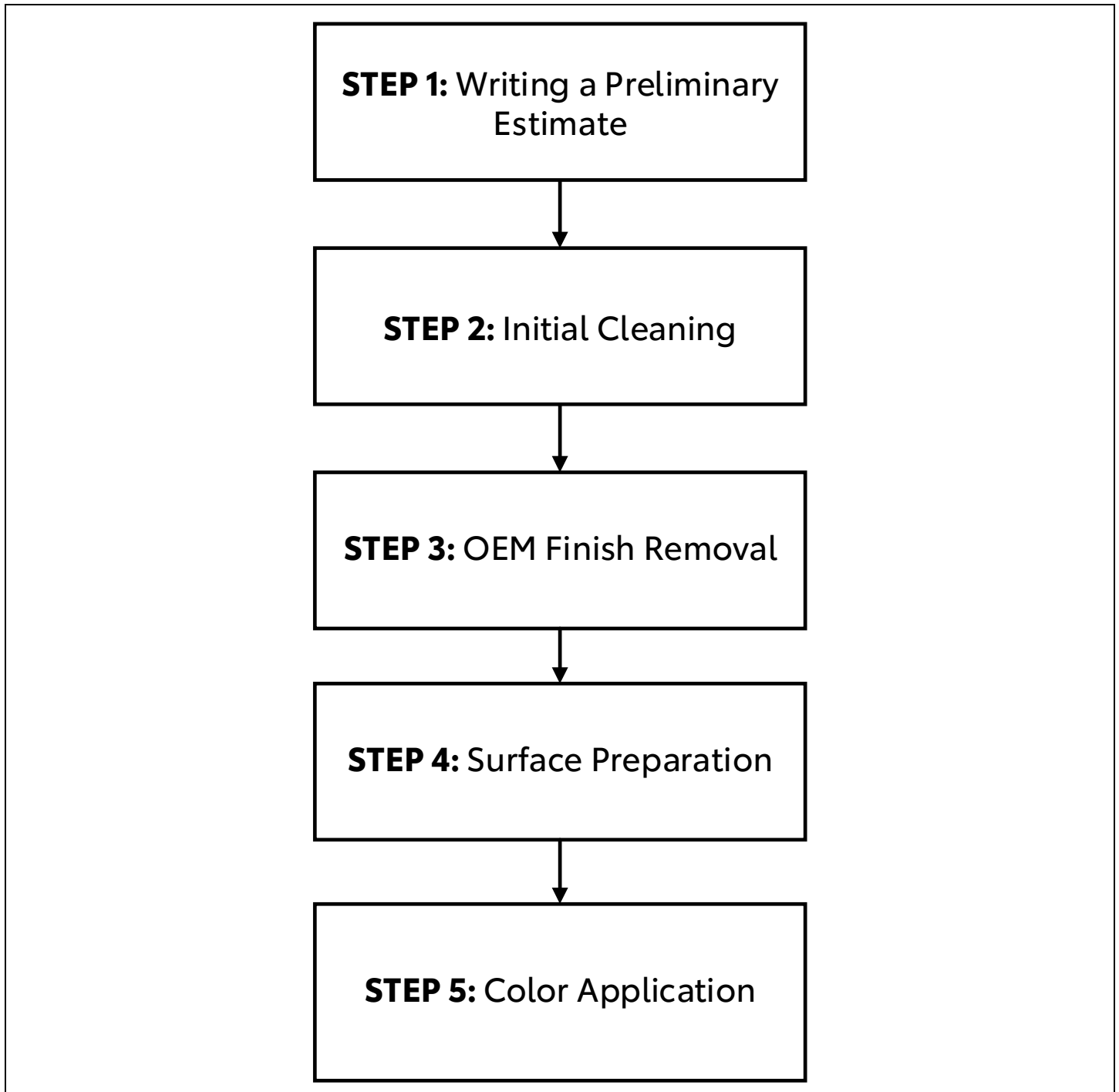


Customer Support Program 23TE08 Paint Repair Process

Updated 10.02.2024 – Updated Parts quantity on two parts.

I. OPERATION FLOW CHART

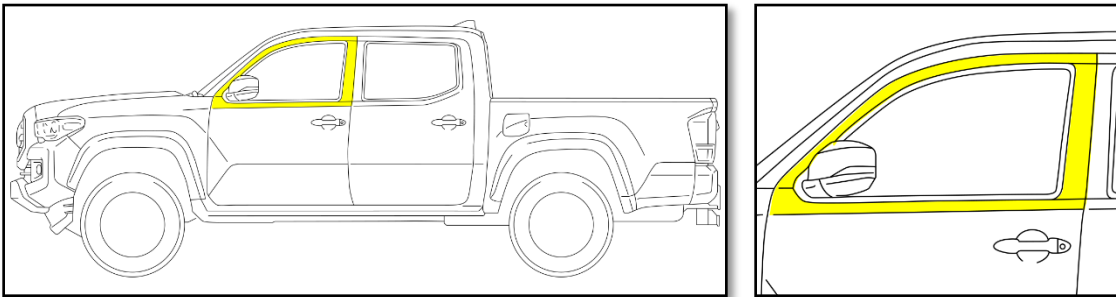


II. WRITING A PRELIMINARY ESTIMATE

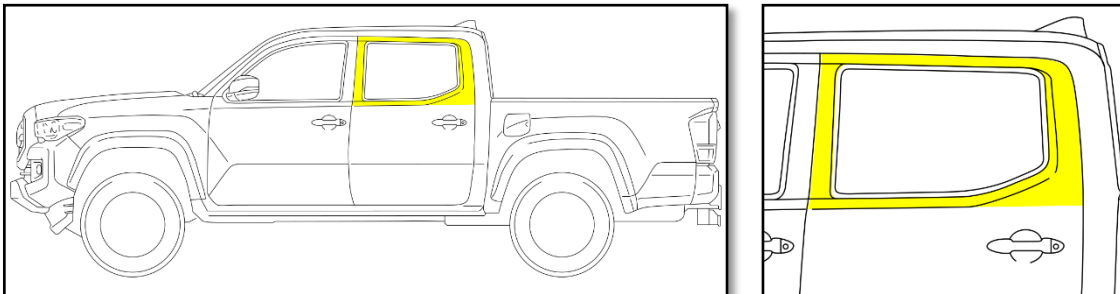
1. Be sure to review the entire paint repair process described in this document before writing a preliminary estimate. The total cost/labor details of your estimate will be confirmed by the Toyota dealer before the Toyota dealer authorizes the repair to proceed.
2. Please note this customer support program covers the repair of peeling paint in three specific areas per side limited to the exterior window frame edge of the front doors, the exterior window frame edge of the rear doors, and the front inner fender as can be seen from under the hood.

Peeling white paint in the yellow highlighted areas **only** will be eligible for repair under this customer support program.

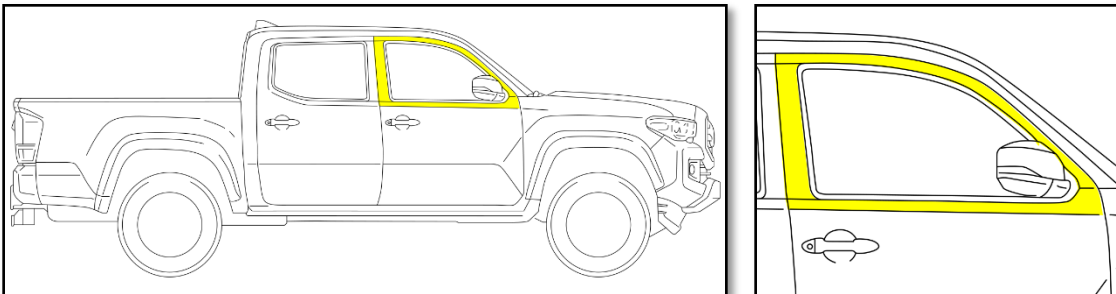
Left Front Door Window Frame Edges



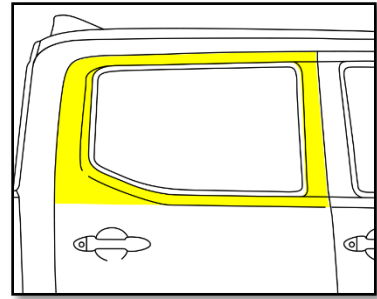
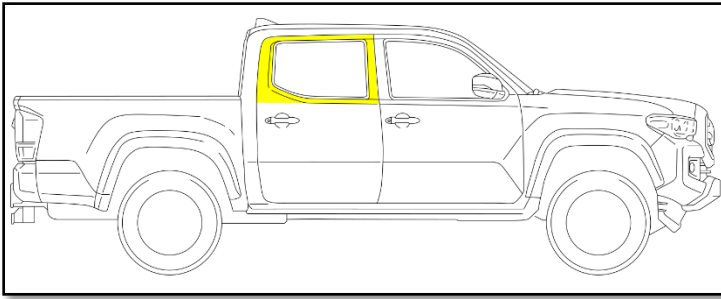
Left Rear Door Window Frame Edges



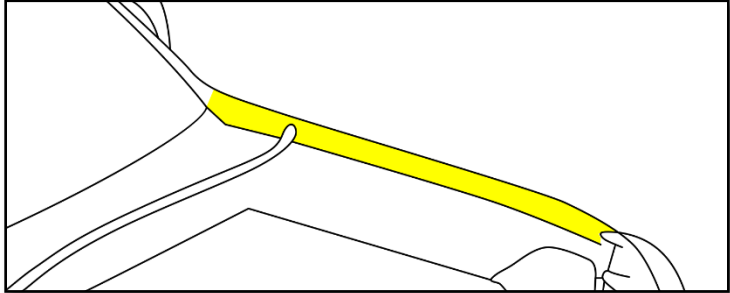
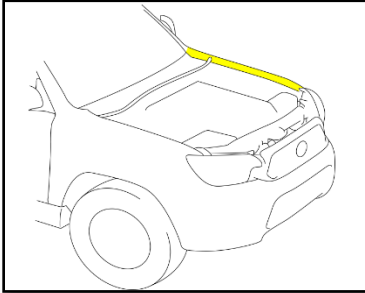
Right Front Door Window Frame Edges



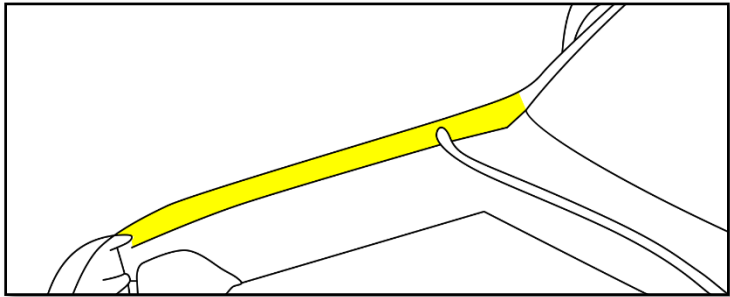
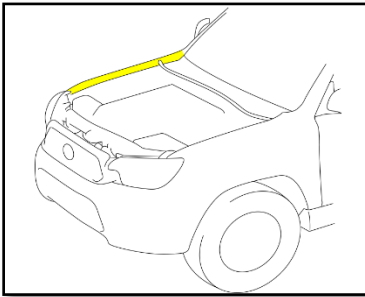
Right Rear Door Window Frame Edges



Left Front Fender Edge



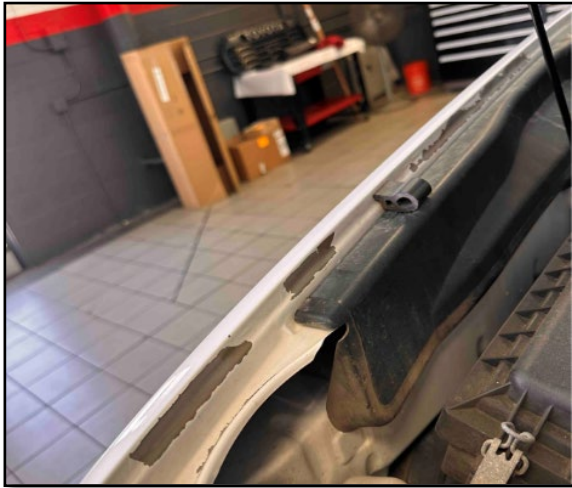
Right Front Fender Edge



Examples of exterior window door frame paint peeling



Examples of front inner fender paint peeling



3. Maximum Allowable Labor Times:

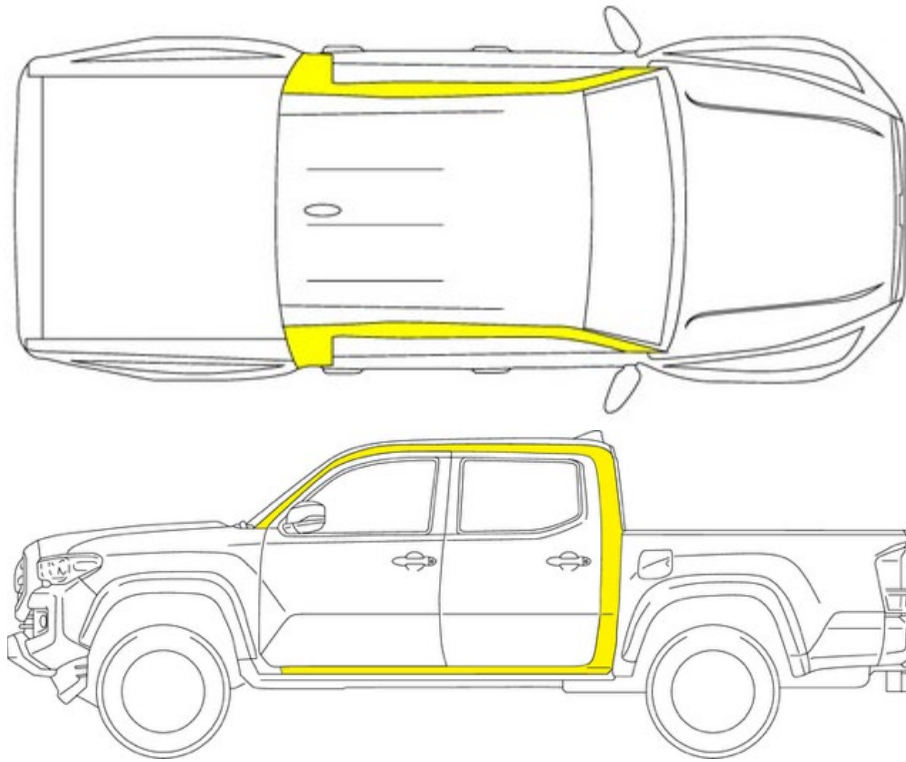
a. Labor Times

Toyota has established the maximum body and paint labor hours required to refinish the three affected panels per side as well as the rare case of peeling on both sides.

These hours include removing the OEM finish from the affected areas, preparing adjacent panels necessary for blending, primer, and topcoat of the affected areas, clear to adjacent panels, as well as removal and installation of associated parts.

Follow the paint manufacturer's technical recommendations for applying color coats and clear coats. The affected panel should be finished to the natural break edges shown below. Blending to adjacent panels should be limited to the hood, and cab side only.

Note: Cab side blend includes only the highlighted areas below.



- b. Paint materials cost should be included in the estimate at industry standard rate.
- c. Non-reusable parts to be supplied by the referring dealer per the table below. Parts cost is **not** to be included in the body shop estimate, as the parts are to be supplied by the coordinating Toyota dealer or Toyota Certified Collision Center.

Repair Type 'A' Left Hand Side		
Part Number	Description	Quantity
7592404010	TAPE, BLACK OUT, NO.2 LH Rear	1
9018906236	GROMMET, SCREW	1
754550C050	MARK, ROOF SIDE, NO.1 RH Rear	1
7539635020	CLIP, OUTSIDE MOULDING, NO.2	6
7592204010	TAPE, BLACK OUT, NO.1 LH Front	1
6784104070	COVER, REAR DOOR SERVICE HOLE, LH	1
5211604070	INSERT, FR BUMPER EXTENSION, LH	1
6816204060	WEATHERSTRIP, FR DOOR GLASS, OUTER LH	1
6816404030	WEATHERSTRIP, RR DOOR GLASS, OUTER LH	1
6789604020	WEATHERSTRIP, RR DOOR, NO.3 LH	1
6787204030	WEATHERSTRIP, RR DOOR, LH	1
7542804010	PLATE, FR DOOR NAME, LH	1
7542704030	PLATE, FR DOOR NAME, LH	1
9046707215	CLIP	1
7539535070	CLIP, OUTSIDE MOULDING, NO.1	6
5385304070	PAD, FR WHEEL OPENING EXTENSION, NO.3	1
5385504010	PAD, FR WHEEL OPENING EXTENSION, NO.5	1
5385104100	PAD, FR WHEEL OPENING EXTENSION, NO.1	1

Repair Type 'B' Right Hand Side		
Part Number	Description	Quantity
9018906236	GROMMET, SCREW	1
754550C050	MARK, ROOF SIDE, NO.1 RH Rear	1
7539635020	CLIP, OUTSIDE MOULDING, NO.2	6
7592304010	TAPE, BLACK OUT, NO.2 RH Rear	1
7592104010	TAPE, BLACK OUT, NO.1 RH Front	1
6784104070	COVER, RR DOOR SERVICE HOLE RH	1
5211504070	INSERT, FR BUMPER EXTENTION, RH	1
6816104060	WEATHERSTRIP, FR DOOR GLASS, OUTER RH	1
6816304030	WEATHERSTRIP, RR DOOR GLASS, OUTER RH	1
6789504020	WEATHERSTRIP, RR DOOR, NO.3 RH	1
6787104030	WEATHERSTRIP, RR DOOR, RH	1
7542804010	PLATE, FR DOOR NAME, RH	1
7542704030	PLATE, FR DOOR NAME, RH	1
9046707215	CLIP	1
7539535070	CLIP, OUTSIDE MOULDING, NO.1	6
5385304070	PAD, FR WHEEL OPENING EXTENSION, NO.3	1
5385504010	PAD, FR WHEEL OPENING EXTENSION, NO.5	1
5385104100	PAD, FR WHEEL OPENING EXTENSION, NO.1	1

*Note: In the rare case that Repair Type 'C' is found, please order one of each part from both tables above.

4. **Confirming Repair Type:** Confirm which repair type to quote based on the “Vehicle Inspection Report” provided by your authorized Toyota Dealer or Toyota Collision Center

Inspection Report from Toyota Dealer:

Vehicle Inspection Report

Status

Submitted	Yes
Status	Complete
Submitted At	06/17/2024 11:58

Dealer and Vehicle Information

Technician Email	
Phone	
Dealership	
VIN	
Vehicle Description	Toyota Tacoma - 2022

Inspections

Panel	Dealer Reported	Automatic Photo Evaluation	Manual Override Request	Override Result
LEFT FRONT FENDER	Not peeling	N/A	N/A	N/A
LEFT FRONT DOOR	Not peeling	N/A	N/A	N/A
LEFT REAR DOOR	Not peeling	N/A	N/A	N/A
RIGHT FRONT FENDER	Peeling	Peeling	N/A	N/A
RIGHT FRONT DOOR	Not peeling	N/A	N/A	N/A
RIGHT REAR DOOR	Not peeling	N/A	N/A	N/A

Look here to determine which areas were peeling.

Refer to the table below.

In the above example. The only area in which peeling was confirmed was the “Right Front Fender.” In the table below, this results in Repair type “B”

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

5. Exterior Damage

Damage to the vehicle exterior (such as collision damage, deep scratches, dents, etc..) may prevent your 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 Toyota dealer/body shop 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.

If exterior damage must be repaired and the customer is willing to pay for the repair, this repair must be estimated in a separate preliminary estimate document. If such repair is included in the estimate for the Customer Support Program repair, it will be rejected by the Toyota dealer.

III. INITIAL CLEANING

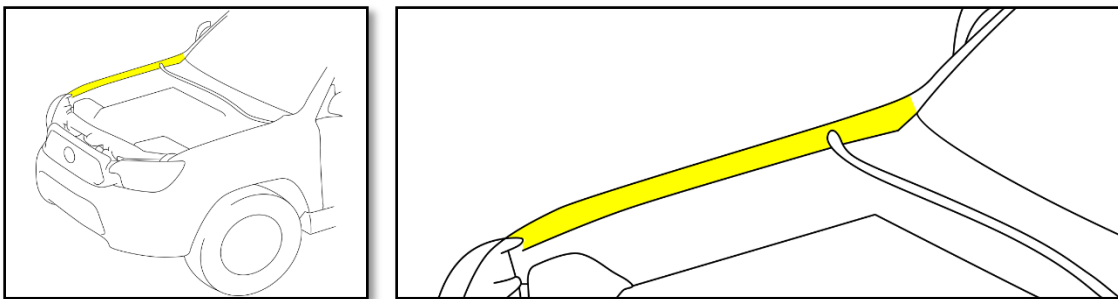
Before repairs begin, the vehicle should be thoroughly cleaned. Start by washing the vehicle by hand and then by pressure washing using either a hot or cold-water high-pressure washer. **Only use the pressure washer on the affected areas highlighted in yellow.** The pressure washer should have a minimum rating of 2,500 psi with a maximum rating of 3,500 psi. Use either a 0° or 15° nozzle on the pressure washer wand.

IV. OEM FINISH REMOVAL

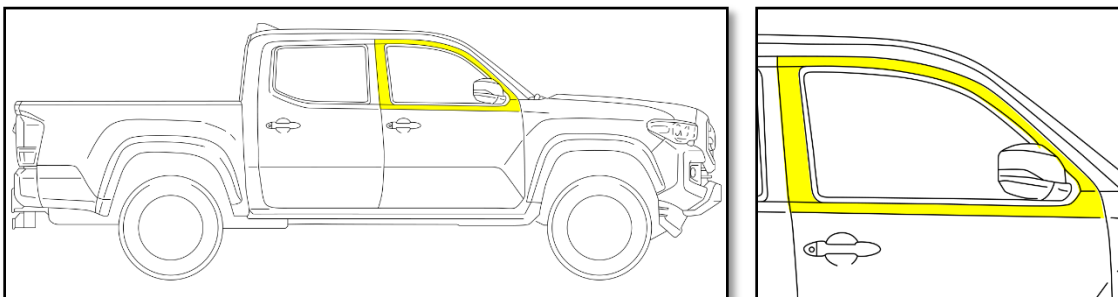
1. CRITICAL: **On the side of the vehicle receiving the repair, remove the OEM top coat finish from affected areas down to the electro-deposition (ED) primer as highlighted in yellow in the images below, on all three panels on the same side.**
2. For example, following repair type "B" from the example above, the right front inner fender, the right front door, and the right rear door, should be stripped of OEM top coat finish in the yellow highlighted areas at minimum.

Peeling white paint in the yellow highlighted areas only will be eligible for repair under this customer support program.

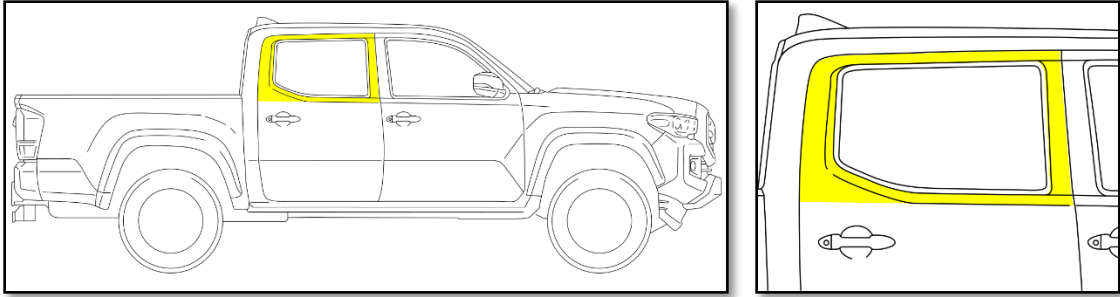
Right Front Inner Fender Edge



Right Front Door Window Frame Edges



Right Rear Door Window Frame Edges



For surfaces with visible paint delamination, the technician can begin the paint removal process by using a pressure washer or by directing compressed air at a loose paint edge. The technician may use plastic straight-edge razor blades with a holder and compressed air to help remove the topcoat.

When preparing an “affected” area, the topcoat surface needs to be removed to the ED primer. Topcoat material that exhibits good adhesion properties within 12 inches of the same affected area (panel) is to be removed by sanding, using a dual-action random orbital sander with 220 grit sandpaper. Try not to remove the ED primer. At least 0.5 mil (12-13 μm) of ED primer should remain. Once the finish is removed from the affected areas, the vehicle should be thoroughly washed and cleaned using the degreaser recommended by the paint manufacturer.

Inner surfaces of the front and rear doors do not require stripping to the ED primer. Remove the affected paint to the outer door edge. Feather-edge any inner surfaces that exhibit good paint adhesion and then prime and prepare for topcoat application following the paint manufacturer’s guidelines.

IMPORTANT: Make sure that when removing paint finishes utilizing the methods described in this document that paint technicians use adequate personal protection equipment such as a properly fitted N99 particulate mask, eye protection, and nitrile gloves while removing any topcoats.

V. SURFACE PREPERATION

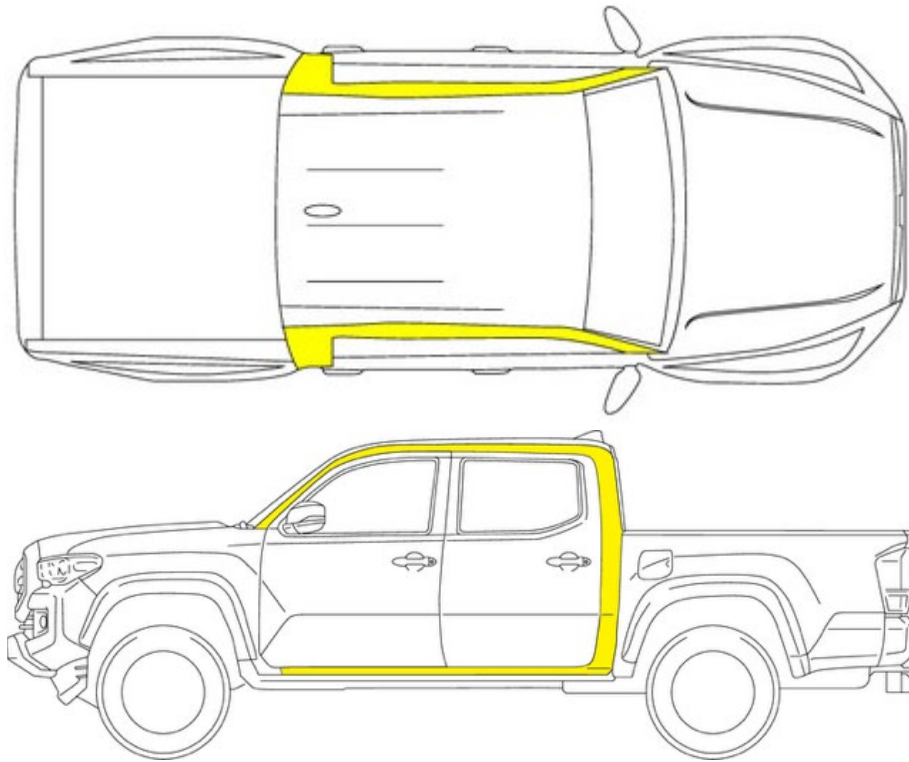
Technicians should consult their paint manufacturer to determine the products as well as the proper application techniques before applying any priming products or topcoats. Follow the paint manufacturer’s requirements for personal protective equipment. Always consult the applicable Safety Data Sheets and follow all requirements for exposure control and personal protection.

After removing OE topcoats, finish sand the ED primer with 400-grit sandpaper using a random-orbital sander. Follow the paint vendor’s recommendations for cleaning the surface before applying any primer coating to bare metal surfaces. Before priming, treat any bare metal surfaces with a metal conditioner followed by a conversion coating, and then prime these treated surfaces with a 2-part epoxy primer. Follow the epoxy primer with a primer-sealer, sanding between primer applications as recommended by the paint supplier. Consult the technical documentation for the paint finish that will be utilized.

NOTE: A chip resistant (anti-chipping) primer needs to be applied to the leading edge of panels that have had a soft-chip primer applied during manufacture. This modified primer must be applied to the panel before any topcoats. For additional information about the application of anti-chipping coatings, please consult the Repair Manual for Collision Damage in TIS for the model being refinished or Collision Repair Information Bulletin 2026 (May 2013).

VI. COLOR APPLICATION AND TOPCOATS

Follow the paint manufacturer's technical recommendations for applying all color coats and clear coats. The affected panel should be finished to a natural break edge. Topcoats can be blended into adjacent hood and cab side **only**, per the image below, for the purpose of achieving an acceptable panel-to-panel color match.



If the finish exhibits any dust inclusion after the paint has been force-dried, remove any defects and polish the clearcoat according to the paint manufacturer's recommendations.