

TOYOTA

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 Action
 Retain
 Information

PRODUCT SUPPORT DIVISION

To: All PD Dealer Operations/Parts & Service Vice Presidents,
All Region/PD Customer Service Field Managers,
All Region/PD Technical Service & Training Managers,
All Region/PD Customer Service Operations Managers

From: Bob Waltz 
Group Vice-President, Product Quality and Service Support

Subject: Owner Renotification of Non-Completed Limited Service Campaigns

Toyota will be sending Limited Service Campaign Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed. Please note the following information for Regional and PD associates.

1. Limited Service Campaigns Covered in the Renotification

Campaigns	Description (Title)	Applicable States	Model and Model Year	Expiration Date
E0D	Corrosion-Resistant Compound Application	Cold State Only*	Certain 2005 to 2008 MY Tacoma	March 31, 2016
ESD	Frame Inspection	Warm State Vehicles**	Certain 2005 to 2008 MY Tacoma	March 31, 2016

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

** (Warm 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.

2. Follow-Up Owner Notification Letter Mailing Date

The Limited Service Campaign Follow-Up Owner Notification Letters ("owner letters") will begin in early December. The owner letters will be mailed, by first class mail, over a period of several weeks.

3. Customer Handling and Dealership Follow-Up

Customers who receive the follow-up notice may contact your dealers with questions regarding the letter and/or remedy. Please ensure that dealers are aware of these campaigns and know how to accurately answer customer questions. To assure a consistent and accurate description of the campaign, dealers should refer to the specific campaign Q&A (available in TIS) to answer any specific customer questions.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts. Please refer to the attached Dealer Letter for additional information.

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