



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

**IMPORTANT**  
**Corrosion-Resistant Compound**  
**Deadline Extension**

Dear Toyota Owner:

Thank you for your patronage to Toyota. We are dedicated to providing vehicles of outstanding quality and value.

Previously, Toyota sent you a "Warranty Enhancement Notification" for a service campaign covering 2001 through 2004 model year Tacoma trucks. As explained in the Notification, this campaign aims to address the potential for excessive rust of the vehicle's frame in cold climate areas with high road salt use by offering – subject to the terms and conditions of the Notification – a warranty enhancement in the form of an extension of warranty coverage to a total of fifteen years for this specific condition on your vehicle's frame. To qualify for this warranty enhancement, vehicle owners in certain states needed to bring their vehicle to any Toyota dealer for inspection and application of a corrosion-resistant treatment before October 31, 2010.

As part of our continuing efforts to provide superior customer satisfaction, Toyota is now extending the October 31, 2010 date for vehicle owners in these certain states to obtain the inspection and application of the corrosion-resistant compound until December 31, 2010. Please be advised that Toyota is pursuing the regulatory approvals necessary for a further extension beyond December 31, 2010. We will notify you in the event we are able to offer any further extension, but unless and until we do so, please be advised that December 31, 2010 is the deadline by which you must bring your vehicle to any Toyota dealer to qualify for the warranty enhancement.

A Warranty Enhancement Notification, updated to reflect the extension until December 31, 2010, is attached to this letter. The terms and conditions of this updated Notification now apply to your vehicle.

**What do I do next?**

As indicated in the Notification, if your vehicle is registered in one of the following states – CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV – or the District of Columbia, you will receive the warranty enhancement only after bringing your vehicle to any Toyota dealer for inspection and application of the corrosion-resistant treatment prior to December 31, 2010. You may bring your vehicle to a Toyota dealer prepared to apply the compound in the state where it is registered or to a dealer prepared to do so in another state.

Currently, Toyota dealers in all of the above states, except for New York, are prepared to apply the corrosion-resistant treatment. Toyota is working to prepare dealers in New York to offer a form of the corrosion-resistant treatment. We will be providing a separate Notification to owners of vehicles registered in New York once those preparations have been completed, but in the meantime, those owners may take their vehicle for the treatment to dealers located in an adjacent state.

**If I wait to apply the Corrosion-Resistant compound, will I void the Warranty Enhancement on the Tacoma Frame?**

You now will have until December 31, 2010 to take your vehicle, if it is registered in the foregoing states or the District of Columbia, to a Toyota dealer for inspection and application of the corrosion-resistant treatment without affecting the Tacoma Frame Warranty Enhancement (please see the updated Warranty Enhancement Notification for details). As indicated above, Toyota is pursuing the regulatory approvals necessary for a further extension beyond December 31, 2010. Actual extension decisions and timeframes may vary by state and are contingent upon approval from each state. We will notify you in the event that we are able to offer an extension beyond December 31, 2010. Please be advised that at this time, December 31, 2010 is the deadline by which you must bring your vehicle to any Toyota dealer to qualify for the warranty enhancement.

**What if my vehicle is registered in the following states?:**

AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories

You do not need to do anything at this time. If you move to an area in which your vehicle may experience prolonged exposure to road salts and other environmental factors, please contact any Toyota dealer and make arrangements to have your vehicle inspected and, if appropriate, treated.

Please place both this insert and included letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

Thank you for your understanding.

TOYOTA MOTOR SALES, U.S.A., INC.



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

## 2001 THROUGH 2004 MODEL YEAR TACOMA FRAME RUST PERFORATION WARRANTY ENHANCEMENT FOLLOW-UP NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota will offer an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame. Our records indicate that you own a vehicle that has not yet had this condition corrected.

### What is the condition?

Toyota has received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in these vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

### What will Toyota do?

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience with and confidence in your vehicle. To assure you that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on your vehicle's frame for this specific condition, subject to the terms and conditions of this Letter. Please see the "What Should I Do?" and "Warranty Enhancement Details" section of this letter for limitations and details.

### What should I do?

#### If your vehicle is registered in the following states or the District of Colombia:

- CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Toyota will inspect the condition of your vehicle's frame and apply a corrosion-resistant treatment. This treatment will enhance the corrosion protection of your Tacoma's frame against severe cold climate conditions and high road salt exposure. Any Toyota dealer located in the states listed above will be happy to conduct this inspection and treatment at **no charge** until 12/31/2010. Please note that completion of this service before the expiration date is a condition of maintaining the extended warranty if your vehicle is registered in one of these states.

**Please contact a Toyota dealer in your state and make an appointment** to have your Tacoma's frame inspected and a corrosion-resistant treatment applied before 12/31/2010. Please present this Letter to the Toyota dealer at your appointment. The treatment may take one or two days. During the corrosion-resistant treatment process, your Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge while the vehicle is being treated.

Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary.

#### If your vehicle is registered in the following states:

- AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories

You do not need to do anything at this time. Please insert this Letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

If you move to an area in which your vehicle may experience prolonged exposure to road salts and other environmental factors, please contact any Toyota dealer and make arrangements to have your vehicle inspected and, if appropriate, treated.

## What if perforation of the vehicle's frame caused by rust exists on my vehicle?

If your Tacoma's frame is perforated by rust, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this Letter to the Toyota dealer when you bring the vehicle in for your appointment.

After inspection and confirmation of the perforation condition, Toyota will repair the frame according to the perforation level and, if necessary, apply the corrosion-resistant treatment to prevent rust advancement.

Based upon the condition of your specific vehicle and replacement parts/frame availability, Toyota may determine to repurchase your vehicle rather than to repair it. If we decide to repurchase your vehicle, we will offer the following:

- Toyota will repurchase the vehicle at the lower of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition, subject to the terms and conditions set forth below. The offer will be based on the terms and conditions stated in the Warranty Enhancement Details. In the event of a repurchase, your Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 30 days.

## Warranty Enhancement Details

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust, provided that you adhere to the terms and limitations specified in this letter.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed in this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood damage and/or other impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) You must demonstrate that your vehicle is operable, has been operated regularly over the preceding twelve months and has a valid and current registration or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be driveable and, in any event, are not eligible for the full frame repair or repurchase consideration. (In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery); and (5) If your vehicle is registered in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, WI, WV, VA, VT or the District of Columbia a Toyota dealer must inspect and apply appropriate corrosion-resistant treatment to a vehicle with a non-perforated frame prior to December 31, 2010.

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

## What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 2001 through 2004 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted in this letter) for this specific condition before receiving this Letter, please contact Toyota at 1-888-270-9371.

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.