



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

**Certain 2001 through 2004 Model Year Sequoia Vehicles
Corrosion-Resistant Compound Application to the Vehicle's Frame
LIMITED SERVICE CAMPAIGN FOLLOW-UP NOTICE**

[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 would like to announce a Limited Service Campaign Program, which includes your vehicle. 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 certain 2001 through 2004 model year Sequoia vehicles operated in specific cold climate areas with high road salt usage may exhibit more than normal corrosion to the vehicle's frame. Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of more than normal rust in the frame 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 is included in this Limited Service Campaign?

Any authorized Toyota Dealership will inspect the condition of your vehicle's frame. Based upon the results of the inspection*, if significant rust perforation is not found, Toyota will apply corrosion-resistant compounds (CRC) to key areas of your vehicle's frame at no charge to you. The CRC application will enhance the corrosion protection of the vehicle's frame.

The inspection will include a functional and visual check of your spare tire carrier to ensure that it operates properly. If the spare tire carrier meets Toyota's inspection criteria, the CRC will also be applied to the spare tire carrier's lift plate. If the spare tire carrier does not meet Toyota's inspection criteria, the spare tire carrier will be replaced.

This campaign involves customers whose vehicles are currently registered in the following specific 20 Cold Climate States (Cold Climate States) which have high road salt usage and the District of Columbia.

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

Please schedule an appointment with an authorized participating dealer as soon as possible to have this Limited Service Campaign completed. Based upon the dealer's work schedule, the next available CRC application appointment may be several days away. This campaign expires on 07/31/2014. The CRC application must be completed by this date. Toyota will not be able to apply the CRC on your vehicle after this date.

If an authorized Toyota Dealership confirms that your vehicle's frame has significant rust perforation*, the dealer will provide an appropriate remedy at **no charge** to you. The Limited Service Campaign covers remedy cost for perforation of the vehicle's frame caused by rust corrosion with no mileage limitations until **07/31/2014** (repairs must be completed by this date).

Please see your Toyota dealership for further details.

***Based upon Toyota's inspection criteria.**

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer in the state of [state] and make an appointment to have your vehicle inspected and the CRC application performed as soon as possible. The inspection and CRC application will take approximately 7 hours. The Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use for up to 2 days during the repair (extra time may be provided if additional repairs are needed for this condition).

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of 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. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, accident or 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 limited service campaign to apply; (4) Vehicles must be drivable and vehicles with moderate, or more, accident damage are not eligible for this offer; and (5) If your vehicle is currently 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. An authorized Toyota dealer must perform this campaign by **07/31/2014**.

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

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to have the campaign completed; however, Toyota will be rolling this campaign out on a state by state basis, as various Federal, State and Local Requirements are addressed. Therefore, a received owner letter will help ensure the participating dealerships in your state have finalized the necessary preparations.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for repairs for this condition?

If you have previously paid for repairs to address this specific condition, please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-9 weeks to process your request.

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

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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.

Spanish translation on back side
Traducción en español en el lado inverso