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Torrance, CA 90501
(310) 468-1000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Update – Limited Service Campaign 9SM



This Campaign Expired on December 31, 2012.

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Limited Service Campaign – 9SM
Certain 2000 – 2003 Model Year Toyota Tundra Vehicles
Excessive Corrosion of the Rear Cross-Member

Toyota previously announced that a service campaign would be launched for Certain 2000 – 2003 model year Toyota Tundra vehicles that are **NOT** currently registered in and/or originally sold in the “Cold Climate States” where road salts are frequently used. Although it is unlikely that these vehicles will experience the prolonged exposure to high concentrations of road salts and other environmental factors that contribute to this condition, owners of these vehicles will now be able to obtain the inspection and if applicable repair at **no charge** if they so desire.

Background

- This condition may occur if the subject vehicle is operated in cold climate areas with high road salt use (*Cold Climate States**).
- In addition, excessive corrosion may also be exhibited on the fuel tank mounting system, which includes two other cross-members and fuel tank mounting straps.
- Exposure to cold climate and high road salt usage conditions are primary contributors. This 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.
- Vehicles originally sold in and/or currently registered the following states will receive this offer:

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

Customers that receive the LSC notice may contact your dealership. If a customer requests that this LSC be performed, please be sure to assist them. If the customer opts not to conduct the LSC at this time, please leave the LSC open in the event the customer would like it performed in the future.

NOTE: Dealers located in the states covered by this LSC should not solicit opportunities to perform this campaign. Any abuse or misuse of this LSC will result in the dealer being debited.

Limited Service Campaign Remedy

Dealerships are requested to inspect specified components** and adjacent areas of the vehicle. Based upon the inspection, one or more of the following should be done:

- If there is no significant corrosion of the rear cross-member, the fuel tank mounting system, frame, and the surrounding components, no actions is required.
- If significant corrosion of the rear cross-member and or surrounding components is detected such that it can no longer safely support the spare tire, and replacement components are available, the cross-member assembly and or components will be replaced.
- If the fuel tank mounting straps exhibit deterioration, they will be replaced.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross members is detected, you should contact the Region/PO Office for vehicle condition confirmation and customer handling procedure.

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

**Please refer to the Technical Instructions located on TIS for additional details.

The following vital information is provided to inform you and your staff of the owner notification and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification will commence in early December, 2011, approximately one week after the dealer notification. The owner letters will be mailed out over approximately one month.

If a dealership is contacted by an owner who has not yet received the notification, please **verify vehicle coverage by confirming through Dealer Daily/TIS**.

2. Dealer/Owner Lists

As the majority of vehicles will not require a remedy, summary reports will not be provided for this LSC.

3. Number and Identification of Covered Vehicles

There are approximately 316,000 Toyota Tundra (model year 2000 – 2003) vehicles registered in and/or originally sold in the states covered by this Limited Service Campaign.

MODEL	WMI	Year	VIN Range		MODEL	WMI	Year	VIN Range	
			VDS	Range				VDS	Range
Tundra	5TB	2000	BN441	S001001 - S124211	Tundra	5TB	2001	RN341	S125909 - S220341
			BN481	S001001 - S001001				RT341	S125907 - S220347
			BT441	S001001 - S125901				RT381	S064333 - S220345
			BT481	S001001 - S125894			2002	BN441	S220461 - S332258
			JN321	S001001 - S125878				BT441	S220352 - S332710
			KN421	S001001 - S001003				BT481	S219295 - S332685
			KN441	S001001 - S051314				JN321	S220351 - S332714
			KT441	S001001 - S125833				KT441	S220754 - S332680
			RN341	S001001 - S125859				RN341	S220353 - S332719
			RN381	S001001 - S001003				RT341	S220360 - S332721
			RT341	S001001 - S125904				RT381	S220365 - S332666
			RT381	S001001 - S125897				2003	BN441
		2001	BN441	S127099 - S220170			BT441		S316368 - S439612
			BT441	S125911 - S220327			BT481		S306031 - S439593
			BT481	S064335 - S220350			JN321		S332750 - S436914
			JN321	S126112 - S220343			KT441		S330788 - S439601
			KN441	S064852 - S064852			RN341		S307943 - S436915
			KT421	S090565 - S090565			RT341	S306032 - S439732	
		KT441	S125953 - S220297	RT381			S308386 - S439716		

Please note that all vehicles that were **originally sold in and/or currently registered in** the covered states are eligible for this inspection and if necessary remedy at **no charge** regardless of the vehicle's age or mileage.

If your dealership is contacted by an owner who has not received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing the inspection**. Dealers should perform the inspection and if necessary repair as outlined in the Technical Instructions found on TIS.

This LSC is available until **December 31, 2012** (repairs must be completed by this date).

4. **Parts Ordering**


Please refer to the table below for Rear Cross-Member part numbers. Additional part number information can be found in the Technical Instructions (located on TIS). Parts can be ordered from your facing PDC.

- For 2000 – 2002 Model Year

Part Number	Part Description	Quantity
51209-0C010	Rear Frame Cross Member Sub- assembly	1
90080-11288	Bolt	13
90178-A0082	Nut	13

- For 2003 Model Year

Part Number	Part Description	Quantity
51209-0C012	Rear Frame Cross Member Sub-assembly	1
90080-11288	Bolt	13
90178-A0082	Nut	13



***Part replacement is based on inspection results. DO NOT order parts until the vehicle inspection has been completed. Refer to the Technical Instructions posted on TIS for additional part number information. In the event parts are not available, please refer to the Technical Instructions for specific criteria and handling. This includes making a rental vehicle available based upon the inspection results.**

This UIO matrix is provided to inform your dealership of the approximate number of vehicles in your state that are covered by this Limited Service Campaign.

STATE	2000 MY	2001 MY	2002 MY	2003 MY	TOTAL
AK	491	317	436	383	1,627
AL	2,541	1,692	2,032	2,488	8,753
AR	1,372	1,001	1,178	1,096	4,647
AZ	3,304	2,451	2,983	2,842	11,580
CA	24,638	20,883	24,982	26,672	97,175
CO	3,429	2,359	2,283	2,156	10,227
FL	7,211	5,316	7,085	7,662	27,274
GA	4,074	2,935	3,864	4,180	15,053
HI	236	178	252	221	887
IA	509	357	454	403	1,723
ID	941	632	722	696	2,991
KS	927	625	795	747	3,094
LA	2,037	2,340	2,475	2,447	9,299
MO	1,277	901	1,120	1,084	4,382
MS	1,352	1,137	1,259	1,330	5,078
MT	646	458	509	486	2,099

STATE	2000 MY	2001 MY	2002 MY	2003 MY	TOTAL
NC	3,588	2,466	2,819	2,913	11,786
ND	115	87	90	85	377
NE	402	294	363	293	1,352
NM	1,272	1,058	1,083	1,189	4,602
NV	1,334	1,054	1,502	1,506	5,396
OK	1,363	1,337	1,474	1,381	5,555
OR	2,684	1,601	1,843	1,895	8,023
SC	1,993	1,485	1,801	1,984	7,263
SD	273	157	202	159	791
TN	2,799	1,564	1,851	1,848	8,062
TX	9,025	9,792	10,606	10,355	39,778
UT	1,353	877	977	891	4,098
WA	3,825	2,432	2,782	2,834	11,873
WY	348	282	239	253	1,122
TOTAL	85,359	68,068	80,061	82,479	315,967

5. **Technical Instructions**

Refer to TIS for Technical Instructions on inspection and if necessary replacement procedures for the Rear Cross-Member, including the surrounding components, such as the rear brake lines at the proportioning valve, spare tire carrier and fuel tank mounting system.

6. **Customer Handling Process, if parts are not available for required repairs**

Toyota is working quickly to ensure that sufficient quantities of replacement Rear Cross-Members and ancillary parts are available for this program. We understand there may be unique situations that require case-by-case handling. In these special circumstances, please contact your DSPM. They will work with your dealership to resolve issues where possible before escalating the case.

7. **Tools and Equipment**

If you need a Frame Expansion Bar campaign tool to complete the repair, please contact your regional representative. The available Frame Expansion Bars will be allocated by regional personal on an as needed basis and will need to be returned to the region after use.

The additional required tools and equipment are listed in the technical instructions found on TIS

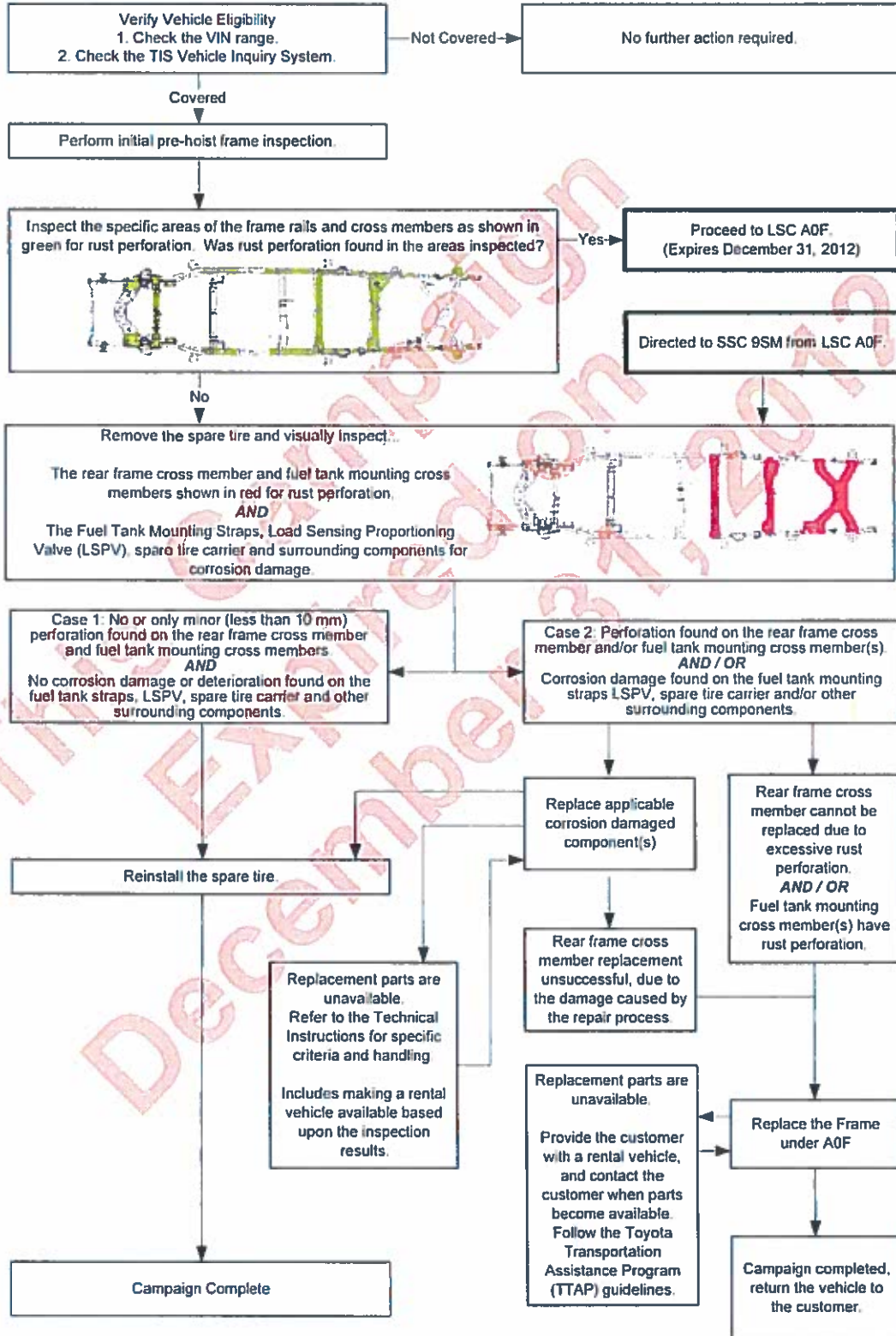
This Campaign
Expired on
December 31, 2012

8. **Warranty Processor Instructions**

Please note the following for this campaign:

- This Limited Service Campaign involves the inspection of the Rear Cross-Member, Fuel Tank Mounting Cross-members, Brake Tubes, LSPV, Spare Tire Carrier and Fuel Tank Strap, and if applicable the replacement of the aforementioned parts.

OPERATION FLOW CHART



Submit Limited Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

(Warranty Processor Instructions continued...)

Vehicle Inspection and Judgment OP. Codes

All inspection operation code (Op. Code) claims must be filed as a separate claim from the repair.

Safety Recall #	Op. Code	Description	Flat Rate Hour
9SM	0624M A	Inspect the Rear Cross-Member and surrounding components for Rust Perforation [Minor or No Rust Perforation found of the rear cross-member or fuel tank mounting system and no surrounding component damage found] (CASE 1 shown in the Flow Chart) NO PARTS REPLACEMENT REQUIRED	0.5 hr/vehicle
	0624M B	Inspect the Rear Cross-Member and surrounding components for Rust Perforation Rust Perforation and/or surrounding component damage found (CASE 2 shown in the Flow Chart) PARTS REPLACEMENT REQUIRED	0.5 hr/vehicle

NOTE: The above flat rate times includes 0.1 hour for administrative cost per unit for the dealership.

Vehicle Repair OP. Codes

All inspection operation code (Op. Code) claims must be filed as a separate claim from the repair.

Choose one of appropriate operation code from the matrix below according to the valuation and combination of necessary repair work(s) below.

The following operation codes are only to be used in the event that the vehicle requires the replacement of the Rear Cross-Member, Fuel Tank Strap(s), Brake Tube, LSPV and Spare Tire Carrier. If these components can not be replaced, due to excessive rust perforation and/or the Fuel tank mounting Cross Member(s) have rust perforation contact your Region/Private Distributor Representative immediately.

Please indicate the corresponding Repair Work # (see table below) in the Condition Cause Remedy (CCR) section of the claim to signify which repairs were done based on the op. code as a cross-reference. For example:

- If op. code 0624MB (corresponding to Repair Work #'s 1, 4 and 5) is used. The CCR should state: "Repair Work #'s 1, 4, & 5."

Repair Work #	Description of Repair Work
1	Replace the rear cross-member, includes reinstalling the original or new spare tire carrier to the rear cross-member
2	Replace the brake tube including air bleeding
3	Replace the LSPV including air bleeding
4	Replace the fuel tank strap(s)
5	Replace the spare tire carrier

SSC #	Op. Code	Description (Affected Repair Work # above)					Flat Rate Hour
		1	2	3	4	5	
9SM	0625M1	✓	-	-	-	-	5.0 hr/vehicle
	0625M2	✓	✓	-	-	-	5.5 hr/vehicle
	0625M3	✓	✓	✓	-	-	6.9 hr/vehicle
	0625M4	✓	✓	✓	✓	-	7.2 hr/vehicle
	0625M5	✓	✓	-	✓	-	5.8 hr/vehicle
	0625M6	✓	-	✓	-	-	6.6 hr/vehicle

(Warranty Processor Instructions continued...)

SSC #	Op. Code	Description (Affected Repair Work # above)					Flat Rate Hour
		1	2	3	4	5	
9SM	0625M7	✓	-	✓	✓	-	6.9 hr/vehicle
	0625M8	✓	-	-	✓	-	5.3 hr/vehicle
	0625M9	-	✓	-	-	-	0.5 hr/vehicle
	0625MA	-	✓	✓	-	-	1.9 hr/vehicle
	0625MB	-	✓	✓	✓	-	2.2 hr/vehicle
	0625MC	-	✓	✓	✓	✓	2.7 hr/vehicle
	0625MD	-	✓	✓	-	✓	2.4 hr/vehicle
	0625ME	-	✓	-	✓	-	0.8 hr/vehicle
	0625MF	-	✓	-	✓	✓	1.3 hr/vehicle
	0625MG	-	✓	-	-	✓	1.0 hr/vehicle
	0625MH	-	-	✓	-	-	1.6 hr/vehicle
	0625MJ	-	-	✓	✓	-	1.9 hr/vehicle
	0625MK	-	-	✓	✓	✓	2.4 hr/vehicle
	0625ML	-	-	✓	-	✓	2.1 hr/vehicle
	0625MM	-	-	-	✓	-	0.3 hr/vehicle
	0625MN	-	-	-	✓	✓	0.8 hr/vehicle
	0625MP	-	-	-	-	✓	0.5 hr/vehicle
0625MQ	Rear Cross-Member replacement unsuccessful, damage caused by repair process					3.0 hr/vehicle	

Note: For Operation Code 0625M1 through 0625M8 and 0625MQ which contain the Cross-Member replacement, \$8.00 per vehicle for the cost of the chisel cutter should be included on the SSC claim. Use "ZZ" sublet type. State "Chisel Cutter" in the sublet description. Sublet cost maximum is \$8.00.

Rental OP. Code

Below is the "rental only" op. code which should be used for submitting rental claims. Rental expense will be submitted separately from repair/replacement for this LSC only and document attachments may be requested by the Warranty Department.

SSC #	Op. Code	Description	Flat Rate Hour
9SM	0624LL	Vehicle Rental 1-30 days	Maximum \$35.00 per day
	0624LM	Vehicle Rental 31-60 days (Usage of this operation code requires DSPM Authorization)	Maximum \$35.00 per day

Note: For Operation Code 0624LL, use "RT" sublet type. Special accommodations based upon customer needs, not outlined above require DSPM authorization.

(Warranty Processor Instructions continued...)

Fuel Tank Strap Weld Nut and Bolt Repair (as needed)

In some instances it may be necessary to replace the Fuel Tank Strap Weld Nut and Bolt please use the following operation codes when necessary.

Repair Work #	Description of Repair Work
1	Remove the Fuel Tank Strap Weld Nut and Bolt and smooth the frame surface (Fr. Side)
2	Remove the Fuel Tank Strap Weld Nut and Bolt and smooth the frame surface (Rr. Side)
3	Remove and install the rear body assembly
4	Remove and install the cab body assembly

Safety Recall /SSC #	Op. Code	Description (Affected Repair Work # above)				Cab Type	Remarks	Flat Rate Hour
		1	2	3	4			
9SM	0626M1	✓				Regular	Vehicle Requires Rear Cross Member Replacement	0.2 hr/vehicle
	0626M2		✓			Regular/ Access		0.2 hr/vehicle
	0626M3	✓	✓			Regular		0.4 hr/vehicle
	0626M4	✓		✓		Regular	Vehicle Does NOT Require Rear Cross Member Replacement	3.6 hr/vehicle
	0626M5		✓	✓		Regular/ Access		3.6 hr/vehicle
	0626M6	✓	✓	✓		Regular		3.8 hr/vehicle
	0626M7	✓			✓	Access		5.6 hr/vehicle
	0626M8	✓	✓	✓	✓	Access		9.2 hr/vehicle

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

This Campaign Expires December 31, 2011

Limited Service Campaign 9SM
Certain 2000 through 2003 Tundra Vehicles - Severe Corrosion of the Rear Cross-Member

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing effort to meet your product expectations, Toyota would like to announce a Limited Service Campaign on certain 2000 – 2003 Tundra vehicles to inspect the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve (which is mounted on the cross-member assembly) and the fuel tank mounting system, which includes the fuel tank straps.

What is the condition?

Toyota has received reports that certain 2000 through 2003 model year Tundra vehicles operated in cold climate areas with high road salt use, may exhibit excessive corrosion on the frames rear cross-member, including the surrounding components and the fuel tank mounting system.

What is included in this Limited Service Campaign?

If you believe your vehicle has been or will be operated in cold climate regions of the United States where high road salt is frequently used, any authorized Toyota Dealer will inspect the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve (which is mounted on the cross-member assembly) and the fuel tank mounting system, at **NO CHARGE** to you until **December 31, 2012**. Based upon the inspection, Toyota will do the following at **NO CHARGE** to you:

- If there is no significant corrosion of the rear cross-member, the fuel tank mounting system, frame, and the surrounding components, no further actions is required.
- If significant corrosion of the rear cross member and/or surrounding components is detected such that it can no longer safely support the spare tire, and replacement components are available, the cross-member assembly and/or surrounding components will be replaced.
- If the fuel tank straps exhibit deterioration, they will be replaced.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross-members is detected, Toyota will provide an appropriate remedy on a case-by-case basis.

Vehicles originally sold-in and/or currently registered in the following states as well will receive this offer:

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

How do you take advantage of this Limited Service Campaign?

If you believe your vehicle has been or will be operated in cold climate regions of the United States where high road salt is frequently used, please contact any authorized Toyota dealer and schedule an appointment to have your vehicle inspected by **December 31, 2012**. The Toyota Dealer will inspect the specified components and the adjacent areas of your vehicle. Please see your dealership for details.

During this inspection, the rear cross-member including the surrounding components, such as the brake line at the proportioning valve (which is mounted on the cross-member assembly) and the fuel tank mounting system, will also be inspected.

The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.



**Limited Service Campaign (LSC) 9SM – Q&A
Certain 2000 through 2003 Toyota Tundra Vehicles
Excessive Corrosion of the Rear Cross-Member**

Q1: What is the condition?

A1: Toyota has received reports that certain 2000 through 2003 model year Tundra vehicles operated in cold climate areas with high road salt use, may exhibit excessive corrosion on the frames rear cross-member including the surrounding components and the fuel tank mounting system, which includes two other cross-members and fuel tank straps.

Exposure to cold climate and high road salt usage conditions are primary contributors. This 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.

Q2: What states are covered by Limited Service Campaign 9SM?

A2: Vehicles originally sold in and/or currently registered in the following states will be covered by this offer:

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

Q2a: Why are only 30 states involved in Limited Service Campaign 9SM?

A2a: Toyota has previously launched a separate Safety Recall in the other 20 states (Cold Climate States*). We have determined that vehicles originally sold in or currently registered in the Cold Climate States are more likely to experience the conditions that are primary factors in producing excess corrosion on the specified components.

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

In order to support customers in the remaining 30 states, who believe their 2000-2003 model year Tundra vehicles have been or will be operated in cold climate regions of the United States where high road salt is frequently used, Toyota is announcing this Limited Service Campaign.

Q3: What is the cause of this condition?

A3: Exposure to cold climate and high road salt usage conditions are primary contributors. This 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.

Q4: What is Toyota going to do?

A4: Toyota will notify owners of vehicles covered by the Limited Service Campaign. Customers that believe his/her vehicle has been operated in cold climate regions of the United States where high road salt is frequently used may obtain an inspection at no charge until **December 31, 2012**, if they so desire.

Q4a: What will the Inspection and Remedy Involve?

A4a: During this inspection, the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve, spare tire carrier (which is mounted on the cross-member assembly) and the fuel tank mounting system, will be inspected. Based upon the inspection, Toyota will do one or more of the following at no charge to vehicle owners:

- If there is no significant corrosion of the rear cross-member, the fuel tank mounting system, frame, and the surrounding components, no further actions is required.
- If significant corrosion of the rear cross-member and/or surrounding components is detected such that it can no longer safely support the spare tire, and replacement components are available, the cross-member assembly and/or components will be replaced.
- If the fuel tank mounting straps exhibit deterioration, they will be replaced.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross members is detected, Toyota will provide an appropriate remedy on a case-by-case basis.

Q4a: What if the rear cross-member is intact, but other areas of the frame exhibit corrosion perforation?

A4a: Customer satisfaction is very important to Toyota. If customers have a perforated frame on their Tundra, they are asked to please contact an authorized Toyota Dealership for assistance.

Q4b: What if the customer has other concerns with the vehicle?

A4b: Customer satisfaction is very important to Toyota. If customers have other concerns with the vehicle we request they work with their Toyota dealer and/or the Toyota Customer Experience Center. The Customer Experience Center telephone number is 1-800-331-4331.

Q5: What should customers do?

A5: If a customer believes his/her vehicle has been operated in cold climate regions of the United States where high road salt is frequently used, they are asked to please contact any authorized Toyota dealer and schedule an appointment to have the vehicle inspected before **December 31, 2012**.

Q6: Which and how many vehicles are involved?

A6: There are approximately 316,000 Tundra (2000 – 2003 model year) vehicles currently registered in and/or originally sold in the 30 Warm Climate States.

And, approximately 110,000 Tundra (2000 – 2003 model year) vehicles are in the 20 Cold Climate States and the District of Columbia.

Q7: What is the production period of the vehicles covered by this Limited Service Campaign?

A7: The vehicles covered by this Limited Service Campaign were produced from January 13, 1999, to September 13, 2003.

Q8: How long will the repair take?

A8: Inspection of the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve and spare tire carrier (which is mounted on the cross-member assembly) and the fuel tank mounting system, will take approximately 30 minutes.

Q9: What if an owner of a vehicle covered by this Limited Service Campaign has previously paid for the repair of the covered components for this specific condition?

A9: If a customer has previously paid for repairs for this specific condition prior to receiving a notification letter, the customer should mail a copy of their 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, WC 10
19001 South Western Avenue
Torrance, CA 90509

Q10: When will owners be notified?

A10: Owners of covered vehicles will receive notification by first class mail beginning in early December 2011.

Q11: What should owners do if they experience the condition, or have immediate concerns about their vehicle?

A11: Owners who have any immediate concerns about this issue are requested to contact their local Toyota dealer for diagnosis, and if applicable, an appropriate repair.

