

**TECHNICAL INSTRUCTIONS
FOR
CUSTOMER SUPPORT PROGRAM 23TE08**

COVERAGE FOR PAINT PEELING ON DOOR FRAMES + FRONT INNER FENDERS

CERTAIN 2016-2022 MODEL YEAR TACOMA

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this Customer Support Program are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this Customer Support Program are required to have completed at least one of the following trainings:

Training Requirements

The training requirements specified are exclusively for staff conducting the condition confirmation inspection. They do not extend to other procedures within the 23TE08 Customer Support Program repair sequence. Authorization to carry out the condition confirmation inspection is limited to official Toyota dealerships and Toyota Certified Collision Centers.

Training Requirements for Condition Confirmation ONLY: Authorized Toyota Dealership

All Toyota dealership staff conducting the condition confirmation inspection are required to successfully complete the most current version of the E-Learning course "Toyota Recall and Service Campaign Essentials" as well as the following course.

- TIC206A - Electrical Repair 1

Training Requirements for Condition Confirmation ONLY: Toyota Certified Collision Center

All Toyota Certified Collision Center staff conducting the condition confirmation inspection are required to successfully complete the most current version of the E-Learning course "Toyota Recall and Service Campaign Essentials."

- Certified Refinish Technician
- Master Refinish Technician

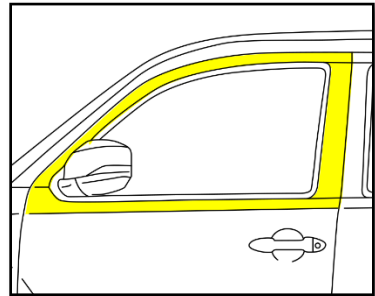
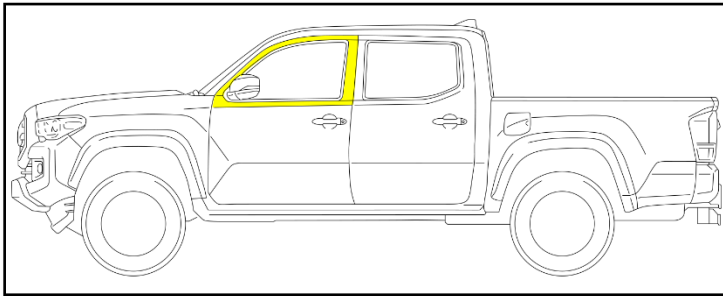
It is the dealership or certified collision center's responsibility to select technicians who have completed the above trainings to perform this Customer Support Program. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. UNDERSTANDING THE REPAIR TYPES

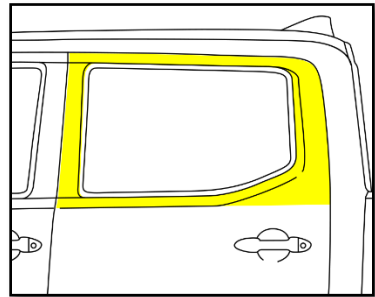
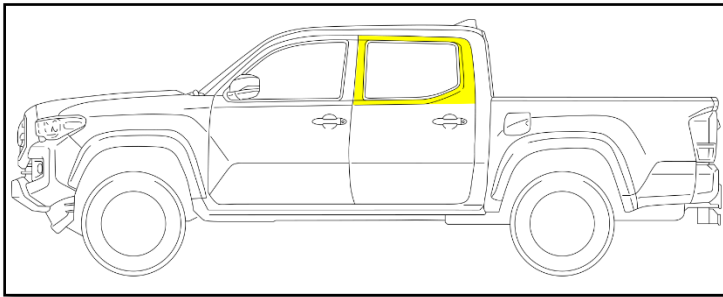
This customer support program covers the repair of peeling paint in three specific areas per side limited to the exterior window frame edges of the front doors, the exterior window frame edges of the rear doors, and the front inner fender as can be seen from under the hood.

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

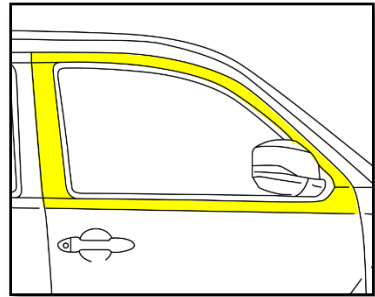
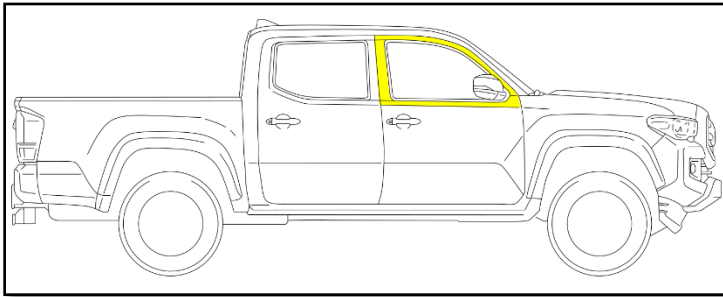
Left Front Door Window Frame Edges



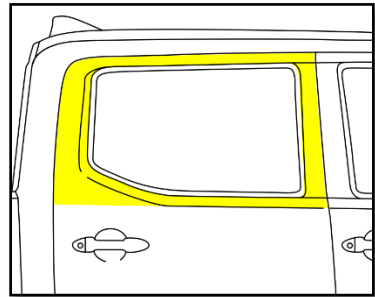
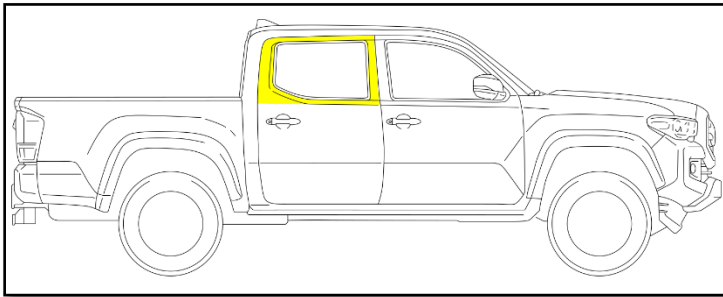
Left Rear Door Window Frame Edges



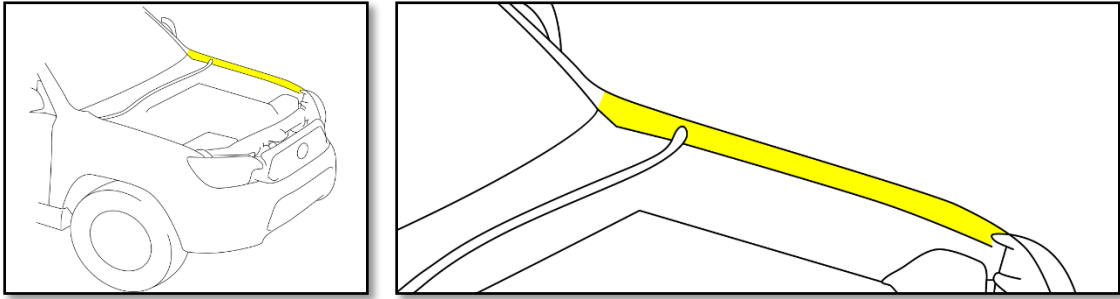
Right Front Door Window Frame Edges



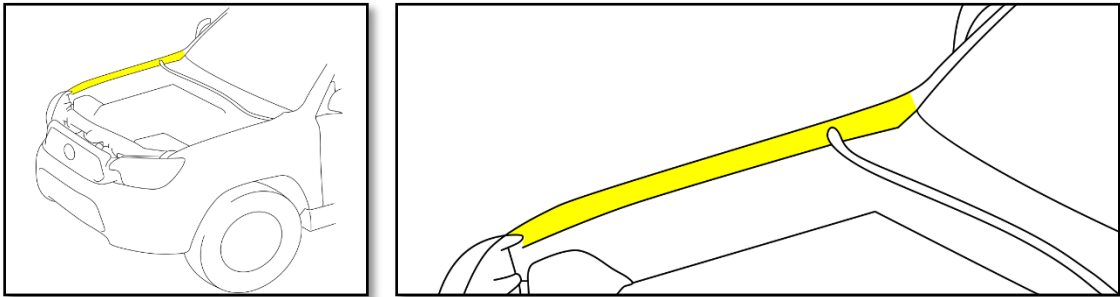
Right Rear Door Window Frame Edges



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



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



If peeling is verified on any of the three specified areas per side, Toyota will cover the refinish of the three panels (per side) in which the peeling has been confirmed in the specific areas. This leads to three repair types as outlined in the table below.

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

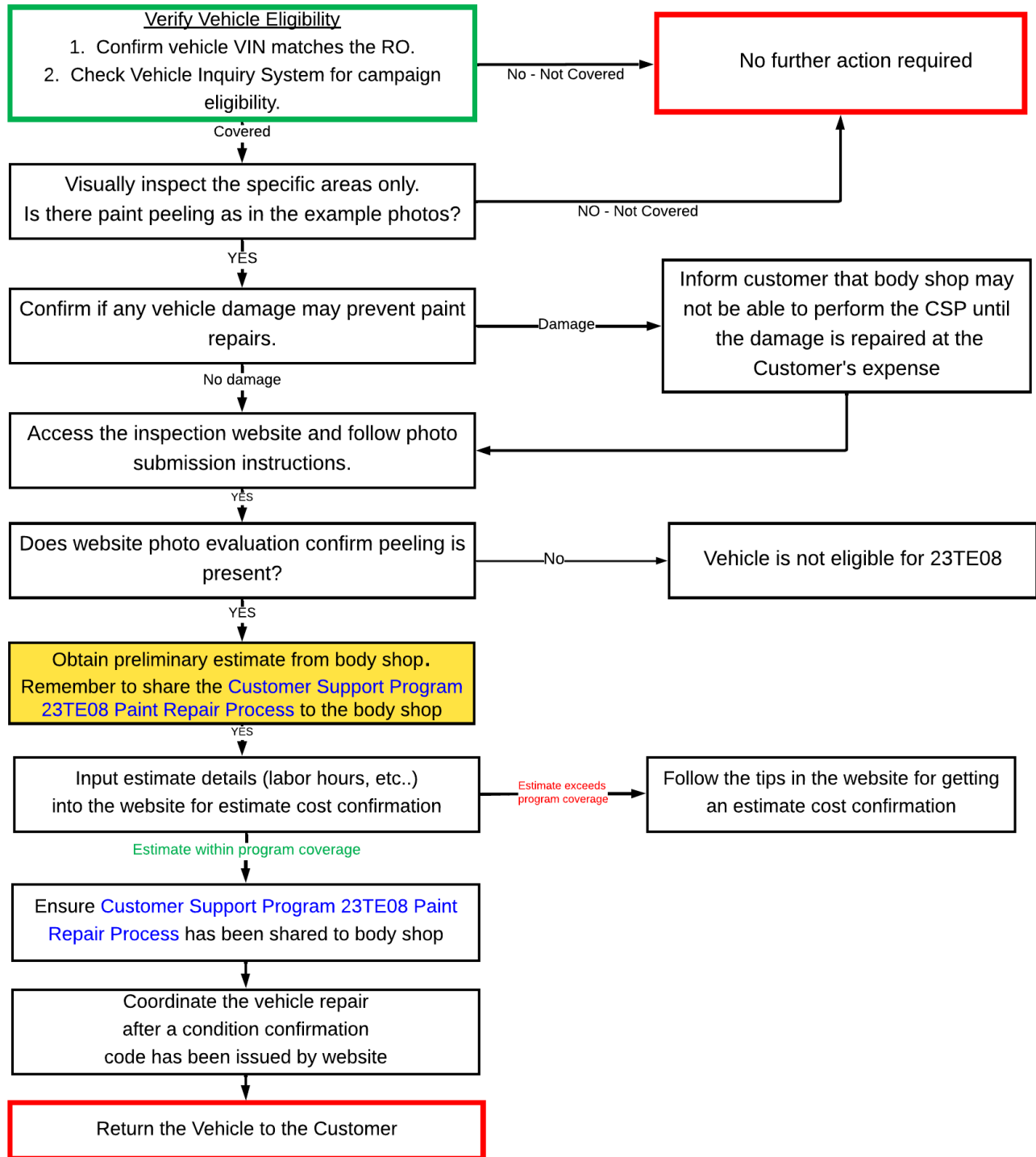
II. PARTS

Only Toyota Genuine Parts are authorized to be used for this customer support program. All parts are to be obtained through an authorized Toyota Dealership, or Toyota Certified Collision Center.

Repair Type 'A' Left Hand Side		
Part Number	Description	Qty
75924-04010	TAPE, BLACK OUT, NO.2 LH Rear	1
90189-06236	GROMMET, SCREW	1
75455-0C050	MARK, ROOF SIDE, NO.1 RH Rear	1
75396-35020	CLIP, OUTSIDE MOULDING, NO.2	1
75922-04010	TAPE, BLACK OUT, NO.1 LH Front	1
67841-04070	COVER, REAR DOOR SERVICE HOLE,LH	1
52116-04070	INSERT, FR BUMPER EXTENSION, LH	1
68162-04060	WEATHERSTRIP, FR DOOR GLASS, OUTER LH	1
68164-04030	WEATHERSTRIP, RR DOOR GLASS, OUTER LH	1
67896-04020	WEATHERSTRIP, RR DOOR, NO.3 LH	1
67872-04030	WEATHERSTRIP, RR DOOR, LH	1
75428-04010	PLATE, FR DOOR NAME, LH	1
75427-04030	PLATE, FR DOOR NAME, LH	1
90467-07215	CLIP	1
75395-35070	CLIP, OUTSIDE MOULDING, NO.1	1
53853-04070	PAD, FR WHEEL OPENING EXTENSION, NO.3	1
53855-04010	PAD, FR WHEEL OPENING EXTENSION, NO.5	1
53851-04100	PAD, FR WHEEL OPENING EXTENSION, NO.1	1

Repair Type 'B' Right Hand Side		
Part Number	Description	Qty
90189-06236	GROMMET, SCREW	1
75455-0C050	MARK, ROOF SIDE, NO.1 RH Rear	1
75396-35020	CLIP, OUTSIDE MOULDING, NO.2	1
75923-04010	TAPE, BLACK OUT, NO.2 RH Rear	1
75921-04010	TAPE, BLACK OUT, NO.1 RH Front	1
67841-04070	COVER, RR DOOR SERVICE HOLE RH	1
52115-04070	INSERT, FR BUMPER EXTENTION, RH	1
68161-04060	WEATHERSTRIP, FR DOOR GLASS, OUTER RH	1
68163-04030	WEATHERSTRIP, RR DOOR GLASS, OUTER RH	1
67895-04020	WEATHERSTRIP, RR DOOR, NO.3 RH	1
67871-04030	WEATHERSTRIP, RR DOOR, RH	1
75428-04010	PLATE, FR DOOR NAME, RH	1
75427-04030	PLATE, FR DOOR NAME, RH	1
90467-07215	CLIP	1
75395-35070	CLIP, OUTSIDE MOULDING, NO.1	1
53853-04070	PAD, FR WHEEL OPENING EXTENSION, NO.3	1
53855-04010	PAD, FR WHEEL OPENING EXTENSION, NO.5	1
53851-04100	PAD, FR WHEEL OPENING EXTENSION, NO.1	1

III. OPERATION FLOW CHART



IV. IDENTIFICATION OF AFFECTED VEHICLES

Check the TIS Vehicle Inquiry System to confirm the VIN is involved in Customer Support Program 23TE08.

V. CONFIRM THAT THE PAINT CONDITION IS COVERED BY THIS CUSTOMER SUPPORT PROGRAM

You must confirm if the paint peeling condition is covered by this Customer Support Program (23TE08).

1. Follow the inspection procedure exactly as detailed in the [Customer Support Program 23TE08 Tacoma White Paint Peeling – Inspection Website](#) to confirm to the paint peeling condition is covered by this Customer Support Program.

VI. CONFIRM ANY VEHICLE DAMAGE THAT MAY PREVENT PAINT REPAIRS

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.

1. Confirm if there is any damage. Examples of damage that might prevent paint repair are:
 - Collision damage
 - Dents
 - Deep scratches
 - Deep rock chips
2. If you believe the vehicle has damage that could prevent paint repair or add significant time to the paint repair, inform the customer about this possibility prior to sending the vehicle to the body shop.
3. Any damage that would prevent repair, or add extra time to the paint repair must be completed prior to the 23TE08 inspection procedure if the vehicle is to be eligible for this customer support program.

VII. UPLOAD PHOTOS OF PEELING PANEL(S) TO WEBSITE FOR EVALUATION

You must upload two specific photos of each area which have paint peeling covered by this Customer Support Program (23TE08). Read below for instructions on how to take these photos.

1. Log in to the Website: URL
[Customer Support Program 23TE08 Tacoma White Paint Peeling – Inspection Website](#)
Please note, this website can be accessed using a mobile device.



Login

User ID:

Password:

[Login](#)

[Forgot Password](#)

For login assistance, contact
quality_compliance@Toyota.com

If this is your FIRST TIME logging in, enter your dealer code for user ID and XXXXX for password.

If accessing for the first time, use the default credentials below:

User ID: Your dealer code

Password: XXXXX

2. Enter the VIN.



Begin New Inspection

Input the information below to begin a new inspection process on a vehicle.

VIN:

RO Number (Optional)*:

Customer Name (Optional)*:

[Start](#)

Open Dealer Dashboard

Click below to view all of the activity for your dealership and manage each of the inspections performed at your dealership.

[Open Dealer Dashboard](#)

*: RO Number and Customer Name are optional (not required).

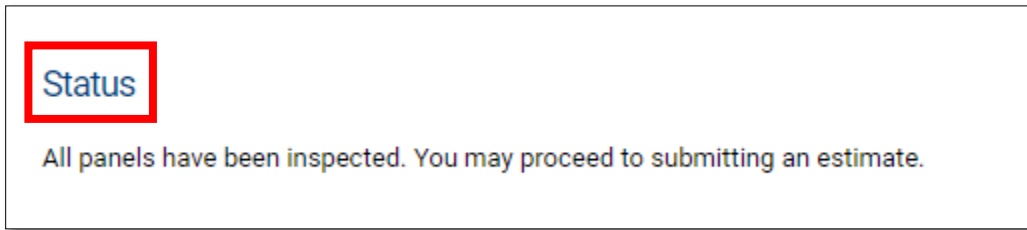
3. Click on each peeling area and refer to the instructions on the website to take photographs.

Panel	Inspection Results
LEFT FRONT FENDER	No Input
RIGHT FRONT FENDER	No Input
LEFT FRONT DOOR	No Input
LEFT REAR DOOR	No Input
RIGHT FRONT DOOR	No Input
RIGHT REAR DOOR	No Input

The diagrams illustrate the vehicle's body panels with arrows pointing to the specific areas that need to be inspected for peeling. The top row shows the front fenders, and the bottom row shows the side doors. The vehicle is shown from both front and rear perspectives.

Note: Toyota uses a photo evaluation software program on the website that is designed to automatically detect the presence (or lack) of peeling in the photos you submit. Each peeling area requires two photos to be uploaded. Follow the instructions and examples on the website to ensure your photos uploaded and evaluated properly.

4. After you're finished uploading photos, continue to the "Proceed to Inspection Report/Cost Estimate" screen.
 - a. Look for the "Status" notification at the bottom of the screen to let you know you are ready to move on.



VIII. OBTAIN PRELIMINARY ESTIMATE FROM BODY SHOP

You must obtain a preliminary estimate from a body shop for repairing the peeling. The labor hours, labor rate, and total cost from the preliminary estimate will be inputted into the website in later steps. The website will automatically review the count of hours based on the repair type, the labor rate, and total cost.

Note: It is important to share the [Customer Support Program 23TE08 Paint Repair Process](#) document with the Body Shop to allow them to write an accurate preliminary estimate and help ensure the vehicle is repaired correctly for this program.

1. Generate a Vehicle Inspection Report PDF from the Website. Use the website to generate a vehicle inspection report and provide it to the body shop for the purpose of writing a preliminary estimate.
2. Obtain a preliminary estimate from the body shop and upload to the website.
3. Enter the required details of the estimate into the website for verification and cost control.
4. Close and lock the estimate.
 - a. After the website accepts your estimate, proceed to step three in the website where you will be prompted to close/lock the inspection. After you decide to close/lock the inspection, you will be locked-out of modifying your inspection and the website will issue a "condition confirmation code" which should be included in the CCR of the warranty claim.
5. After your dealership (or Toyota Certified Collision Repair Facility) has confirmed that the condition is covered by this program, and completed the website photo upload process, your dealership may sublet the repainting repair to a non-Toyota certified repair facility (body shop, collision repair facility, etc.) **costs not to exceed the repair estimate**. A Toyota certified collision center is not required to perform the repainting repair.

IX. Condition confirmation code

A "condition confirmation code" must be issued by the website prior to authorizing any repairs. Include the code in the CCR of the claim. This condition confirmation code is not a guarantee for payment of the claim. All 23TE08 claims are subject to warranty department review for proper claim submission and compliance with Toyota Warranty Policy and Procedures including Policies 8.22 and 4.12.

Condition confirmation code is required before authorizing repair and needs to be included in CCR of warranty claim.

X. ENSURE [Customer Support Program 23TE08 Paint Repair Process](#) HAS BEEN SHARED TO THE BODY SHOP

Before repair begins on the vehicle, it is critical to ensure the [Customer Support Program 23TE08 Paint Repair Process](#) has been shared to the body shop to ensure the proper repair process is used. This document should have already been shared in step **VI**.

XI. REPAIR VEHICLE

Send the vehicle to the body shop for repair once you have obtained a condition confirmation code from the website. **A condition confirmation code is required before starting any repairs under this program.**

XII. POST REPAIR PROCEDURES

Administrative Procedures: For instructions related to warranty claim filing, parts ordering, maximum claimable rental vehicle cost, etc.. refer to the [Dealer Letter](#) on TIS.

Comebacks on repaired panels: If a vehicle is exhibiting a paint quality issue (poor adhesion, flaking, clear coat peeling, etc..) on a panel that was repaired under this program, you should coordinate with the body shop who performed the repair to understand why the panel is peeling.

Previously non-affected side now appears to be affected (peeling) after first repair on the other affected panels: If a previously non-affected (non-peeling) side is now exhibiting the condition (peeling in the specified area on the opposite side which was previously repaired under this program) and the vehicle has returned to the dealership for repair, this process should be completely restarted. If the peeling is confirmed to be covered by this program and if the vehicle has not yet expired from the program, the vehicle is eligible to have the **opposite side repaired**. Follow any special prompts the website issues you during the photo upload process.

Website questions: Please contact quality_compliance@toyota.com with any questions regarding the website.