

From: Quality Compliance
Sent: Thursday, February 27, 2020 3:28 PM
Subject: 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 (Internal)
Attachments: 20TE02_Region_Letter_Published_2.27.2020pdf.pdf; 20TE02_Dealer_Letter_Published_2.27.2020.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Flaking or Peeling of the factory-applied clear coat layer on certain 2017 Tacoma vehicles painted with *Blazing Blue (8T0)* paint color.

Background

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.

Covered Vehicles

There are approximately 1,100 vehicles covered by this Customer Support Program. Note than none of these vehicles were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2017 Tacoma	Late January 2017 – Early March 2017	1,100

Customer Support Program Details

This Customer Support Program provides coverage for involved vehicles with the original factory Blazing Blue paint. The covered condition may occur when the clear coat layer of the factory applied paint begins to **flake or peel from** any exterior metal body panel.

- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle’s cab, the entire cab will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle’s truck bed, the entire truck bed will be repainted.
- If the clear coat flaking or peeling condition is verified on any metal body panel area on the vehicle’s cab and truck bed, the entire vehicle will be repainted.

This coverage will be offered for 10 years from the vehicle’s date of first use, regardless of mileage.

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.

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 dealer may offer to repair the damage at the customer's expense.

Examples of damage that might prevent a paint repair are:

- Collision damage.
- Dents.
- Deep scratches.
- Deep rock chips.

This coverage is for work performed at an authorized Toyota dealer only. 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.*

**Only authorized Toyota dealerships are authorized to confirm if the clear coat flaking or peeling condition is covered by this program. However, after confirming that the clear coat flaking or peeling condition is covered by this program, the authorized Toyota dealership may choose to coordinate to have the repainting repair performed by a non-Toyota repair facility (e.g. third-party collision repair facility, body shop, etc).*

Technician Training Requirements

- Certified Technician any Specialty
- Expert Technician any Specialty

- Master Technician
- Master Diagnostic Technician

Owner Letter Mailing Date

Toyota will notify owners in March 2020.

Customer Reimbursement Opcode

Reimbursement for the cost of repairs previously paid by the customer, may be reimbursed under Op Code UHG576.

Please reference the attachments for additional details.

Dealers will be notified on February 27, 2020 at approximately 4:00 P.M. Central Time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department

