

**◀ IMPORTANT UPDATE ▶**

*The attached Technical Instruction 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. Update parts list.

*The most recent update in the attached Technical Instruction 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.

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

**COVERAGE FOR PAINT PEELING ON EXTERIOR DOOR FRAMES, FRONT INNER FENDERS  
AND A-PILLARS**

**CERTAIN 2016-2022 MODEL YEAR TACOMA**

**Updated 10.02.2024 – Updated Parts quantity on two parts.**

**Updated 05.22.2025 – Updated process to include the repair of the A-pillars. Added photos and line art to clarify the repair areas.**

**Updated 07.31.2025 – Add emphasis that all areas per side are to be repaired per inspection report. Update parts list.**

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 training courses:

**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](#)**

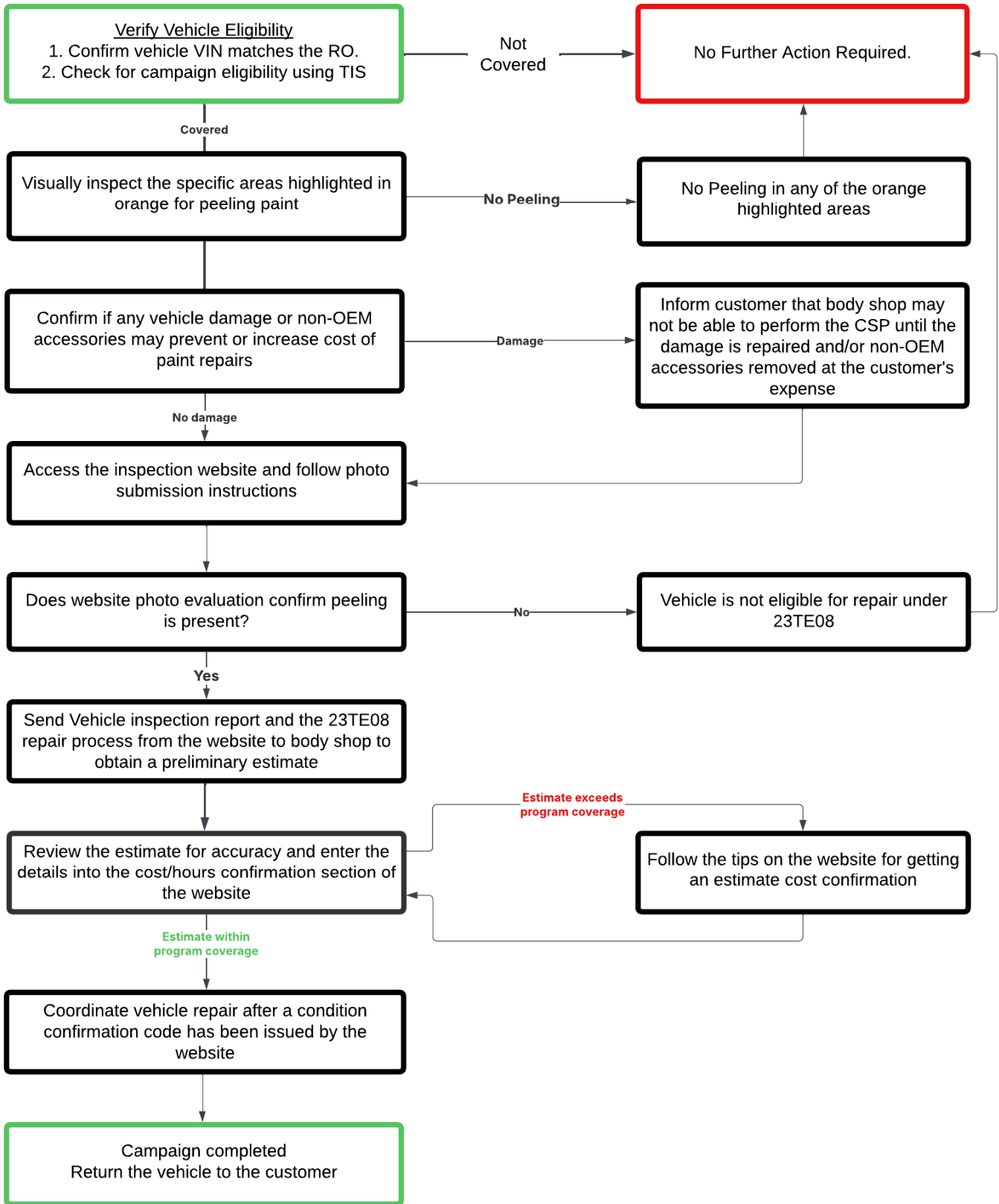
All Toyota Certified Collision Center staff conducting the condition confirmation inspection are required to successfully complete the most current version of the E-Learning course “Toyota Recall and Service Campaign Essentials” as well as at least one of the following certifications.

- 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. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instruction. Follow **ALL** steps as outlined in the full technical instruction to confirm the campaign is completed correctly.



## II. IDENTIFICATION OF AFFECTED VEHICLES

- a. Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

### HINT:

**TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.**

## III. PREPARATION

- a. Read and understand the entire technical instructions and paint repair process job aid before proceeding.
- b. This customer support program includes a visual inspection for paint peeling in very specific areas. If paint peeling is verified visually, then move on to the photo inspection website.
- c. If there is no paint peeling in the specified areas, there is no need to access the inspection website.

## IV. UNDERSTANDING THE REPAIR AREAS and TYPES

This customer support program covers the repair of the original factory applied paint if peeling is found in any of the four specific areas per side of certain white double cab Tacoma vehicles from a certain manufacturing facility during a certain period of time.

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.

The inspection and photo collection process are to be completed by a Toyota Dealer or Toyota Certified Collision Center only. Photos received from a body shop will not be accepted and may result in a debit. The trained Toyota employee completing the inspection at the dealership or Toyota collision center is responsible for the visual inspection

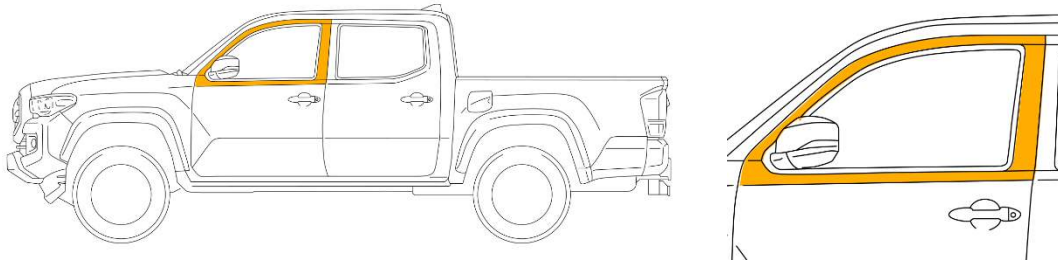
The dealer is responsible for visually inspecting described areas to confirm the condition prior to photo collection.

If no peeling is visible during inspection, there is no need to upload photos into the inspection website as the vehicle is not eligible for repair under the program.

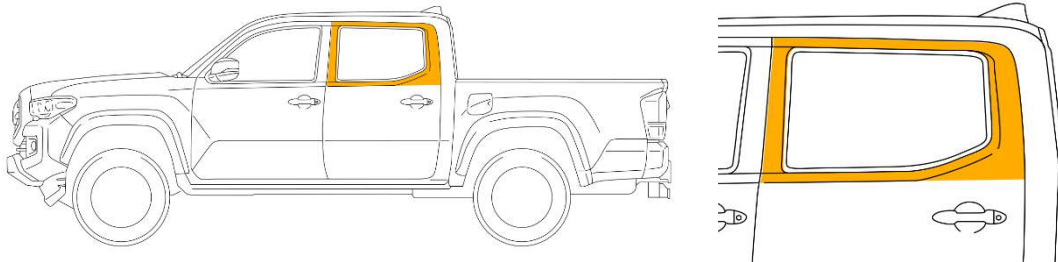
Only peeling paint in the orange highlighted areas in the images below will be eligible for repair under this customer support program.

**LEFT SIDE OF TRUCK**

1. Left front door, exterior window frame edges



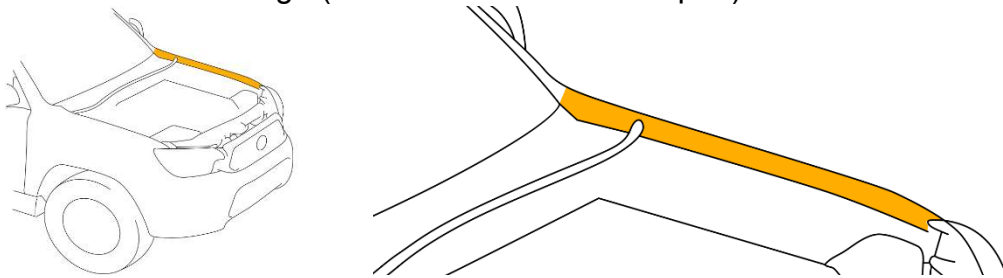
2. Left rear door, exterior window frame edges



Example of peeling paint on the exterior window frame edges of the left doors



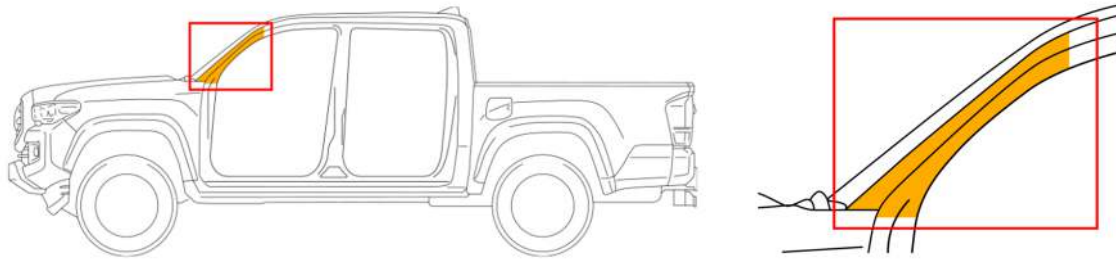
3. Left front inner fender edge (can be seen with hood open)



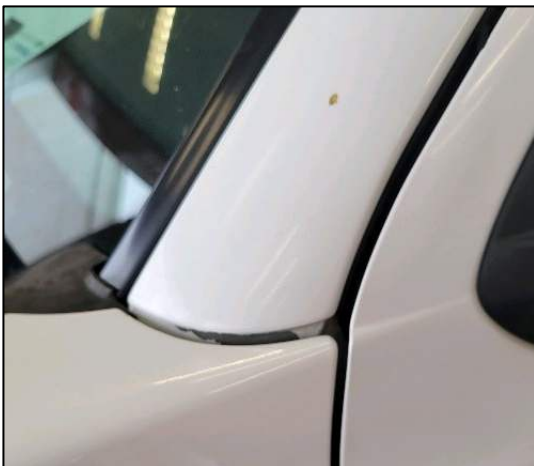
Examples of paint peeling on the front inner fender edge (can be seen with the hood open)



4. Left A-pillar

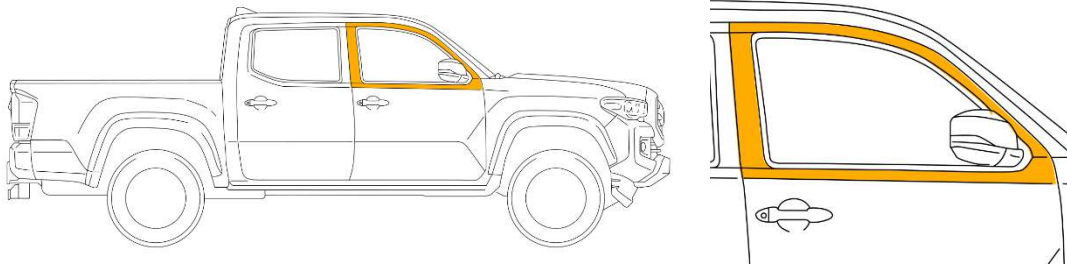


Examples of paint peeling on the left A-pillar

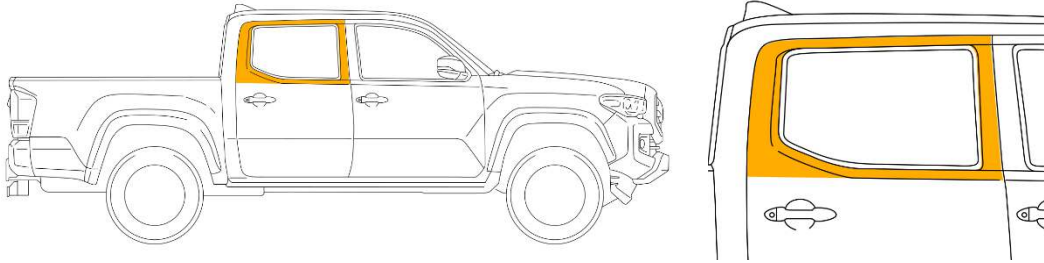


**RIGHT SIDE OF TRUCK**

1. Right front door, exterior window frame edges



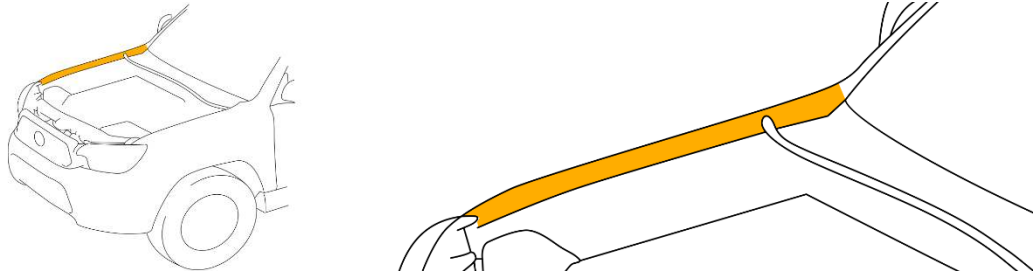
2. Right rear door, exterior window frame edges



Examples of paint peeling on exterior window frame edges of the right doors



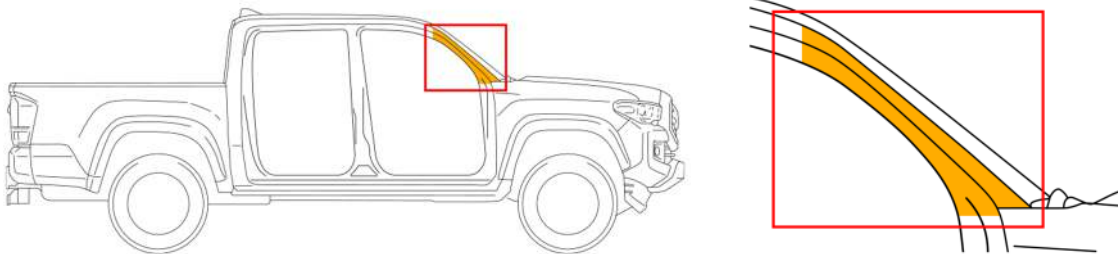
3. Right front inner fender edge (can be seen with hood open)



Examples of peeling paint on the right front inner fender edge (can be seen with the hood open)



4. Right A-pillar



Examples of peeling paint on the right A-pillar



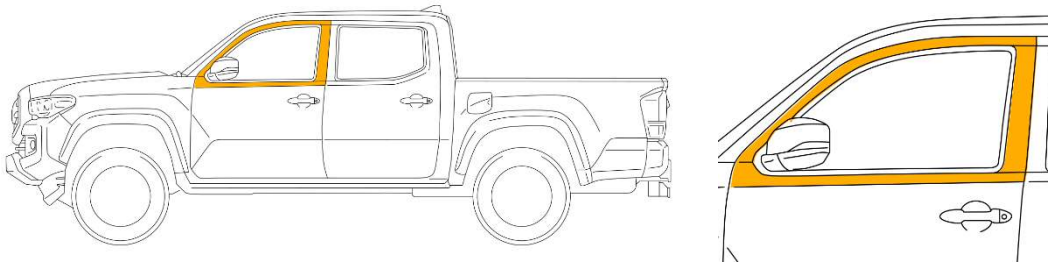
If peeling is verified on **any** of the four specified areas per side, Toyota will **strip and refinish all** four areas (per side) in which the peeling has been confirmed in the specific areas. This leads to three repair types as outlined in the table below.

Repair Type	Location of peeling confirmed by photo inspection per side	Areas of OEM paint removed to ED layer	Areas which will be refinished	Areas which will be blended only
A	<b>**Left Side** Orange</b>	Orange	Green	Yellow
B	<b>**Right Side** Orange</b>	Orange	Green	Yellow
C	<b>**Left and Right Side** Orange</b>	Orange	Green	Yellow

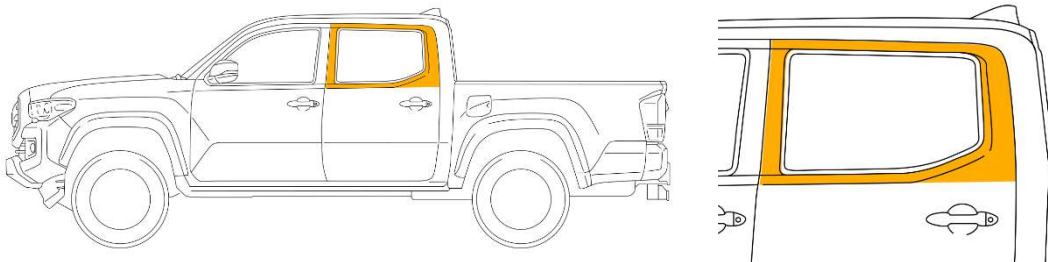
## Repair Type A – Left Side of Truck - Paint removal areas

Remove paint down to the ED layer in **ALL** the **orange** highlighted areas.

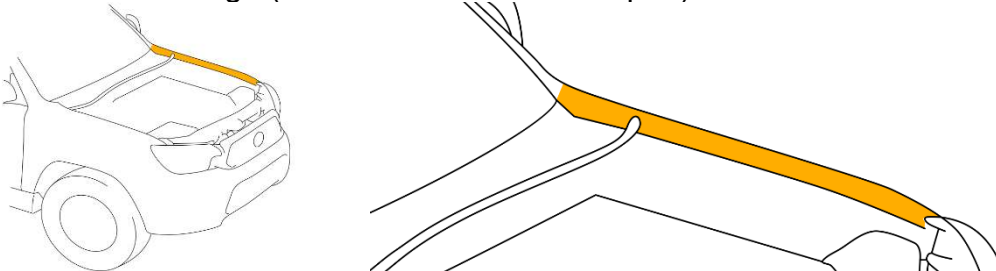
1. Left front door, exterior window frame edges



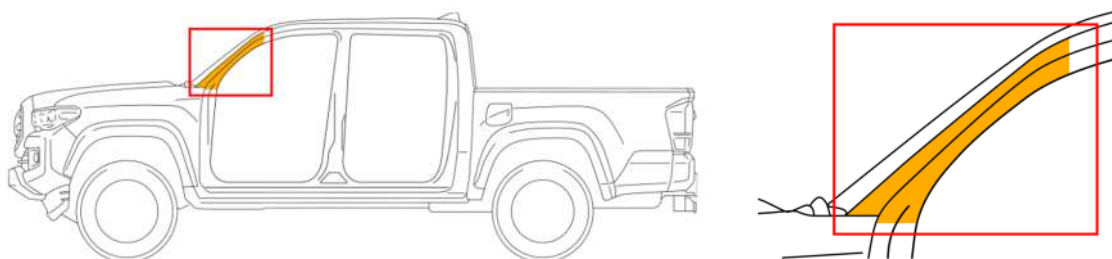
2. Left rear door, exterior window frame edges



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



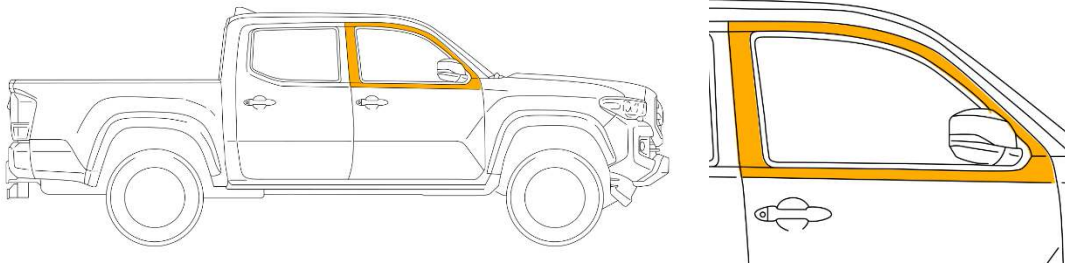
4. Left A-pillar



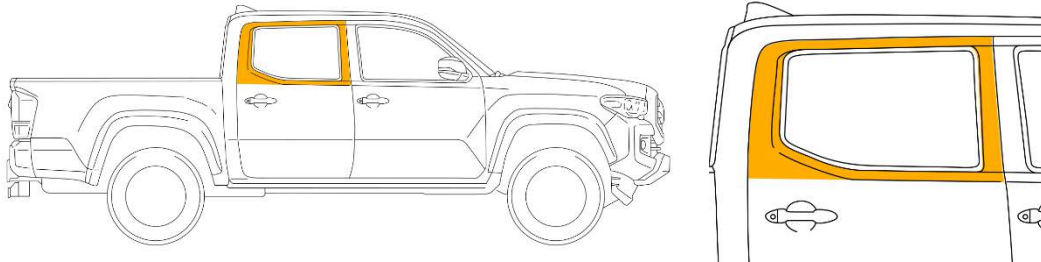
## Repair type B – Right side of truck – OEM paint removal areas

Remove paint down to the ED layer in **ALL** of the **orange** highlighted areas.

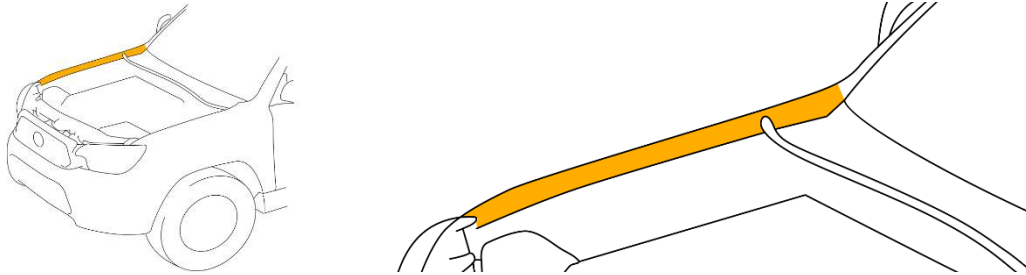
1. Right front door, exterior window frame edges



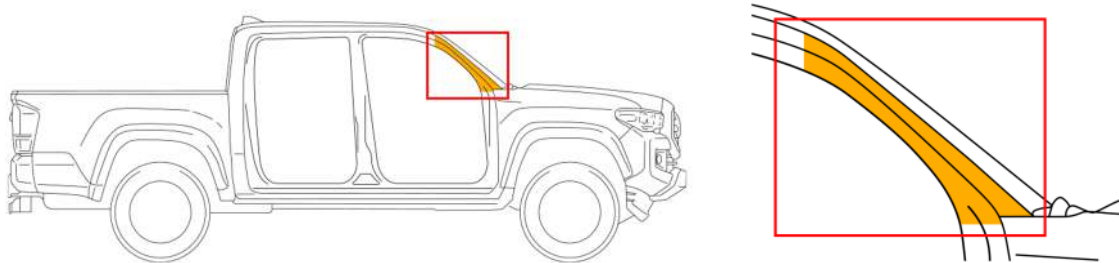
2. Right rear door, exterior window frame edges



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



4. Right A-pillar



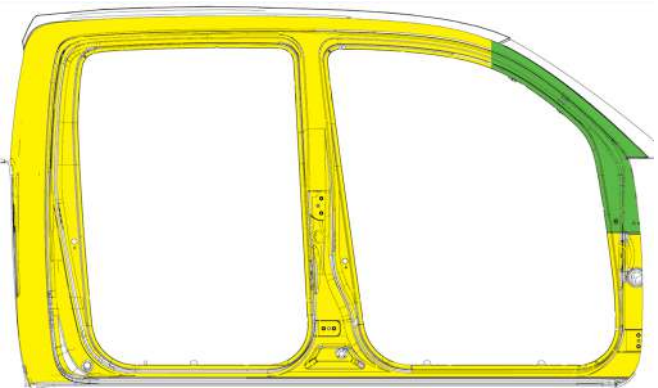
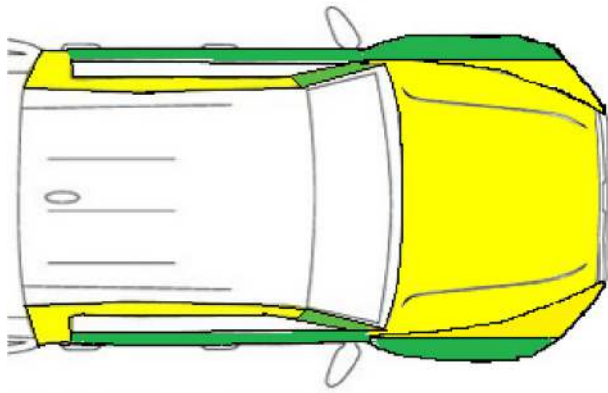
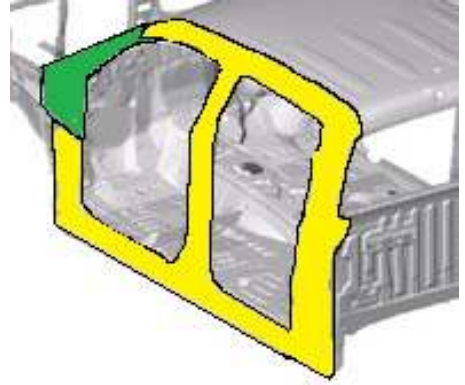
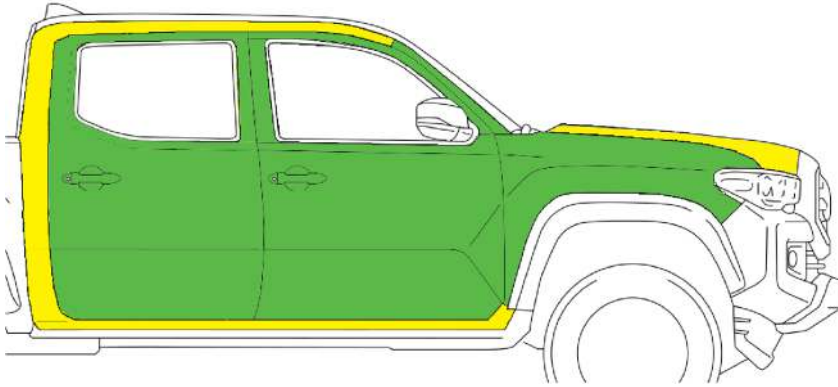
## Repair type C – Both left and right sides of truck – OEM paint removal areas

Remove paint from **ALL** areas described above in both repair Type A and repair Type B.

## Re-finishing and blend areas:

- If repair type A – Left side only
- If repair type B – Right side only
- If repair type C – Both sides
- 

Full re-finish areas are highlighted in green. Blend areas are highlighted in yellow.



- a. Paint materials cost will be included in the estimate at industry standard rate.
- b. Non-reusable parts are **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. If additional parts are needed for a specific case, contact your DSPM for pre-approval.

Repair Type 'A'		
Part #	Description	Qty
5211604070	INSERT, FR BUMPER EXTENSION, LH	1
5385104100	PAD, FR WHEEL OPENING EXTENSION, NO.1	1
5385304070	PAD, FR WHEEL OPENING EXTENSION, NO.3	1
5385504010	PAD, FR WHEEL OPENING EXTENSION, NO.5	1
5611530100	STOPPER, WINDSHIELD GLASS, NO.1	1
5611622050	STOPPER, WINDSHIELD GLASS, NO.2	1
5611704050	DAM, WINDOW GLASS ADHESIVE	1
5874404020	PROTECTOR, QUARTER PANEL OUTER, LH	1
5874804020	PROTECTOR, QUARTER PANEL, REAR LH	1
6784104070	COVER, REAR DOOR SERVICE HOLE, LH	1
6787204030	WEATHERSTRIP, RR DOOR, LH	1
6789604020	WEATHERSTRIP, RR DOOR, NO.3 LH	1
6816204060	WEATHERSTRIP, FR DOOR GLASS, OUTER LH	1
6816404030	WEATHERSTRIP, RR DOOR GLASS, OUTER LH	1
7539535070	CLIP, OUTSIDE MOULDING, NO.1	6
7539635020	CLIP, OUTSIDE MOULDING, NO.2	6
7542804010	PLATE, FR DOOR NAME, LH	1
7553404010	MOULDING, WINDSHIELD, OUTSIDE LH	1
7555404010	MOULDING, ROOF DRIP SIDE FINISH, REAR LH	1
7556102020	CLIP, ROOF DRIP SIDE FINISH MOULDING	2
7592204010	TAPE, BLACK OUT, NO.1 LH Front	1
7592404010	TAPE, BLACK OUT, NO.2 LH Rear	1
9018906236	GROMMET, SCREW	15
9046707215	CLIP	1
754550C050	PLATE, ROOF SIDE NAME, NO.1	1

Repair Type 'B'		
Part #	Description	Qty
5211504070	INSERT, FR BUMPER EXTENTION, RH	1
5385104100	PAD, FR WHEEL OPENING EXTENSION, NO.1	1
5385304070	PAD, FR WHEEL OPENING EXTENSION, NO.3	1
5385504010	PAD, FR WHEEL OPENING EXTENSION, NO.5	1
5611530100	STOPPER, WINDSHIELD GLASS, NO.1	1
5611622050	STOPPER, WINDSHIELD GLASS, NO.2	1
5611704050	DAM, WINDOW GLASS ADHESIVE	1
5874304020	PROTECTOR, QUARTER PANEL OUTER, RH	1
5874804020	PROTECTOR, QUARTER PANEL, REAR RH	1
6784104070	COVER, RR DOOR SERVICE HOLE RH	1
6787104030	WEATHERSTRIP, RR DOOR, RH	1
6789504020	WEATHERSTRIP, RR DOOR, NO.3 RH	1
6816104060	WEATHERSTRIP, FR DOOR GLASS, OUTER RH	1
6816304030	WEATHERSTRIP, RR DOOR GLASS, OUTER RH	1
7539535070	CLIP, OUTSIDE MOULDING, NO.1	6
7539635020	CLIP, OUTSIDE MOULDING, NO.2	6
7542704030	PLATE, FR DOOR NAME, RH	1
7553304010	MOULDING, WINDSHIELD, OUTSIDE RH	1
7555304010	MOULDING, ROOF DRIP SIDE FINISH, REAR RH	1
7556102020	CLIP, ROOF DRIP SIDE FINISH MOULDING	2
7592104010	TAPE, BLACK OUT, NO.1 RH Front	1
7592304010	TAPE, BLACK OUT, NO.2 RH Rear	1
9018906236	GROMMET, SCREW	15
9046707215	CLIP	1
754550C050	PLATE, ROOF SIDE NAME, NO.1	1

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

## 2. Exterior Damage, non-oem accessories.

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. 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.

**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 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. Similarly, please include the cost if applicable to remove non-oem accessories. If such repair/labor is included in the estimate for the Customer Support Program repair, it will be rejected by the Toyota dealer.

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

After peeling paint is visually confirmed at the dealership, access the inspection website and follow the procedure exactly as detailed in the [Customer Support Program 23TE08 Tacoma White Paint Peeling – Inspection Website](#) to confirm the paint peeling condition is covered by this Customer Support Program.

## III. 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.


The screenshot shows the login page for the Toyota Customer Support Program 23TE08 Tacoma White Paint Peeling - Inspection Application. At the top, there is the Toyota logo and the text "TOYOTA". Below that is a blue header bar with the text "Customer Support Program 23TE08 Tacoma White Paint Peeling - Inspection Application". The main content area is titled "Login" and contains a form with the following fields: "User ID:" with a text input field, "Password:" with a password input field, a blue "Login" button, and a "Forgot Password" link. Below the form, there is a note: "For login assistance, contact quality\_compliance@Toyota.com". At the bottom, there is a note: "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.

 **TOYOTA**

Customer Support Program 23TE08 Tacoma White Paint Peeling - Inspection Application

[Use a Different VIN](#) | [Dashboard](#) | [Your Profile](#) | [Logout](#)

### Begin New Inspection

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

VIN:

RO Number (Optional)\*:

Customer Name (Optional)\*:

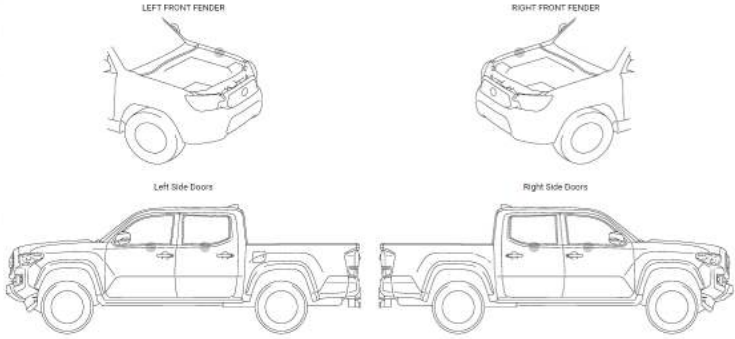
### Open Dealer Dashboard

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

\*: 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/upload photographs.

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



**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 are uploaded and evaluated properly. Do not upload screenshots or photos that include tape, markers, or fingers. Only photos of the vehicle, as shown in the examples on the website, will be accepted.

- After finishing uploading photos, continue to the “Proceed to Inspection Report/Cost Estimate” screen.
  - Look for the “Status” notification at the bottom of the screen to let you know you are ready to move on.

**Status**

All panels have been inspected. You may proceed to submitting an estimate.

#### IV. OBTAIN PRELIMINARY ESTIMATE FROM BODY SHOP

At this time, you must obtain a preliminary estimate from a reputable body shop to complete the repair per the specific repair procedure outlined in the Customer support program 23TE08 Paint Repair Process Job Aid.

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, A, B or C.

Share the Vehicle Inspection Report from the website and the [Customer Support Program 23TE08 Paint Repair Process Job Aid](#) document with the Body Shop to allow them to write an accurate preliminary estimate. It is imperative that the body shop understand the repair types and procedures to ensure the vehicle is repaired correctly for this program. The body shop will prepare the estimate based on the repair type.

1. Generate a Vehicle Inspection Report from the inspection 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 and review the preliminary estimate from the body shop for accuracy and upload it to the website. **\*\* It is the dealer's responsibility to verify the contents of the estimate include and fulfill the repair areas outlined in this document. Partial repairs, or repairs completed incorrectly will be subject to debit.**
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 on 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 Center) has confirmed that the condition is covered by this program, and completed the website photo upload process, your dealership may sublet the 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.

#### V. Condition confirmation code

A "condition confirmation code" must be issued by the website prior to authorizing any work including disassembly on the vehicle. 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

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

Warranty. Policy and Procedures including Policies 8.22 and 4.12.

## VI. REPAIR VEHICLE

Coordinate the vehicle repair with the body shop once you have obtained a condition confirmation code from the website. **A condition confirmation code is required before starting any work under this program.** Any work completed with the vehicle prior to receipt of the condition confirmation code or any attempt to trick the website evaluation software will be subject to debit.

## VII. 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 an area that was repaired under this program, you must coordinate with the body shop who performed the repair to understand why the panel is peeling. This customer support program does not cover repeat repair of an area which has been previously repaired.

**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.

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.

Please contact [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with any questions regarding the website.