


INTEROFFICE MEMORANDUM

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

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

CUSTOMER SUPPORT PROGRAM 23TE08

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

Specific information for Region support is provided below.

Condition

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.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on 9/19/2024.

Labor hour calculation for paint repair sublet (FOR REGION USE ONLY. DO NOT FURTHER DISTRIBUTE)

The repair time set below for this program were set based on TMNA working with an autobody consulting company with expertise across the entire USA. These times are based on standard practice body estimating software. The maximum allowable time by panels represent times set for refinishing the entire panel. This is not necessary in most cases, and we expect most estimates to be under this max time.

Body Shop Work Description	Maximum body labor hours (OEM finish removal)	Maximum Paint labor hours
Fender Refinish (one side)	4.2	5.2
Front Door Refinish (one side)	3.2	3.9
Rear Door Refinish (one side)	2.9	4.1
Hood Blend (one side)	0.6	2.7
Cab Side Blend (one side)	4.9	3.2
Fender Refinish (both sides)	6.8	10.4
Front Door Refinish (both sides)	6.4	7.8
Rear Door Refinish (both sides)	5.8	8.2
Hood Blend (both sides)	0.6	2.7
Cab Side Blend (both sides)	9.8	6.4

There are three repair types for this customer support program based on the location of the peeling.

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

Repair Type	Max Body Labor Hours	Max Paint Labor Hours
A or B	20.5	24.8
C	38.2	46.1
<i>*Note - Hours count above includes time to complete the entire panel listed + 30% buffer to account for mechanical time.</i>		

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.