

**From:** [Quality Compliance](#)  
**Subject:** Customer Support Program ZKG - Multiple Models and Model Years, Vehicles Painted with Blizzard Pearl (070) or Super White (040) Paint Color, Coverage for Peeling of Factory-Applied Paint (Internal)  
**Date:** Thursday, August 8, 2019 3:16:55 PM  
**Attachments:** [ZKG\\_Dealer\\_Letter\\_8.9.2019.pdf](#)  
[ZKG\\_Region\\_Letter\\_8.8.2019.pdf](#)

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## Phase 1 - Customer Notification Phase Repair Not Yet Available

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for peeling of certain colors of factory-applied paint.

### **Background**

Toyota has received reports of paint peeling on certain vehicles with the original factory-applied Blizzard Pearl or Super White paint colors. These reports indicate that vehicles with these specific paint colors, applied during the vehicle manufacturing process, may experience paint peeling on exterior metal body panels.

Although the original factory paint is covered by Toyota's New Vehicle Limited Warranty for 3 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.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

**BEGINNING NOW:** In Phase 1, the currently active phase, Toyota is preparing the repair for this condition and thus, the repair under this program is **NOT AVAILABLE**. During this phase, dealers should not do any repairs for this condition under this program. Beginning in August 2019, Toyota will send an owner notification letter to all owners informing them that their vehicle is covered under this Customer Support Program. During this phase, owners who have paid for repairs for this condition can seek reimbursement consideration for expenses incurred prior to September 26, 2019. A sample of this owner notification letter has been included for your reference.

**NOT AVAILABLE YET:** Phase 2 will begin after Toyota finalizes the repair for this condition. At that time, Toyota will update this Dealer Letter, launch the repair, and also begin issuing a second owner letter notifying owners that repairs under this program are available. Letters will be sent over several months. At that time, if the owner experiences the condition, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will arrange to have the repair performed **FREE OF CHARGE** in accordance with the terms of this Customer Support Program.

### **Covered Vehicles**

There are approximately 1,738,940 vehicles covered by this Customer Support Program. There are approximately 29,200 vehicles covered by this Customer Support Program that were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2008 – 2015 4Runner	Late December 2007 - Late May 2015	73,860

2008 – 2017 Avalon	Early January 2008 - Late May 2017	86,560
2013 – 2017 Avalon Hybrid	Late May 2012 - Late May 2017	13,800
2008 – 2017 Camry	Early January 2008 - Late February 2017	555,700
2008 – 2017 Camry Hybrid	Early January 2008 - Late February 2017	47,430
2009 – 2019 Corolla	Late November 2007 - Late September 2018	580,700
2008 – 2017 RAV 4	Early January 2008 - Early September 2017	332,400
2012 – 2014 RAV 4 EV	Late July 2012 - Late August 2014	1,110
2011 – 2015 Scion iQ	Late September 2010 - Late September 2014	3,170
2008 – 2015 Scion xB	Mid-January 2007 – Late December 2015	44,210

**Customer Support Program Details**

This Customer Support Program provides coverage for involved vehicles with the original factory Blizzard Pearl or Super White paint. The covered condition may occur when sunlight over time degrades the adhesion between the factory-applied paint primer coat layer and the base metal electrodeposition layer causing the paint to peel from the metal body panel. If the condition is verified, the vehicle will receive a repair\* under the terms of this Customer Support Program.

\*The repair is not available yet and the details of the repair under this program have not been finalized yet. Please refer to the Dealer Letter on TIS for additional information.

***Please reference the attachments for additional details.***

***Dealers will be notified on August 9, 2019 at approximately 10:30 A.M. Central Time.***

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

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