection Per side	What will be Refinished
A	Any Left	Left Front Inner Fender
		Left Front Door
		Left Rear Door
B	Any Right	Right Front Inner Fender
		Right Front Door
		Right Rear Door
C	Any Right + Any Left	Left Front Inner Fender
		Left Front Door
		Left Rear Door
		Right Front Inner Fender
		Right Front Door
		Right Rear Door



**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
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This Customer Support Program will be offered for a period of 10 years from the date of first use, regardless of mileage.

*This coverage is provided **only** if the inspection is performed at an authorized **Toyota** dealer or **Toyota Certified Collision Centers**. 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. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

### **Covered Vehicles**

There are approximately 142,460 vehicles covered by this Customer Support Program, none of which were distributed to Puerto Rico.

## Customer Handling Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP ***IS NOT*** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title are ***NOT ELIGIBLE*** for coverage under this CSP.
- **It is the dealer's responsibility to confirm if the vehicle is branded as salvage via TIS/Service Lane .**
- Note – The photo submission website does not include up to date salvage, total loss, true mileage unknown, or similar title data and therefore should not be used as the first level check of campaign eligibility. Always confirm campaign eligibility via TIS before proceeding to the photo submission website.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty."

### Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to the Toyota Newsroom <https://pressroom.toyota.com/>.

### Parts Ordering Process – Non SET and GST Parts Ordering Process

The repair for this customer support program involves re-painting the area of the vehicle exterior affected by the condition and will involve replacing non-reusable parts such as emblems, clips/retainers, and weather strip. A parts list will be provided per applicable repair type from the photo inspection website.

Any parts replaced under this program must be\*:

1. Toyota Genuine Parts.
2. Must be included in the parts section of the warranty claim.

\*This does not apply to refinishing products and surface preparation products such as paints, primers, sand paper, metal conditioner, etc.

As this is a Customer Support Program, the condition ***MUST*** be verified by inspecting the vehicle. Therefore, dealers ***SHOULD NOT*** increase their stock of related repair parts. ***Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.*** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts. A list of parts needed per repair type will be provided by the inspection website.

*All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program.* Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

### **Technician Training Requirements**

The following training requirements are only applicable to the personnel performing the inspection, and completing any calibrations that may be needed once the repair is complete.

These training requirements are not applicable to the other steps in the repair process such as completing the mandatory website photo upload process, repairing/refinishing the vehicle, etc.

Only authorized Toyota dealerships and Toyota Certified Collision Centers are authorized to perform the condition confirmation inspection.

### **Training Requirements for Inspection Only: Authorized Toyota Dealership**

To ensure that inspection procedure is performed correctly; Toyota dealership staff performing the inspection must have completed the following course.

- TIC206A - Electrical Repair 1

Always check which technicians can perform the inspection. It is the dealership's responsibility to select staff with the above certification level or greater to perform.

### **Training Requirements for Inspection Only: Toyota Certified Collision Center**

All Toyota Certified Collision Center staff members performing the inspection are required to successfully complete the most current version of the E-Learning course "Toyota Recall and Service Campaign Essentials." To ensure that the inspection is performed correctly; Toyota Certified Collision Center staff members performing the inspection are required to currently hold at least one of the following certification levels:

- Certified Refinish Technician
- Master Refinish Technician

Always check which technicians can perform the inspection. It is the Collision Center's responsibility to select staff with the above certification level or greater to perform the inspection.

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

***NOTE: Claims for inspections that were performed by non-qualified technicians are subject to debit.***

### **Remedy Procedures**

Refer to the Technical Instructions on TIS for complete remedy procedure instructions.

Note: Parts list will be provided through the inspection website per repair type.

### **Non-Toyota Certified Repair Facility**

After your dealership (or Toyota Certified Collision Center) has confirmed that the condition is covered by this program, and the website has issued a condition confirmation code, your dealership may sublet the repainting repair to a non-Toyota certified repair facility (third-party collision repair facility, body shop, etc.). A Toyota Certified Collision Center is not required to perform the repainting repair.

### **Parts Recovery Procedures**

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

**Post Campaign Expiration Warranty Procedures**

Toyota will process claims submitted for vehicles where the condition covered by this Customer Support Program was confirmed at a Toyota Authorized Dealership or Toyota Certified Collision Center **prior to the expiration of the vehicle's Customer Support Program coverage. There must be evidence of this in the form of an RO and a photo submission on the inspection website on or before the expiration date to qualify.**

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 an affected area, and has been accepted, 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.

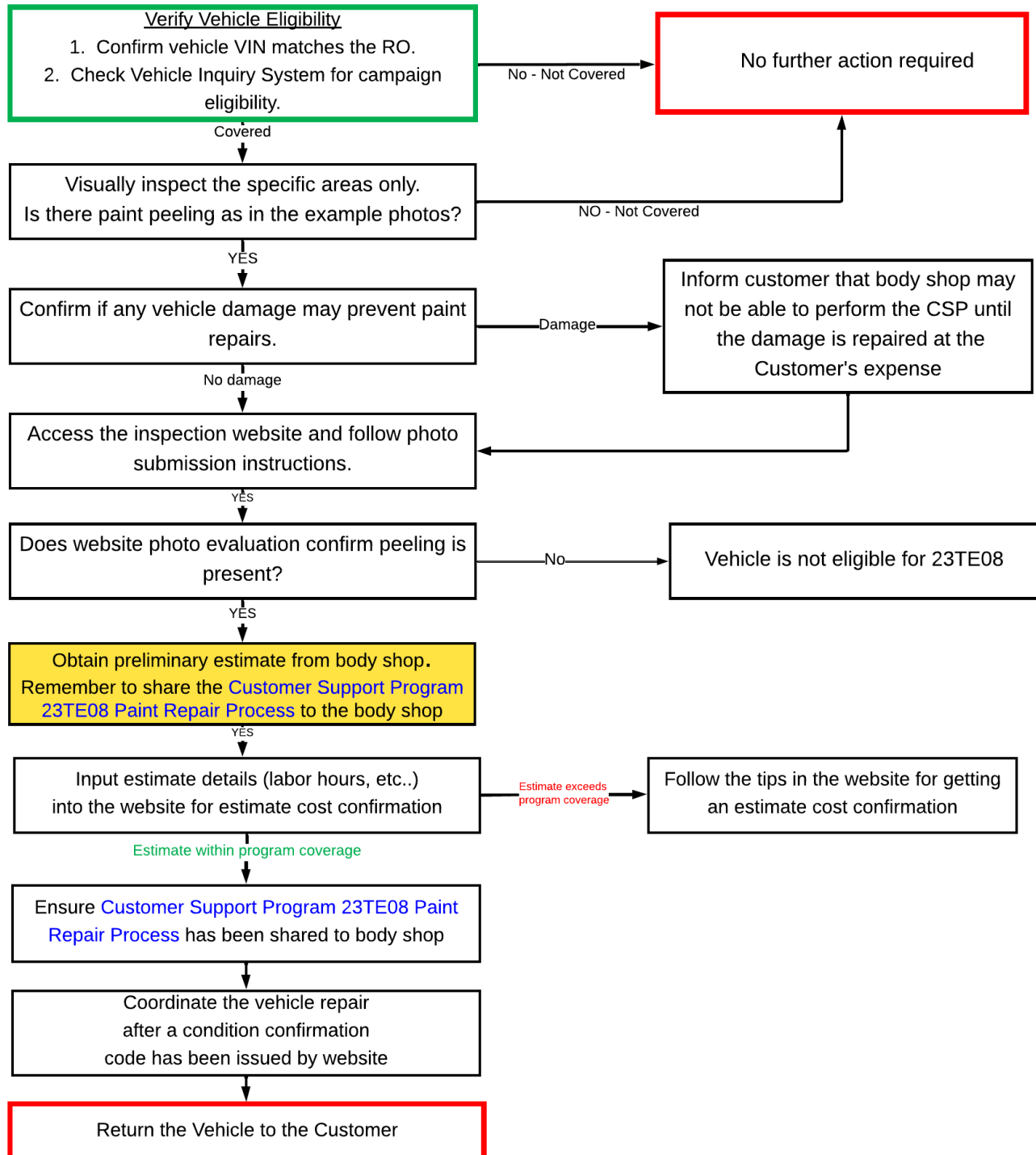
You may exit the website at this point and the photos will be saved. You don't need to fully submit and get a condition confirmation code on the web submission to save the photo(s). E.g., a preliminary estimate is not required.

The website can be accessed later (post-expiration) to submit a preliminary estimate. Also, note that the photo retention functionality on the website does not provide exemption from warranty policy 8.1 and 8.2.

## Warranty Reimbursement Procedures

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.



Op Code	Description	Flat Rate
23TE08R1	Administration of paint repair one side	0.8
23TE08R2	Administration of paint repair both sides	0.8

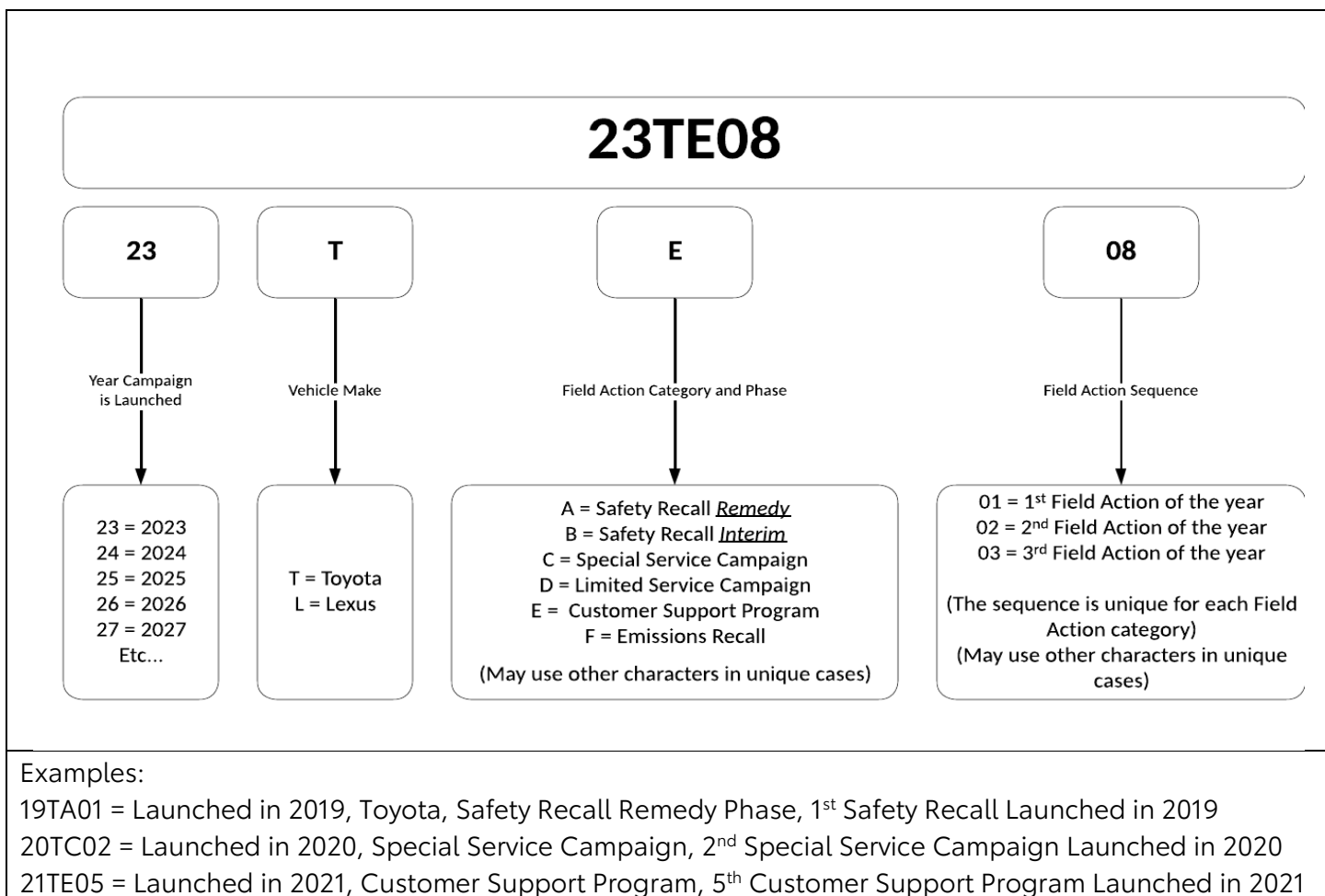
- Note that all flat rate time is administrative cost per unit for the dealership if the vehicle is showing peeling paint in the specified areas.
  - This includes running health checks before and after the paint repair is completed if the vehicle returns to the dealership after the paint repair is completed.
- If a vehicle does not show peeling paint in the specified areas, DO NOT file any of the above Op codes.
- The total cost of the final invoice from the body shop should be included in the sublet section as sublet type "PT". A copy of the invoice is required to be attached.
  - DO NOT include the actual cost of parts in the sublet section. The actual cost of parts should be subtracted from the sublet bill if they are included in the body shop's final invoice. Parts should ONLY be claimed in the parts section of the warranty claim.
  - Calibrations/initializations are the responsibility of the body shop who removed components and should be included in the sublet. If during the dealer post repair health check, it is found that calibration/initialization is needed, please include this item in the total "PT" sublet amount.
- The cost of providing a loaner vehicle for the period the vehicle is undergoing repairs may be claimed at a maximum rate of \$60.00 per day as sublet type "RT". The maximum allowable days is 9. Please coordinate with the body shop to ensure the rental period does not begin until all parts and materials for the repair are on hand at the body shop.
- For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.
- Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

#### **Customer Reimbursement**

- Reimbursement consideration instructions will be included in the owner letter



## Campaign Designation / Phase Decoder



*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Customer Support Program.*

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



# TOYOTA

## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: *Is this a recall?***

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

**Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?***

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. **If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

**Q3: *Is the Customer Support Program coverage transferable if I sell my vehicle?***

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: *What should I do if the factory-applied Super White paint is currently peeling from this condition?***

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: *Which factory-applied paint is covered by this Customer Support Program?***

A5: Only factory-applied Super White (Toyota paint code 040) paint.

**Q6: *Can I be reimbursed if I previously paid for repairs related to factory-applied paint peeling from my vehicle due to this condition?***

A6: 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.

**Q7: *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?***

A7: 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.



# TOYOTA

## PROGRAMA DE APOYO AL CLIENTE PREGUNTAS FRECUENTES

**P1: ¿Es este un Retiro de Seguridad?**

R1: No. Este no es un Retiro de Seguridad. En Toyota, nosotros estamos dedicados a producir vehículos de excelente calidad y valor. Como parte de nuestros esfuerzos continuos para ayudar a garantizar la satisfacción del cliente, Toyota le está informando sobre este Programa de Apoyo al Cliente.

**P2: Si mi vehículo no tiene esta condición, ¿Necesito hacer una cita con mi concesionario?**

R2: No, usted no necesita llevar su vehículo a un concesionario a menos que su vehículo muestre la condición descrita en esta carta. **Si no ha experimentado esta condición, por favor despegue e inserte la hoja de la parte inferior de la carta al cliente en la parte posterior del manual del propietario para referencia futura.**

**P3: ¿La cobertura del Programa de Apoyo al Cliente es transferible si yo vendo mi vehículo?**

R3: Sí, la cobertura del Programa de Apoyo al Cliente es completamente transferible a los propietarios subsiguientes del vehículo por la condición y los términos especificados en la carta de notificación.

**P4: ¿Qué debe hacer si la pintura "Super White" aplicada por la fábrica está actualmente descarapelándose por esta condición?**

R4: Si usted experimenta esta condición, por favor comuníquese con cualquier concesionario Toyota y haga los arreglos para el diagnóstico y, si corresponde, la reparación.

**P5: ¿Cuál pintura aplicada por la fábrica está cubierta por este Programa de Apoyo al Cliente?**

R5: Sólo la pintura "Super White" (código de pintura Toyota 040) aplicada en la fábrica.

**P6: ¿Pueden hacer el reembolso si ya previamente he pagado por las reparaciones de la pintura aplicada en la fábrica que se descarapela del vehículo debido a esta condición?**

R6: Los clientes que ya han pagado por las reparaciones relacionadas con esta condición específica pueden calificar por un reembolso parcial o total de, los costos que fueron incurridos. Los gastos deben haber incurrido antes del 16 de noviembre del 2023 y se deberán enviar suficientes documentos para calificar para un reembolso. Por favor incluya una copia de los detalles de su reparación (por ejemplo, una orden de reparación), comprobante de pago e información de propiedad con su envío. Toyota no reembolsará gastos que se hayan incurrido después del 16 de noviembre del 2023. Las instrucciones de reembolso del cliente serán incluidas en la carta al propietario.

**P7: ¿Qué sucede si pintura de mi vehículo está descarapelándose por esta condición, pero mi vehículo tiene daño que requiere que se repare previamente a la reparación de la condición de descarapelado?**

R7: Este Programa de Apoyo al Cliente solamente brinda la cobertura descrita mencionada anteriormente. Este programa no cubre la reparación de daños (por ejemplo: daños por choque, abolladuras, etc.) lo cual podría ser requerida para completar la reparación del Programa de Apoyo al Cliente. Algunos concesionarios podrían estar dispuestos a reparar el daño necesario para completar este Programa de Apoyo al Cliente. Si su concesionario está dispuesto a realizarlo, usted será responsable por cualquier costo relacionado con la reparación del daño. Si usted elige no reparar el daño, el concesionario puede indicarle que ellos no podrán completar la reparación del Programa de Apoyo al Cliente.



# TOYOTA

Toyota Motor Sales, U.S.A., Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER SUPPORT PROGRAM (23TE08) REMEDY NOTIFICATION 2016-2022 Model Year Tacoma White Paint Peeling on Door Frames and Front Inner Fenders

[VIN]

Dear Toyota Owner:

**At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.**

The 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 you. 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.

### Examples of exterior window door frame paint peeling



### Examples of front inner fender paint peeling



Spanish translation on back side  
Traducción en español en el lado inverso

### **Coverage**

10 years from the Date of First Use (DOFU).

### **What should you do?**

**Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.**

***If you have experienced this condition, we recommend you contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.***

***Reimbursement may be available if you have previously paid for repairs involving this condition prior to November 16, 2023.***

### **What if you have previously paid for repairs to your vehicle for this specific condition?**

In the interest of customer satisfaction, if you have previously paid for repairs related to this condition prior to November 16, 2023, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

Note that the expense must have been incurred prior to November 16, 2023. Toyota does not reimburse for expenses incurred after November 16, 2023.

Toyota Brand Engagement Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

### What if you have other questions?

- **Refer to the Frequently Asked Questions sheet included with this letter.**
- **Your local Toyota dealer will also be more than happy to answer any of your questions.**
- Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

▼ Remove at perforation and place in the back of your owner's manual ▼

#### **Customer Support Program Details**

This Customer Support Program provides coverage as it applies to White Paint Peeling on Door Frames and Front Inner Fenders on certain 2016-2022 Model Year Tacoma vehicles currently covered by the CSP at time of mailing. The specific condition covered by this program is paint peeling along the exterior window door frames and front inner fender edges under the hood. If the condition is verified, the vehicle will be repaired under the terms of this Customer Support Program.

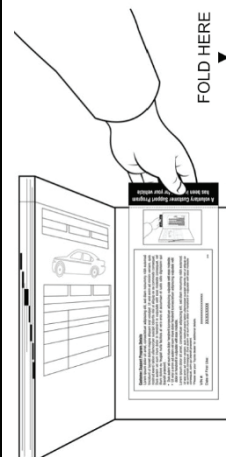
- The **Coverage** is applicable for 10 years from the date of first use, regardless of mileage.

Please note that this coverage is for work performed at an authorized Toyota dealer only.

*This coverage is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

\*Please see your Toyota dealer for additional details

VIN # \_\_\_\_\_  
Date of First Use \_\_\_\_\_



A voluntary Customer Support Program has been initiated for your vehicle





# TOYOTA

Toyota Motor Sales, U.S.A., Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## NOTIFICACIÓN DE REMEDIO (23TE08) DEL PROGRAMA DE APOYO AL CLIENTE

Tacoma de año modelo 2016-2022

**Pintura blanca descarapelándose de los marcos de las puertas y del guardabarros interior delantero**

[VIN]

Estimado propietario de un Toyota:

**En Toyota, nosotros estamos dedicados a producir vehículos de excelente calidad y valor. Como parte de nuestros esfuerzos continuos para garantizar la satisfacción de nuestros clientes, Toyota desea informarle que se ha iniciado un Programa voluntario de Apoyo al Cliente para su vehículo.**

El Programa de Apoyo al Cliente brinda cobertura para la pintura descarapelándose a lo largo de los marcos de las puertas de las ventanas por el exterior y los bordes del guardabarros interior delantero debajo del capó en ciertos vehículos Tacoma del año modelo 2016-2022 sin costo para usted. La condición específica cubierta por este programa solo involucra vehículos de doble cabina producidos en una instalación de fabricación específica que tienen el color de pintura original "Super White" aplicado en la fábrica.

**Ejemplos de pintura descarapelándose del marco de la puerta de la ventana por el exterior**



**Ejemplos de pintura descarapelándose del guardabarros interior delantero**





### **Cobertura**

10 años a partir de la fecha del primer uso (DOFU, por sus siglas en inglés).

### **¿Qué debe hacer?**

**Por favor despegue e inserte la hoja de la parte inferior de esta página en la parte posterior del Manual del Propietario para referencia futura. Si no ha experimentado la condición descrita en los detalles del Programa de Apoyo al Cliente a continuación, no hay ninguna acción necesaria que deba realizar en este momento.**

***Si usted ha experimentado esta condición, nosotros le recomendamos que se comuniquen con cualquier concesionario Toyota y haga los arreglos para el diagnóstico y, si corresponde, la reparación.***

***El reembolso puede estar disponible si usted ha pagado previamente las reparaciones que involucran esta condición antes del 16 de noviembre del 2023.***

### **¿Qué pasa si anteriormente pagó reparaciones a su vehículo por esta condición específica?**

Con el interés de la satisfacción del cliente, si usted anteriormente pagó reparaciones relacionadas con esta condición antes del 16 de noviembre del 2023, por favor envíe una copia de los detalles de la reparación (por ejemplo: una orden de reparación) prueba de pago e información de propiedad a la siguiente dirección, para la consideración del reembolso:

Tome en cuenta que los gastos deben haber ocurrido antes del 16 de noviembre del 2023. Toyota no reembolsará gastos que se hayan incurrido después del 16 de noviembre del 2023.

Toyota Brand Engagement Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

Remítase a la lista de verificación de reembolsos anexa para conocer los detalles de los documentos requeridos.

**¿Qué hacer si usted tiene otras preguntas?**

- **Consulte la Hoja de Preguntas Frecuentes incluida con esta carta.**
- **También su concesionario Toyota local responderá con gusto cualquiera de sus preguntas.**
- Los clientes con preguntas o inquietudes adicionales pueden comunicarse con el Centro de Compromiso con la Marca Toyota al (1-888-270-9371) - lunes a viernes, de 8:00 AM a 8:00 PM y los sábados de 9:00 AM a 7:00 PM, Horario del Este.

Si quisiera actualizar la propiedad de su vehículo o la información de contacto, por favor visite [www.toyota.com/owners](http://www.toyota.com/owners). Necesitará el Número de Identificación del Vehículo (VIN) completo de 17 dígitos para ingresar la información nueva.

Hemos enviado esta notificación con el interés de que usted esté continuamente satisfecho con nuestros productos. Lamentamos sinceramente cualquier inconveniente que este problema le pudo haber ocasionado.

Muchas gracias por conducir un Toyota.

Atentamente,

TOYOTA MOTOR SALES, U.S.A., INC.

**▼ Retire en la perforación y coloque en la parte posterior de su manual del propietario ▼**

**Detalles del Programa de Apoyo al Cliente**

Este Programa de Apoyo al Cliente brinda cobertura en lo que respecta al descascarado de la pintura blanca en los marcos de las puertas y del guardabarros interior delantero en ciertos vehículos Tacoma de año modelo 2016-2022 actualmente cubiertos por el Programa de Apoyo al Cliente al momento del envío. La condición específica cubierta por este programa es el descascarado de la pintura a lo largo de los marcos de las puertas y ventanas exteriores y los bordes interiores del guardabarros delantero bajo el capó. Si la condición es verificada, el vehículo será reparado bajo los términos de este Programa de Apoyo al Cliente.

- Esta **cobertura** es aplicable por 10 años a partir de la fecha del primer uso, sin importar las millas.

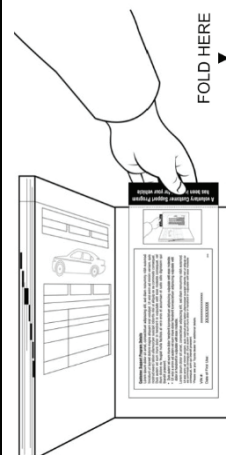
Por favor tome en cuenta que esta cobertura es para trabajo realizado solamente por un concesionario Toyota autorizado.

*Esta cobertura está sujeta a los mismos términos y condiciones establecidas en la Sección de Garantía Limitada de Vehículo Nuevo del folleto de Información de Garantía del Propietario. Por ejemplo, no está cubierto el daño por abuso, un accidente, robo y/o vandalismo.*

\* Por favor consulte un concesionario Toyota para detalles adicionales.

VIN  
#

Fecha del primer uso



**Se ha iniciado un Programa voluntario de Apoyo al Cliente para su vehículo**