

White Paint Peeling From Metal Body Panels

Service Category Vehicle Exterior

Section Exterior Panels/Trim

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2008 - 2015	4Runner	
2008 - 2017	Avalon, Camry	
2009 - 2019	Corolla	
2009 - 2017	RAV4	

Introduction

Some 2008 – 2019 model year Toyota vehicles painted with either 070 Blizzard Pearl or 040 Super White may exhibit peeling paint on one or more metal body panels. The paint may peel between the primer and E-coat layer, exposing the gray or brownish-green E-coat. The affected panel(s) will require prepping and repainting to address this condition. The paint repair may need to be sublet to a body shop.

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Warranty Information

CLAIM TYPE	OP CODE	DESCRIPTION	TIME	OFP	T1	T2
Paint	P + (Applicable T-3 Code)	Condition Confirmed – Sublet to Body Shop	0.0	N/A	69	82

NOTE

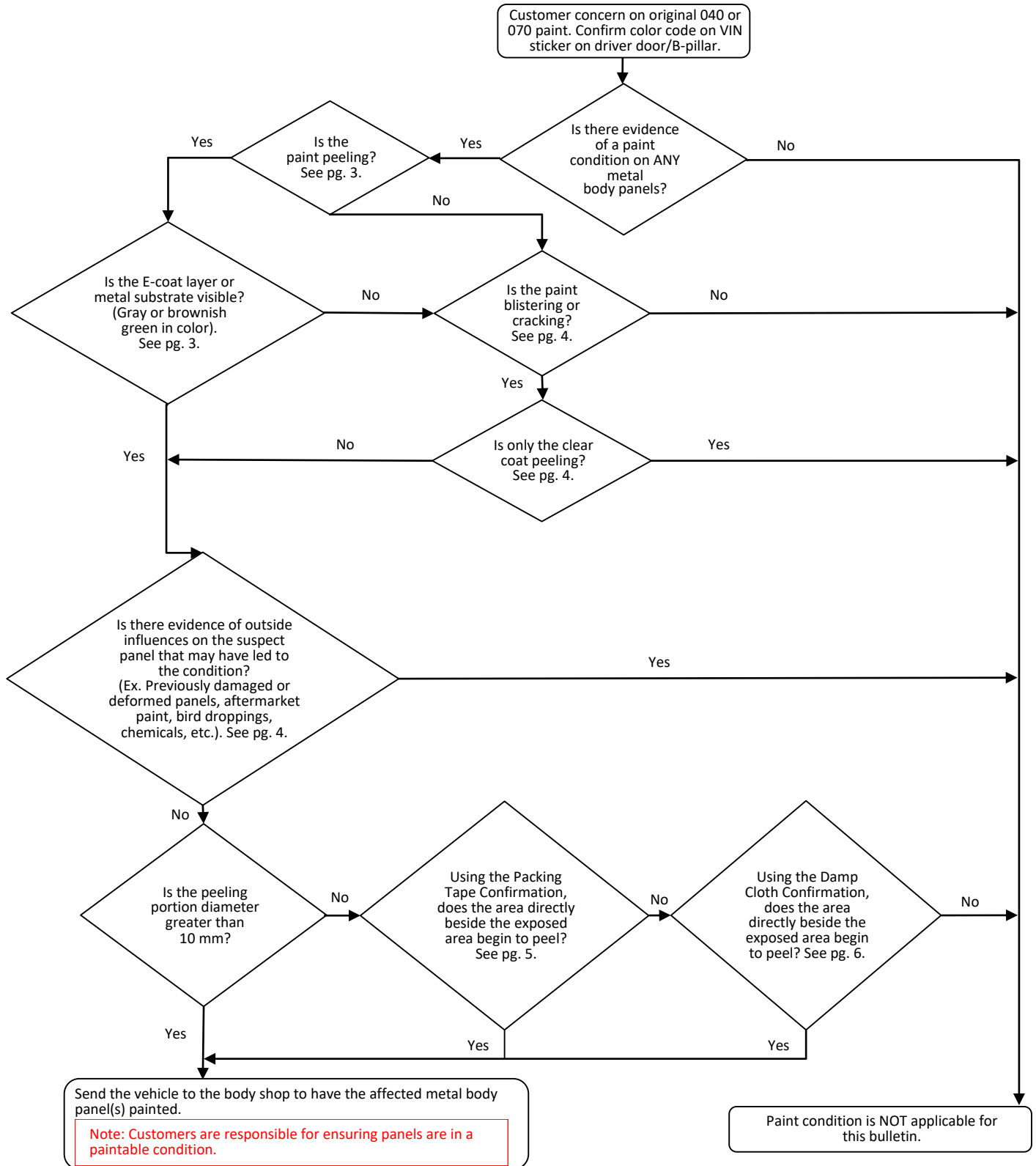
- Use sublet type “PT” for body shop repairs. Invoice required to be attached to the warranty claim.
- If a damp cloth confirmation is used:
 - (1) Claim the cost under sublet type “ZZ” using the following formula: *0.3 hours x Dealer Hourly Warranty Labor Rate x the number of panels where the condition was confirmed using the damp cloth confirmation.*
 - (2) Photos must be attached to the claim showing that the condition exists after the damp cloth confirmation.
- Select all **applicable T-3 position codes** and submit 1 claim for all positions on the vehicle.
- If Genuine Toyota parts are needed, claim under replacements parts.
- See Warranty Policy 4.12 for additional information on paint claim submission.

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle’s in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

White Paint Peeling From Metal Body Panels

Vehicle Inspection

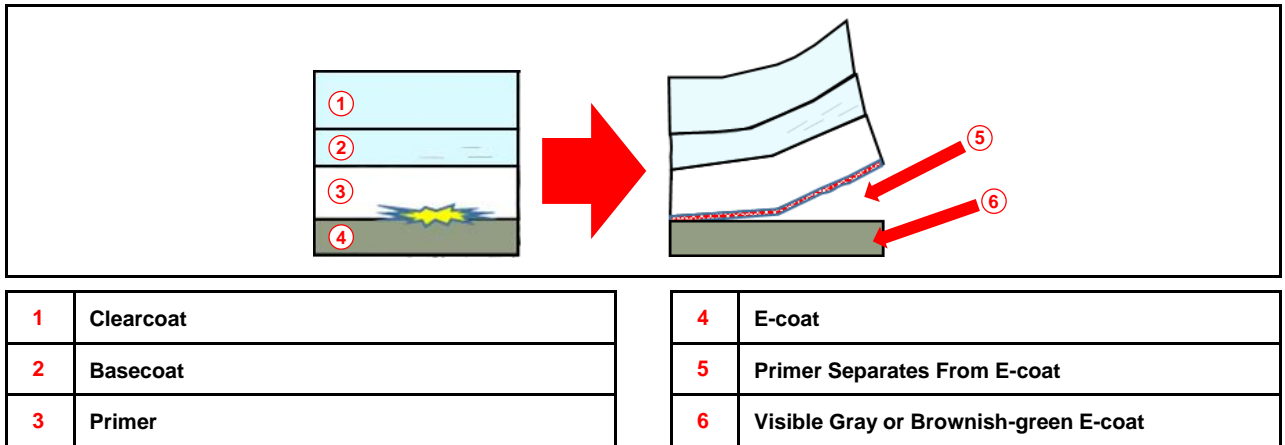


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Repair Procedure

Supporting Visual Aids

Figure 1. Exposed Substrate



NOTE

Light surface rust may be present due to this condition but can be removed during the vehicle prep.

Figure 2. Examples of Affected Metal Body Panels Covered by This Service Bulletin

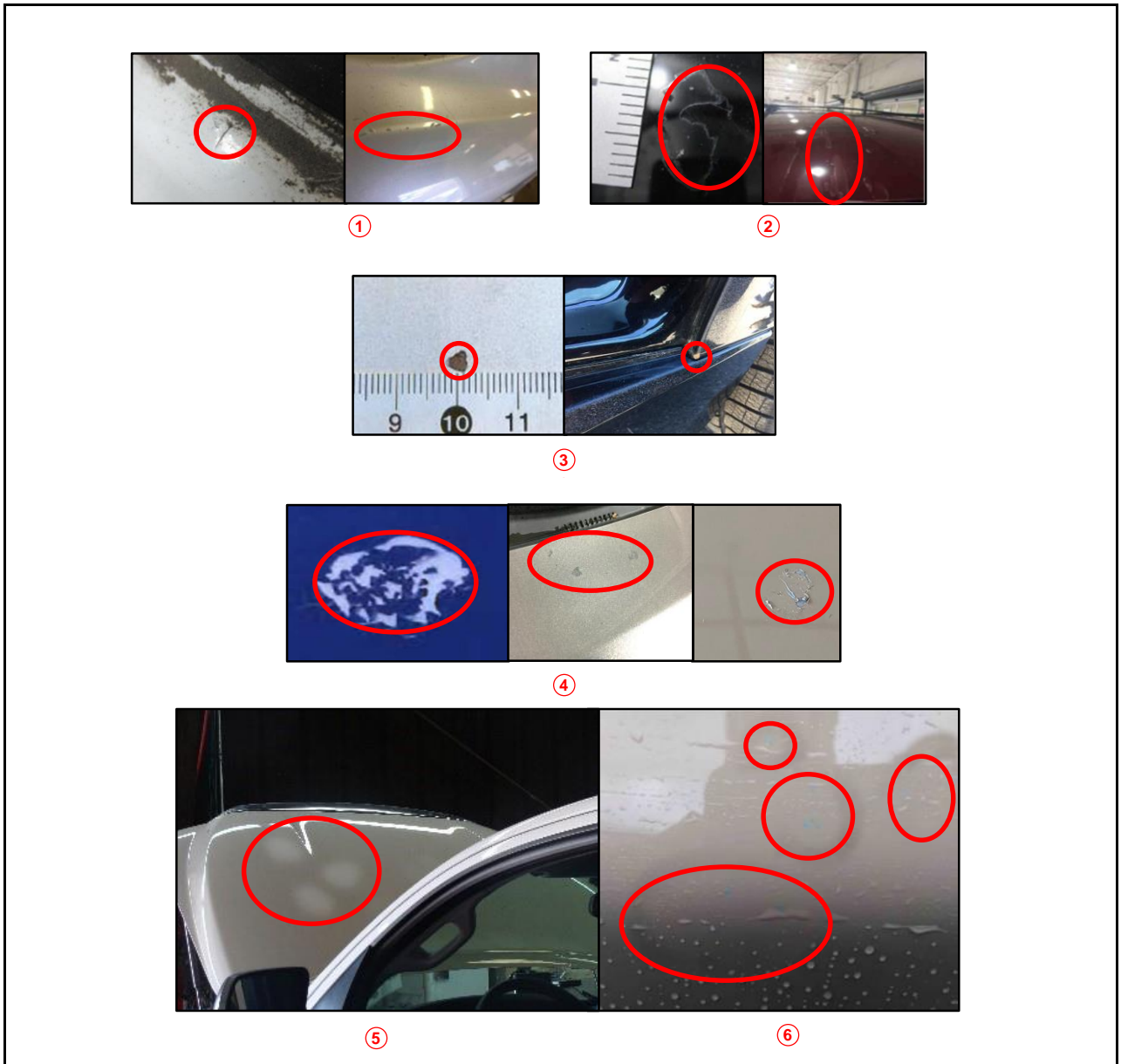


White Paint Peeling From Metal Body Panels

Repair Procedure (continued)

Supporting Visual Aids (continued)

Figure 3. Examples of Paint Conditions That Are Not Applicable to This Service Bulletin



1	Crack in Paint
2	Clear Coat Peeling or Delamination
3	Rock Chips

4	Damage From Bird Droppings or Chemicals
5	Damage From Poor Repair
6	Paint Stains

White Paint Peeling From Metal Body Panels

Repair Procedure (continued)

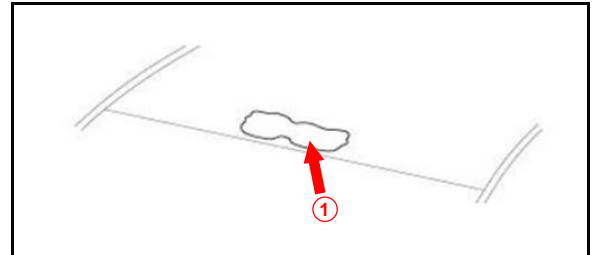
Packing Tape Confirmation

1. Confirm the location of the exposed E-coat and peeling area.

NOTE

- Exposed layer is gray or brownish green in color.
- The peeling area shown is larger than the actual requirement. The procedure is **ONLY** required if the area is smaller than 10 mm.

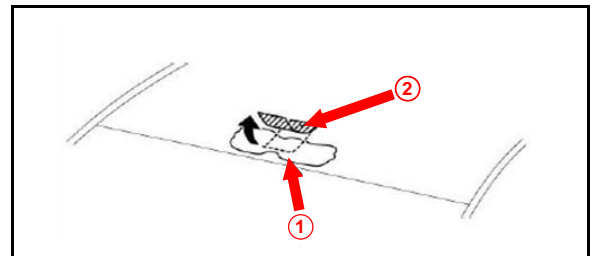
Figure 4.



1	Exposed E-coat and Peeling Area
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2. Remove already loose paint chips from around the peeling area using packing tape.

Figure 5.



1	Exposed E-coat and Peeling Area
2	Packing Tape

3. Wash and rinse the area of ANY dirt, sand, or debris.
4. Move the vehicle inside or under shade. Avoid working under direct sunlight and high temperatures (above 90°F).
5. Adhere another **NEW** piece of packing tape over the exposed E-coat to cover a minimum of 2 in. across the painted surface of the panel. Ensure you have continuous adhesion between the tape and panel.
6. Beginning with the end of the exposed E-coat side, quickly pull the packing tape at a 45-degree angle until the tape is completely removed.
7. Did the packing tape remove ANY additional paint?
 - **YES** — Send the vehicle to the body shop to have the affected metal body panel(s) painted.
 - **NO** — Continue to the Damp Cloth Confirmation section.

White Paint Peeling From Metal Body Panels

Repair Procedure (continued)

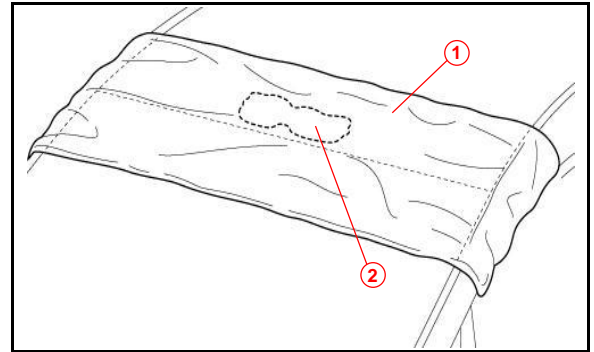
Damp Cloth Confirmation

1. Cover the entire width of the panel, including the exposed E-coat area, with a clean cloth or towel.

NOTE

If the exposed area is on a vertical panel, use the packing tape to hold the cloth or towel in place.

Figure 6.



1	Clean Cloth or Towel
2	Paint Peeling

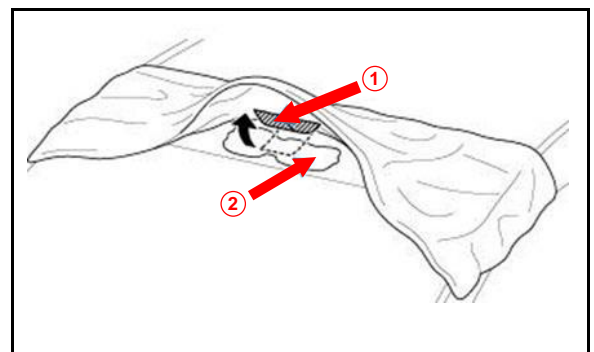
2. Soak the cloth with clean water but DO NOT wring out.
3. Leave the soaked cloth in place for 3 hours.

NOTE

Water can be added to ensure the cloth stays soaked during this time.

4. After 3 hours, remove the cloth or towel.
5. Use a dry, clean cloth to dry the area near the exposed area.
6. Adhere a NEW piece of packing tape over the exposed E-coat to cover a minimum of 2 in. across the painted surface of the panel. Ensure you have continuous adhesion between the tape and panel.

Figure 7.



1	Packing Tape
2	Paint Peeling

White Paint Peeling From Metal Body Panels

Repair Procedure (continued)

Damp Cloth Confirmation (continued)

7. Beginning with the end of the exposed E-coat side, quickly pull the packing tape at a 45-degree angle until the tape is completely removed.

8. Did the packing tape remove ANY additional paint?
 - **YES** — Attach photographic evidence of each affected panel(s) to the warranty claim. Send the vehicle to the body shop to have the affected metal body panel(s) painted.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.