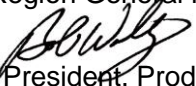


TOYOTA

PRODUCT SUPPORT DIVISION

Volume: XIX
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Date: 01/13/2015
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz, 
Group Vice President, Product Quality and Service Support
Subject: Limited Service Campaign (LSC) DSD
2004 through 2006 Model Year Tundra Vehicles
Frame Inspection

In August 2013 Toyota announced a Limited Service Campaign (LSC D0D) for certain 2004-2006 model year Toyota Tundra vehicles currently registered in specific cold climate areas with high road salt usage (Cold Climate States*). Toyota is now announcing LSC DSD to also support owners of vehicles that are not registered in Cold Climate States but believe their vehicle has been operated in cold climate regions where high road salt is frequently used and/or customers with concerns that their vehicle's frame has more-than-normal corrosion.

LSC DSD covers vehicles **currently registered** in the following states: **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.**

Background

- Toyota has received reports that certain 2004 through 2006 model year Tundra vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame.
- 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.

Limited Service Campaign (LSC) Remedy

If a customer believes his/her vehicle has been or will be operated in cold climate regions of the United States where high road salt is frequently used and/or a customer is concerned that their vehicle's frame has more-than-normal corrosion, dealerships are requested to inspect the vehicles frame for excessive corrosion. Based upon the results of the inspection dealership are requested to do one or more of the following at **no charge** to the vehicle owner:

- If the vehicle's frame passes Toyota's inspection, no further action is required.
- If significant rust perforation is found, the dealer will replace the vehicle's frame at no charge to the owner.



*Customers will have until **July 31, 2015**, to have the inspection of the vehicle's frame. If before the **July 31, 2015**, expiration date an authorized Toyota dealer confirms that the vehicle's frame has significant rust perforation, the appropriate repairs must be completed within three months of the inspection date*. Please schedule all inspections well in advance of the July 31, 2015, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign.*

*Due to facility and staffing challenges when scheduling and performing frame replacements and the production and shipping of the frames and associated parts.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-January 2015.

2. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-January, 2015.

3. Owner Notification Mailing Date

The owner notification will commence in mid-January, 2015, approximately one week after the Dealer Letter.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the inspection, and if applicable repair, as outlined in the Technical Instructions found on TIS.

4. Number and Identification of Covered Vehicles

There are approximately 311,000 Tundra (certain 2004 – 2006 model years) vehicles covered by LSC DSD. The vehicles covered by this campaign were produced from Sep. 12, 2003 – Jan. 2, 2007.

5. Parts and Material Ordering

Please refer to the Dealer Letter for additional information.

6. Region/District Summary Reports

We have enclosed the following LSC DSD Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this LSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this LSC.

The attached Dealer Notification Letter contains additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers