

INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support

CUSTOMER SUPPORT PROGRAM 20TE02

Certain 2017 Model Year Tacoma Vehicles Painted with *Blazing Blue (8T0)* Paint Color
Coverage for Flaking or Peeling of Factory-Applied Paint Clear Coat Layer

Specific information for Region support is provided below.

Condition

Toyota has received reports of the factory-applied paint's clear coat layer flaking or peeling on exterior metal body panels of certain 2017 model year Tacoma vehicles with the original factory-applied Blazing Blue paint color.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on February 27, 2020.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.