

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
05/22/2025	Expanded CSP to include A-pillar, improved details for clarity
07/31/2025	Emphasize that all areas per side are to be repaired according to the inspection report. Incorrect vehicle repairs will be subject to debit.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TOYOTA MOTOR  
NORTH AMERICA

Quality

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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 Exterior Door Frames, Front Inner Fenders and A-pillars**

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.

On May 22, 2025 Toyota expanded this program to also include paint peeling on the A-pillars.

**Background**

Toyota has received some reports of paint peeling along the exterior door window frames, front inner fenders as can be seen with the hood open, and on the A-pillars 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 conditions 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



Examples of A-pillar paint peeling



## Customer Support Program Details

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

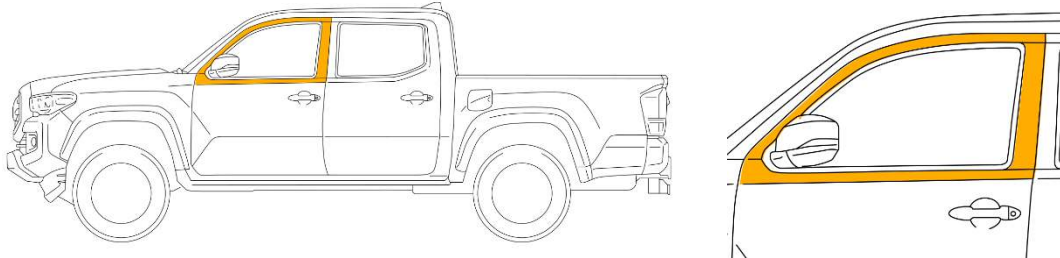
1. The exterior window frame edges of the front doors. (left or right side)
2. The exterior window frame edges of the rear doors. (left or right side)
3. The front inner fender edge as can be seen with the hood open. (left or right side)
4. The A-pillar, (left or right side)

Note: If peeling is found in any of the 4 areas listed above, per side (left or right), **all four areas** per side will be stripped down the electro disposition layer, and repainted to ensure peeling cannot occur in the future.

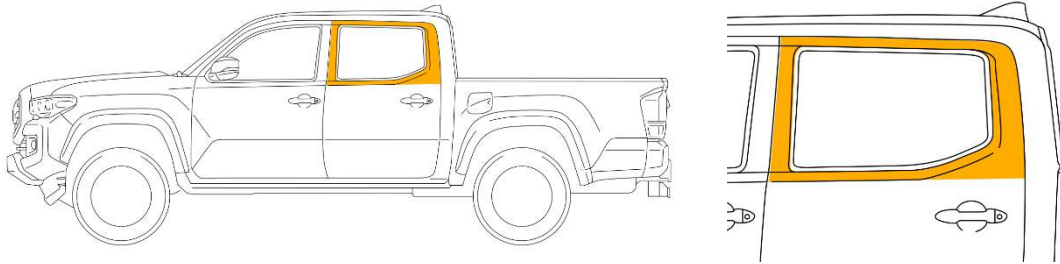
Only peeling white paint in the **orange** highlighted areas in the images below will be eligible for repair under this customer support program. It is the dealer's responsibility to confirm the peeling condition.

### LEFT SIDE OF TRUCK

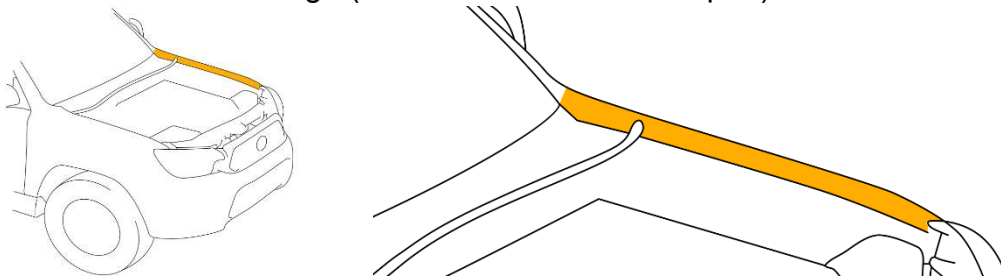
1. Left front door, exterior window frame edges



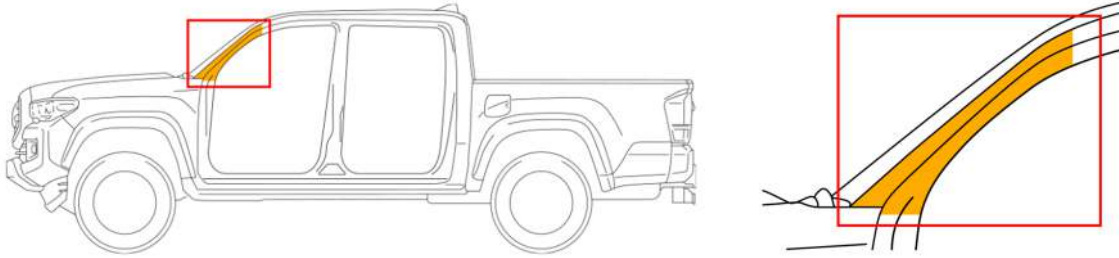
2. Left rear door, exterior window frame edges



3. Left front inner fender edge (can be seen with hood open)

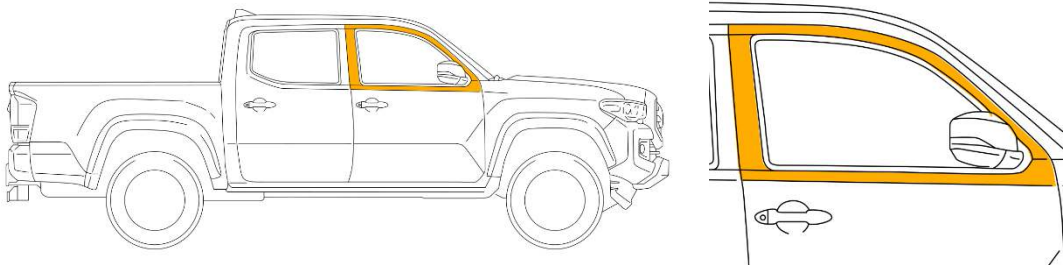


4. Left A-pillar

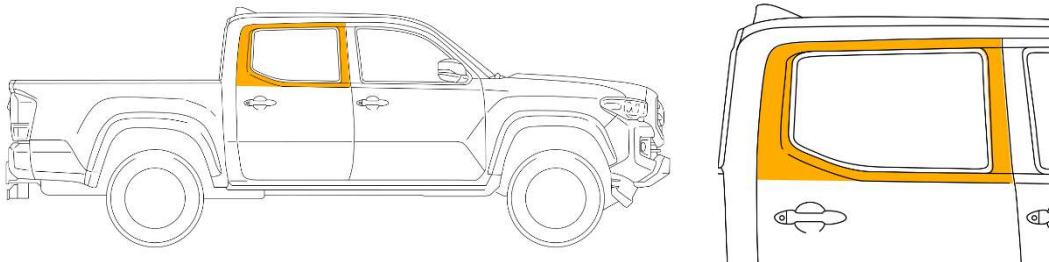


**RIGHT SIDE OF TRUCK**

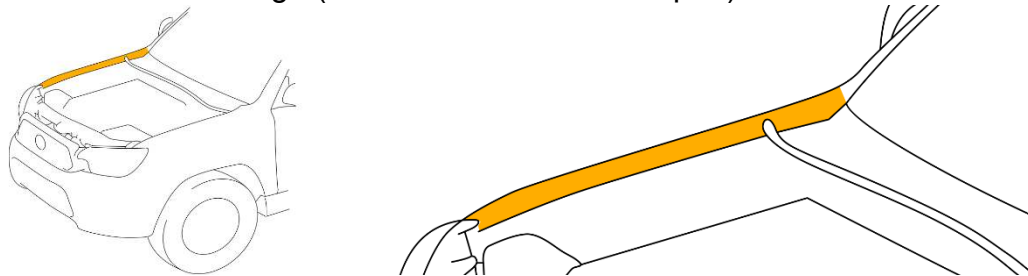
1. Right front door, exterior window frame edges



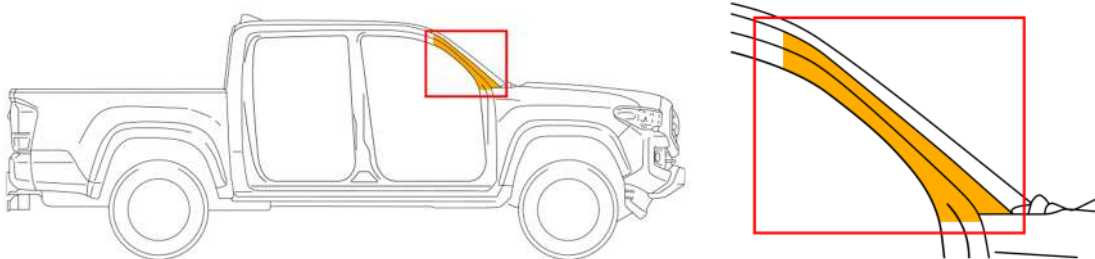
2. Right rear door, exterior window frame edges



3. Right front inner fender edge (can be seen with hood open)



4. Right A-pillar



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

On May 22, 2025, Toyota expanded this customer support program to include the A-pillars. If a customer's vehicle has already been repaired on a side of the vehicle before the A-pillar was added, and if the A-pillar is now peeling on that side, please contact [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) for direction.

Owner notification letters will be sent over several months from the original launch.

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

Any authorized Toyota dealership will complete a visual inspection of the orange highlighted areas above. If peeling is confirmed by the dealer, please proceed to the photo inspection website [23TE08 Inspection Website](#).

In the interest of customer service, if peeling is verified on any of the four specified areas per side, Toyota will **strip** and refinish of **all four areas** on the affected side.

Repair Type	Location of Peeling Confirmed by Photo Inspection Per side	What will be Refinished ALL (4) areas
A	Any Left	Left Front Inner Fender
		Left Front Door
		Left Rear Door
		A-Pillar
B	Any Right	Right Front Inner Fender
		Right Front Door
		Right Rear Door
		A-Pillar
C	Any Right + Any Left	All areas included in both Repair type A and Repair type B.

**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. The addition of non-OEM accessories may also increase the labor costs associated with the repair and are not included in the customer support program. Similarly, please include the cost if applicable to remove non-OEM accessories. If such repair/labor is included in the preliminary estimate for the Customer Support Program repair, it must be rejected by the Toyota dealer.

**This Customer Support Program does not cover repair of such damage or removal of such non-OEM accessories.**

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. The parts list includes all non-reusable parts. If additional parts are needed, they will need to be requested and approved in an effort to reduce the cost of replacing unnecessary parts.

### **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.**

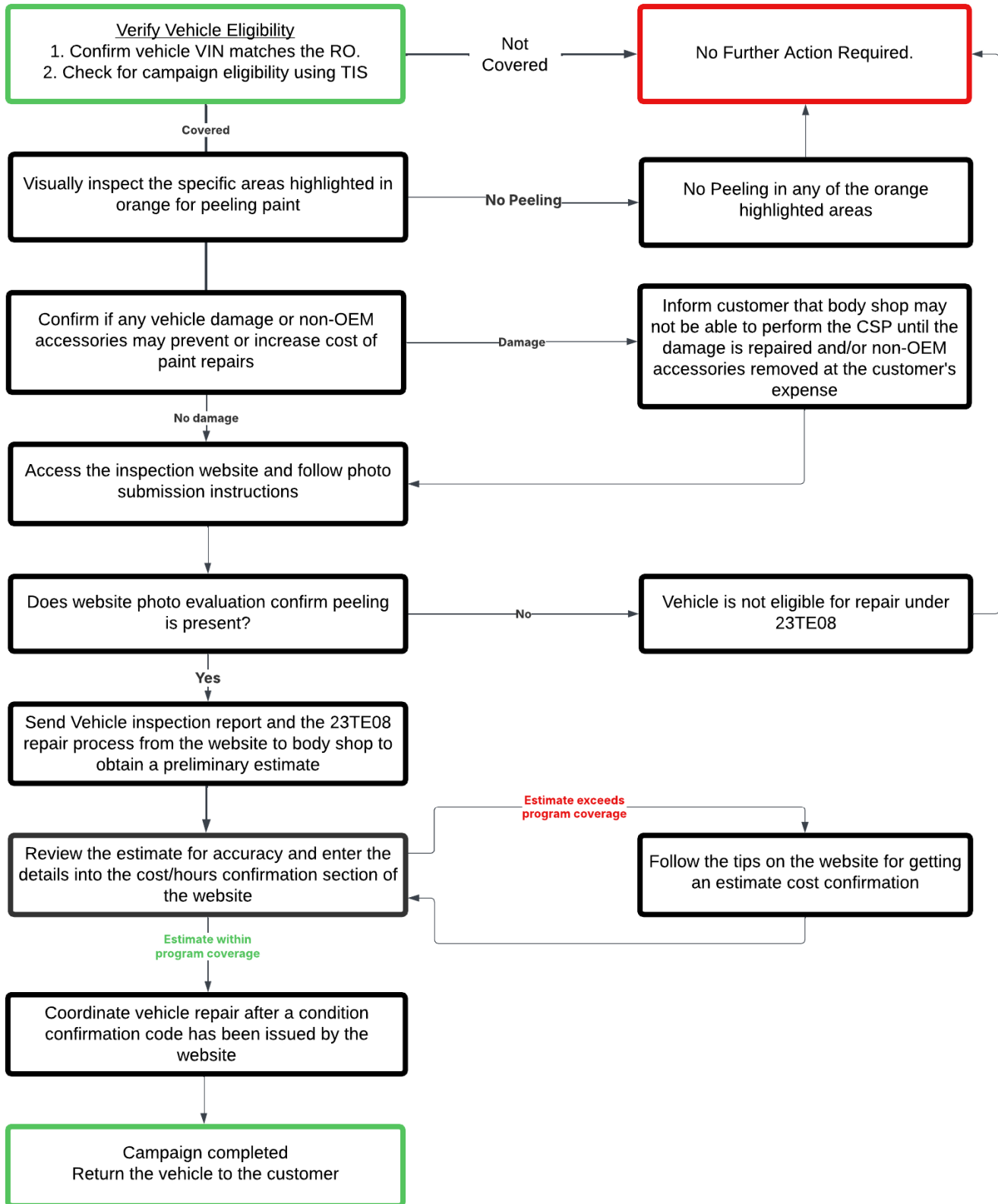
Toyota requires your dealer to document the peeling diagnosis by uploading the required photos of the peeling panels to the website **prior to the expiration of the vehicle's coverage**. Photos for panels uploaded after the expiration date will be considered ineligible for claim payment. Furthermore, 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



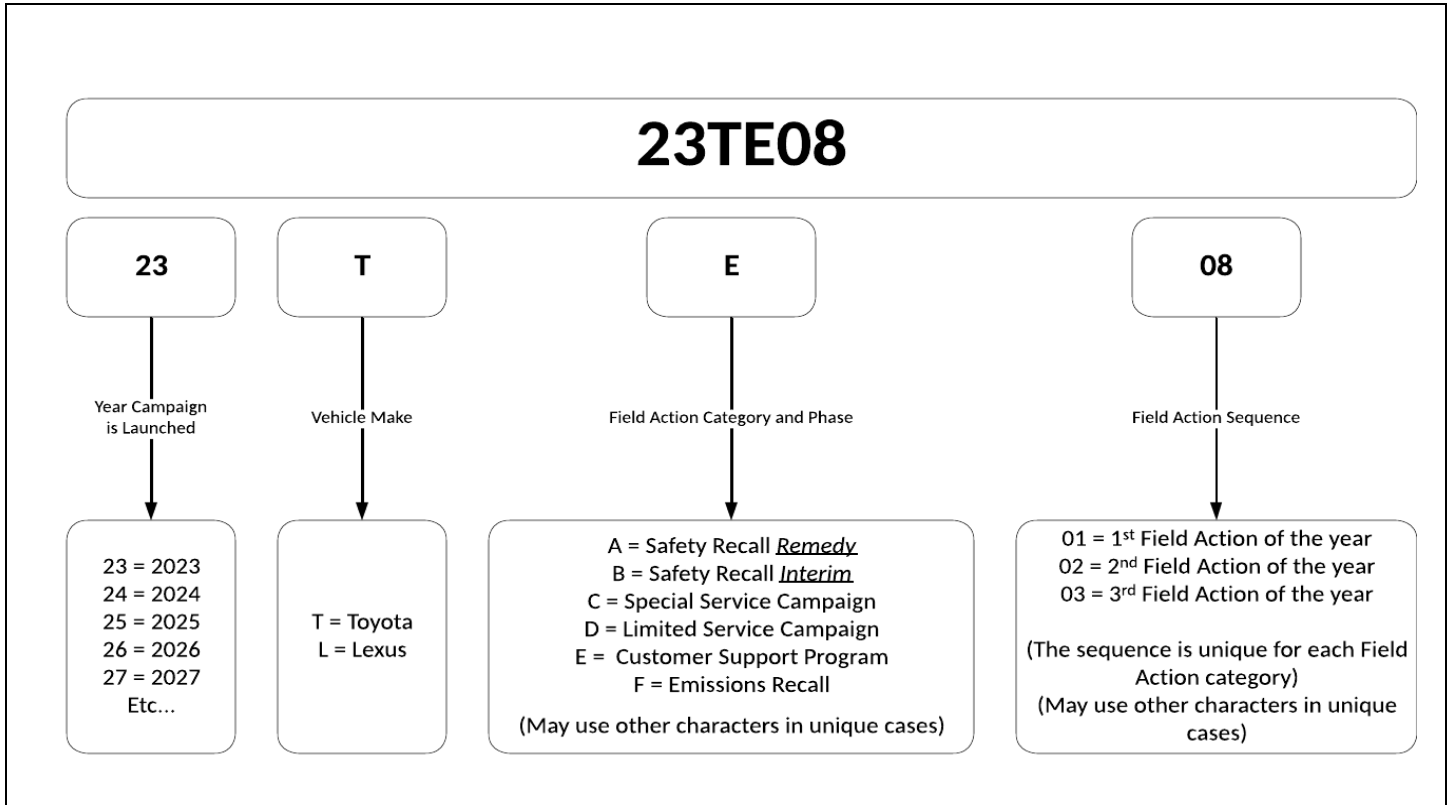
### Customer Reimbursement

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: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a Regular warranty claim.
- Note that all flat rate time is an 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.
- **\*\*It is the dealer's responsibility to verify the contents of the body shop estimate include and fulfill the repair areas outlined in this document. Partial repairs, or repairs completed incorrectly will be subject to debit.**
- 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 a 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 11. 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.

## Campaign Designation / Phase Decoder



### Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019

20TC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020

21TE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> Customer Support Program Launched in 2021

*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.