

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
September 7, 2017	Tacoma UIO (Units in Operation) has been updated.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

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

Thank you for your cooperation.

Published August 28, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers (**Cold Climate States only**)

Subject: Limited Service Campaign H0F – **Remedy Notice**  
Certain 2005 – 2010 Model Year Tacoma  
Certain 2007 – 2008 Model Year Tundra  
Certain 2005 – 2008 Model Year Sequoia  
Frame Corrosion Resistant Compound (CRC) Application

Toyota will initiate a Limited Service Campaign (LSC H0F) to apply Corrosion Resistant Compound to key areas of the vehicle’s frame for the following vehicles located in the 20 Cold Climate States<sup>1</sup>:

- Certain 2005 to 2010 Tacoma\*\* - **Available**
- 2007 to 2008 Tundra – **Not Yet Available**
- 2005 to 2008 Sequoia – **Not Yet Available**

On May 21, 2017, a settlement of claims in a *class action lawsuit* regarding frame corrosion was finally approved. This finally approved *class action settlement* includes inspection of the customer’s frame, and if the frame meets or exceeds the Rust Perforation Standard based on the Court-ordered inspection criteria, the frame will be replaced at no cost to the customer.

This settlement will also include CRC (Corrosion Resistant Compound) application. Toyota is currently preparing parts for CRC application process. When available, CRC application will only be available for vehicles registered in the Cold Climate States<sup>1</sup> that pass frame inspection criteria, and did not:

- Previously have the frame replaced, if a Tacoma and/or:
- Previously had the frame sprayed with CRC under any previous campaign, if a Tacoma

Activity	Estimated Launch Timing*	Notes
Frame Inspection	Available	As necessary
Tacoma Frame CRC Application	Available	Only for vehicles that do not meet or exceed the Rust Perforation Standard based on Court-ordered inspection criteria; only for Cold Climate States <sup>1</sup> ; expires May 20, 2019
2008 Sequoia Frame CRC Application	September 2017	
Tundra Frame CRC Application	September 2017	
2005-2007 Frame CRC Application	September 2017	

\* Estimated Launch Timing is subject to change based on availability of remedy parts.

<sup>1</sup> – District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

Note: This campaign covers vehicles **currently registered** in the following Cold Climate States (together, “Cold Climate States”): **District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV.**

**\*\*2005-2008 Tacoma – If frame was previously replaced and/or sprayed under a previous campaign, it will not be applicable to this LSC and will not be loaded under the campaign designation on TIS. The class members/customers are still eligible for Frame Inspection and Replacement Program.**



**Condition**

Toyota has received a number of reports regarding Frame Corrosion on 2005 – 2010 model year Tacoma vehicles, 2007-2008 Tundra vehicles, and 2005-2008 Sequoia vehicles. In these reports, customers have indicated that 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.

**Remedy**

Over the next few months, owners of the covered vehicles will receive a notification requesting them to bring their vehicles to an authorized participating Toyota dealership in the Cold Climate States. The dealership will inspect the condition of the vehicle's frame. Based upon the results of the inspection, the dealership will do one of the following:

- If significant rust perforation is **not** found, the dealer will apply Corrosion-Resistant Compounds (CRC) to key areas of the vehicle's frame at **no charge** to the owner, subject to certain requirements and limitations further discussed below.
- If significant rust perforation is found, the dealer will replace the vehicle's frame at **no charge** to the owner, *under the applicable Warranty Enhancement Program (ZH6, ZH7, ZH8, or ZH9) if all conditions of the warranty enhancement are met.*

Prior to the application of the CRC, the frame must be inspected and determined to not have significant rust corrosion based on the court-ordered rust perforation standard. If the frame does not pass the inspection criteria, see Warranty Enhancement Policy ZH6, ZH7, ZH8, or ZH9, depending on model and model year. Application of the CRC will be available until **May 20, 2019**. All CRC application must be **performed and completed** on or before the program expiration date, unless the customer brought their vehicle in for inspection on or before this date and the Toyota dealership has good cause for not performing and completing the CRC application before this date.

**Covered Vehicles**

Note: This campaign covers vehicles **currently registered** in the following Cold Climate States: **District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV.**

There are approximately 260,800 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	UIO	Production Period
Tacoma	2005 – 2010*	141,500	Mid-September 2004 – Mid-July 2010
Tundra	2007 – 2008	79,800	Late October 2006 – Mid-August 2008
Sequoia	2005 – 2008	39,500	Late March 2004 – Early August 2008

**\*2005-2008 Tacoma – If frame was previously replaced and/or sprayed, it will not be applicable to this LSC. The class members/customers are still eligible for Frame Inspection and Replacement Program.**

Note: Please note that only owners of the covered vehicles registered in that specific state will be notified. VINs registered within that specific state will be loaded simultaneously on TIS and Dealer Daily. If a dealer is contacted by an owner who has not yet received the notification, please verify coverage and launch timing by confirming through TIS. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

**Owner Letter Mailing Date**

Toyota will begin to notify owners in early September 2017. A sample of the owner notification letter has been included for your reference. Owner Letters will be combined with Warranty Enhancement Programs ZH6, ZH7, ZH8, or ZH9.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*



Only vehicles currently registered in the "Cold Climate States" are covered under LSC H0F (LSC expiration date May 20, 2019)  
Cold Climate States: District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, & WV.

© 2017 Toyota Motor North America

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

### **New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction, Toyota requests that dealers conduct this Limited Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery.

### **Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly, technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician and above

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### **Remedy Procedures**

- **This Limited Service Campaign is only applicable for participating dealers located in or near Cold Climate States.**
- If the frame passes Toyota's inspection criteria, refer to the CRC application Technical Instructions located on TIS.
- If the frame does not pass Toyota's inspection criteria, please refer to the frame replacement documents located on TIS under ZH6, ZH7, ZH8, or ZH9.
- Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.
- **This Limited Service Campaign will be available until 05/20/2019, and is only available at an authorized Toyota dealer.**

### **Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### **Parts and Material Ordering**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

*All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.*



- The following support materials can be ordered through the dealer's facing **PDC**:

Part Number	Part Name	Qty/Veh
5114A-04010	Seal, Frame Side Rail, RH	1
5114B-04010	Seal, Frame Side Rail, LH	1
90178-A0024	Nut, Flange	2
90119-A0170	Bolt, W/Washer	2
94151-80801	Nut, Flange	2
94183-00831	Nut, Lock	2
94611-10800	Washer, Plate	4
90105-08500	Bolt, Flange	2
04007-18335	Plug, Hole Kit	1 Kit Per Vehicle

**\*The kit above includes the following components:**

Part Number	Part Description	Qty
90950-01A24	Plug, Hole	2
90950-01984	Plug, Hole	2
90950-01987	Plug, Hole	8
90950-01631	Plug, Hole	4
90950-01983	Plug, Hole	4
90950-01989	Plug, Hole	4
90950-01990	Plug, Hole	4
90950-01992	Plug, Hole	2
90950-01991	Plug, Hole	4
90950-01A09	Plug, Hole	2
90950-01931	Plug, Hole	1
90950-01A11	Plug, Hole	2
90389-05012	Plug, Hole	2

04007-23104	Plug, Hole Kit	1 Kit Per Vehicle
-------------	----------------	-------------------

**\*The kit above includes the following components:**

Part Number	Part Description	Qty
90950-A1008	Plug, Hole	2
90950-A1009	Plug, Hole	2
90080-46327	Clip	2
90119-A0169	Bolt, w/Washer	4

- The following support materials can be ordered through the **MDC**:


Part Number	Part Description	Qty
00411-11004	Corrosion-Resistant Compound Customer Information Hang Tag*	1 per vehicle

\* Additional CRC Customer Information Hang Tags can be ordered in packages of 25 through the MDC.

**Corrosion-Resistant Compound (CRC) and Support Material Ordering:**

The necessary CRC kits can be ordered through the chemical program provided by Dealer Tire (Complete Maintenance Care). The CRC kits will be shipped directly from AMREP. Your dealership should not order kits until you have confirmed an appointment. However, please keep in mind it will take at least 5 business days for CRC kit delivery. Deliveries are only scheduled on business days. Saturday deliveries are not available.

Please refer to the model specific technical instructions located on TIS.



- **Please note that only participating dealers in or near the Cold Climate States will be able to order and receive CRC kits.**
- Verify vehicle eligibility by confirming through TIS prior to performing the repair.
- **Dealers that conduct LSC H0F on vehicles not covered under this program or in a state other than the Cold Climate States will not receive reimbursement.**





Only vehicles currently registered in the "Cold Climate States" are covered under LSC H0F (LSC expiration date May 20, 2019)  
Cold Climate States: District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, & WV.

**Do not order these kits if your dealership is not participating in the CRC application process.**




If there are **special** circumstances where a dealer is having difficulty receiving its order, dealership associates may leave a voice message at: (310) 468-5516 or 1-800-233-3718, option 4, to research the order. The associate should provide the following information to expedite research of the order status:

- Dealer Information (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number
- Customer Name and Vehicle 17-digit VIN

Model	Part No.	Part Description	Qty/Unit
Tacoma	00289-T00KT-DS	T00 – Corrosion Res Kit (CRC Kit) Noxudol: 3 Liters 712 AM: 1 Liter	1
<p>The kit above includes the following CRC Materials:</p>			
<p>Noxudol 300S – </p>		<p>Parker 712AM – </p>	

**Campaign Special Equipment**

The parts listed below were sent to applicable Toyota dealerships on August 28, 2017.

Image	Name	Quantity
	Spray Gun	2
	90° Drill Adapter	1
	Drill Bits (Stepper Bit)*	4

\*Note: Drill bits are considered a wear item. As these drill bits wear, it is the dealer's responsibility to replace them. The cost to replace bits is covered under the CRC spray sublet for materials. The Drill Adapter is a non-warrantable item, and will be the dealer's responsibility to replace, if needed.



The items below were previously shipped to your dealership for previous CRC campaigns.

## Magnet Kit

- 30 Rare Earth Magnets – See section VI.C.1 “Attach Plastic Sheet” of the TI for details.

## **Materials and Supplies (Locally procured by Dealer)**

- Protective eyewear
- Dust mask
- Appropriate NIOSH approved respirator\*\* (Follow all Federal, State, Local Environmental, Health and Safety Requirements such as OSHA Regulations. Please refer to the SDS for details on the appropriate mask for each CRC).

### **\*\*Notes:**

- **Refer to the SDS located in the Appendix of the TI for additional information on respirator use.**
- **It is up to the individual dealership to ensure compliance with OSHA regulations.**
- **If you require further assistance in regards to NIOSH approved respirators, we have found 3M® to be a useful reference/source.**

**3M® Technical Assistance: 1-800-243-4630**

**3M® Customer Service: 1-800-328-1667**

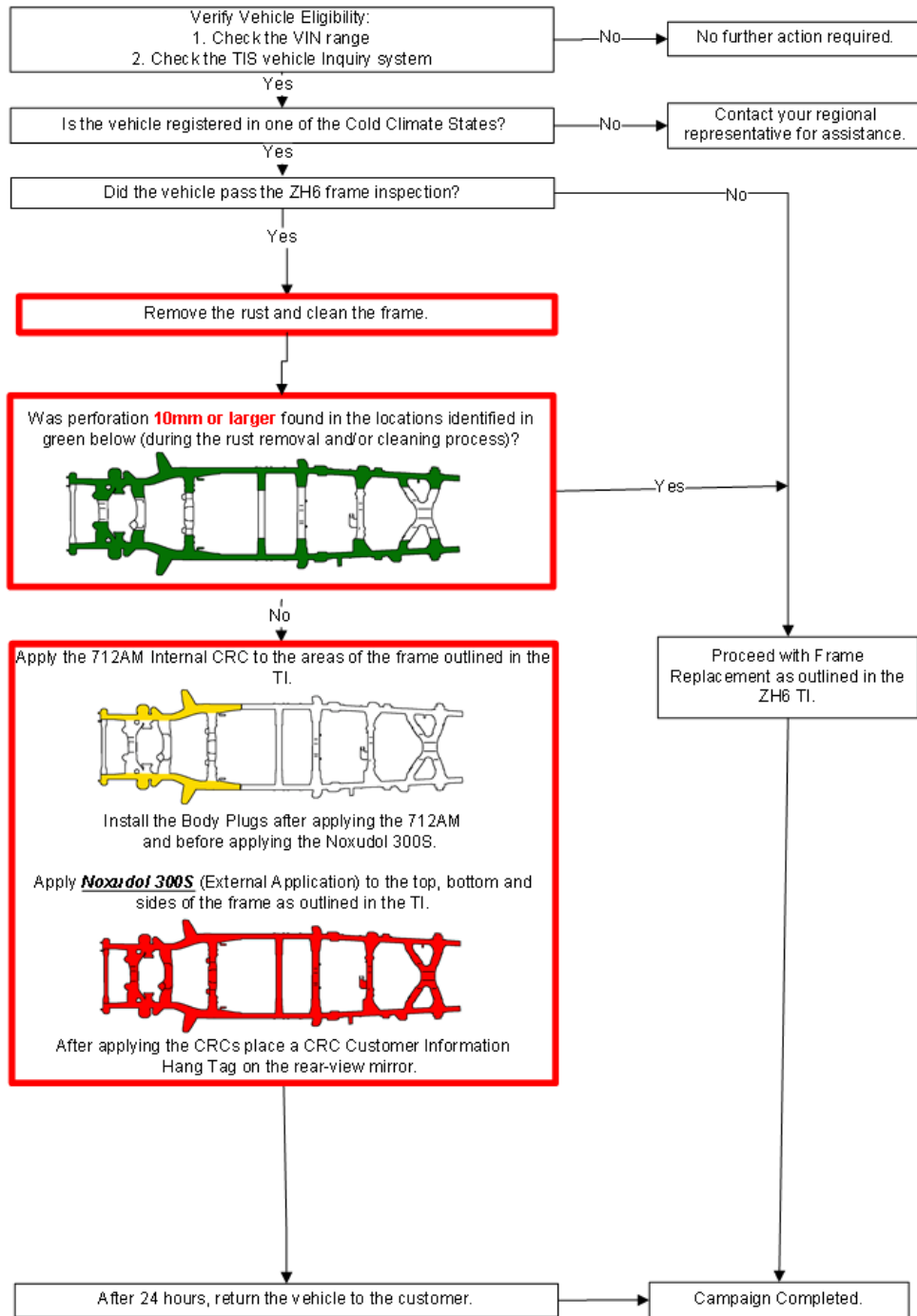
**3M® Web Site: [www.3m.com/occsafety](http://www.3m.com/occsafety)**

- Protective gloves
- Chemical Resistant Gloves (refer to SDS for specific type)
- Masking tape
- Duct tape
- Fire-retardant poly sheeting (tarp) or covering (if you cannot purchase the tarp from a local supplier, please refer to **CRC Tips and Examples** located on the C.L.E.A.N. DEALER website (<http://cleandealer.com>) for a list of possible suppliers)
- Plastic (Saran Wrap) sheet (for spray gun storage)
- Partitions (The type, size, and number of partitions used will depend on each dealer's facility).
- Shop cloth/paper towels
- Funnel (quantity = 2)
- Plastic sheet to contain the dripping 712AM during frame application, 3m x 3m (118in x 118in)
- Garbage Bags



**Warranty Reimbursement Procedure**

**I. OPERATION FLOW CHART**



**Note: Ensure to follow the entire procedure and perform all steps completely (e.g. cleaning/rust removal, CRC application, one kit per vehicle, etc.). Any deviation will be subject to warranty claim debit.**





Opcode	Description	Flat Rate Hours
GGG44A	2005-2008 Tacoma - Clean Frame, Apply CRC, Install Plugs – DEALER	5.9 hrs/vehicle
GGG44B	2005-2008 Tacoma - Clean Frame, Apply CRC, Install Plugs – SUBLET	2.1 hrs/vehicle
GGG44C	2005-2008 Tacoma - Remove Rust, Clean Frame – Qualifying Perforation Found (Frame to be replaced under WEP ZH6)	1.3 hrs/vehicle
GGG45A	2009-2010 Tacoma - Clean Frame, Apply CRC, Install Plugs – DEALER	4.9 hrs/vehicle
GGG45B	2009-2010 Tacoma - Clean Frame, Apply CRC, Install Plugs – SUBLET	1.1 hrs/vehicle
GGG45C	2009-2010 Tacoma - Remove Rust, Clean Frame – Qualifying Perforation Found (Frame to be replaced under WEP ZH6)	0.7 hrs/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Rental Vehicle: Use RT sublet type for Op. Codes GGG44A/B, GGG45A/B. During the CRC application, customers' rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 5 days at a maximum cost of \$60.00 per day. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- Materials/Supplies: Use YC sublet type for Op. Codes GGG44A/GGG45A. A maximum of \$49/vehicle cost for preparation and application materials/supplies (fire-retardant poly sheeting (tarp), masks, tape, gloves, partitions, waste disposal, etc.) will be accepted.
- Sublet: The sublet cost for Op. Codes GGG44B and GGG45B (CRC Application by a Sublet shop) should be claimed under sublet type YF using the following formula:
  - = Maximum 3.8 Hours (for CRC Application) X Dealer Hourly Rate
  - Under this Op. Code dealers are responsible for inspecting, removing rust, and cleaning the frame
- The transportation cost of vehicle between dealer and sublet repair shop will be reimbursed for the maximum cost \$250.00 under the sublet cost column for the Op. Codes GGG44B/GGG45B with Sublet Type YG.
- For FAPs (NY Region) facing dealers only: Under the Op. Codes GGG44Y (2005-2008MY) / GGG45Y (2009-2010MY), the rental period of maximum 5 days and the rental rate of maximum \$60.00 per day can be accepted in the sublet cost column with Sublet type RT, and the transportation cost of vehicle from dealer to dealer can also be accepted up to the maximum cost of \$400.00 per vehicle in the sublet cost column with Sublet type TW.
- This Limited Service Campaign expires on May 20, 2019.

### **Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **Customer Contacts**

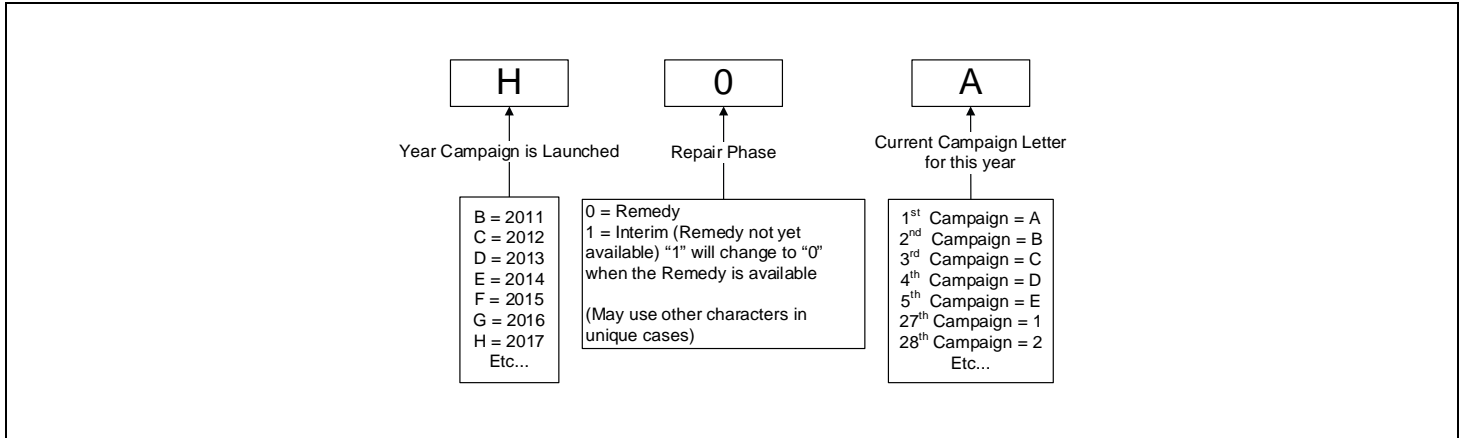
Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Customers with additional questions or concerns may visit the settlement website at [www.toyotaframesettlement.com](http://www.toyotaframesettlement.com) or may contact the Settlement Administrator at 1-800-481-7948.



**Campaign Designation Decoder**



**Examples:**

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014  
 H0A = Launched in 2017, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2017.

**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.



Only vehicles currently registered in the "Cold Climate States" are covered under LSC H0F (LSC expiration date May 20, 2019)  
 Cold Climate States: District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, & WV.



**Limited Service Campaign H0F – *Remedy Notice***  
**Certain 2005 – 2010 Model Year Tacoma\***  
**Certain 2007 – 2008 Model Year Tundra\***  
**Certain 2005 – 2008 Model Year Sequoia\***  
*\*Currently registered in one of the Cold Climate States*  
**Frame Corrosion Resistant Compound (CRC) Application**

**Frequently Asked Questions**  
**Original Publication Date August 28, 2017**

On May 21, 2017, a settlement of claims in a *class action lawsuit* involving 2005 – 2010 Toyota Tacoma, 2007-2008 Tundra, and 2005-2008 Sequoia vehicles regarding frame corrosion was approved. This finally approved *class action settlement* includes inspection of the customer’s frame, and if the frame meets or exceeds the Rust Perforation Standard based upon the Court-ordered inspection criteria, the frame will be replaced at no cost to the customer. Toyota is currently preparing parts for frame replacement (Tundra and Sequoia).

This settlement will also include CRC (Corrosion Resistant Compound) application. CRC application is covered under Limited Service Campaign (LSC) H0F, and will only be available for vehicles registered in the Cold Climate States<sup>1</sup> that pass frame inspection criteria, and did not:

- Previously have the frame replaced and/or:
- Previously had the frame sprayed with CRC under any previous campaign

Model	Activity	Estimated Launch Timing*	Notes
All	Frame Inspection	Available	As necessary
2005-2010 Tacoma	Frame Replacement – Tacoma	Available	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
	CRC Application	Available	Only for vehicles that do not meet or exceed the Rust Perforation Standard based on Court-ordered inspection criteria; only for Cold Climate states <sup>1</sup> ; expires May 20, 2019
2008 Sequoia	Frame Replacement – 2008 Sequoia	September 2017	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
	CRC Application		Only for vehicles that do not meet or exceed the Rust Perforation Standard based on Court-ordered inspection criteria; only for Cold Climate states <sup>1</sup> ; expires May 20, 2019
2007-2008 Tundra	Frame Replacement – Tundra	September 2017	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
	CRC Application		Only for vehicles that do not meet or exceed the Rust Perforation Standard based on Court-ordered inspection criteria; only for Cold Climate states <sup>1</sup> ; expires May 20, 2019
2005-2007 Sequoia	Frame Replacement – 2005 – 2007 Sequoia	September 2017	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
	CRC Application		Only for vehicles that do not meet or exceed the Rust Perforation Standard based on Court-ordered inspection criteria; only for Cold Climate states <sup>1</sup> ; expires May 20, 2019
All	Customer Reimbursement	Available	Through Settlement Administrator; see <a href="http://www.toyotaframesettlement.com">www.toyotaframesettlement.com</a>

\* Estimated Launch Timing is subject to change based on availability of remedy parts.

<sup>1</sup> – District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

**Q1: What is the condition?**

A1: On the subject vehicles, Toyota has received reports that certain vehicles operated in specific cold climate areas (Cold Climate States) with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame. Toyota investigated these reports and has determined that the frames in some vehicles may not have sufficient corrosion-resistant protection 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.

**Q2: What are the "Cold Climate States" with high road salt usage covered by this Limited Service Campaign (LSC)?**

A2: The following states and the District of Columbia are referred to as the "Cold Climate States":

**District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV**

**Q2a: Why are some states contiguous to the Cold Climate States not included?**

A2a Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state rather than a portion.

**Q3: What is Toyota offering and why?**

A3: On May 21, 2017, a settlement of the class action relating to Vehicle Frame Corrosion was finally approved by the Court. As part of the class action settlement, Toyota will initiate a Warranty Enhancement Program (WEP) to inspect affected vehicle's frames, and, if necessary, replace the vehicle's frame. If the vehicle's frame passes the inspection, and is registered in a Cold Climate State, the customer may be offered a Frame CRC application. This WEP will be available for 1 year from May 21, 2017 or 12 years from the vehicle's Date of First Use (DOFU), whichever is longer. The CRC application will be offered for a period of two years from the date of court approval.

**Q4: What are the parameters of the Warranty Enhancement Program (WEP) and Limited Service Campaign (LSC)?**

A4: The terms of the LSC for the application of the CRC are:

- **The coverage offers two years from the date of final court approval (5/21/2017).**
- **Vehicle must be currently registered in a cold-climate state.**
- **Vehicle will be excluded if:**
  - **Frame was previously replaced, if a Tacoma and/or:**
  - **Frame was previously sprayed with CRC under any previous campaign, if a Tacoma**

The terms of the WEP are:

- **The coverage offers the latter of 12 years from the Date of First Use (DOFU) or 1 year from the date of final approval (5/21/2017).**

*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the terms of the Settlement Agreement and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, except where conflicting with the Settlement Agreement, in which case, the Settlement Agreement controls. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

**Q5: What is Toyota going to do?**

A5: Toyota will send (in phases consistent with parts availability and repair capacity), starting in September 2017, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have their frame inspected.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the vehicle exhibits significant rust perforation based on specific inspection criteria, the dealer will replace the vehicle's frame with a new one at **NO CHARGE** to the customer.

**Q6: Which and how many vehicles are covered by this Limited Service Campaign?**

A6: There are approximately 197,100 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	UIO	Production Period
Tacoma	2005-2010	77,800	Mid-September 2004 – Mid-July 2010
Tundra	2007-2008	79,800	Late October 2006 – Mid-August 2008
Sequoia	2005-2008	39,500	Late March 2004 – Early August 2008

**Q6a: Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign or in the U.S.?**

A6a: No. There are no other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign.

**Q7: What if the vehicle's frame already exhibits excessive corrosion? Will Toyota perform the CRC application or will the vehicle be repaired?**

A7: Toyota will inspect the vehicle's frame. If the frame passes specific Inspection Criteria, the CRC will be applied to the frame. If the frame exhibits significant rust perforation (based upon the specific inspection criteria), Toyota will replace the vehicle's frame. The work will be performed at **no charge** to the owner of the covered vehicles for a limited time (see A2a).

**Q8: Why is Toyota only offering the CRC application to customers whose vehicles are currently registered in the Cold Climate States?**

A8: Toyota is applying the CRC in areas where vehicles may experience or have experienced prolonged exposure to severe cold climates with high road salt use.

**Q9: Tacoma only - What if I previously had my frame replaced or sprayed with CRC (Corrosion Resistant Compound)?**

A9: If you previously had your vehicle's frame replaced or sprayed with CRC, this LSC is not applicable. However, your vehicle is covered under the corresponding Frame WEPs (Warranty Enhancement Programs) as part of the settlement agreement.

**Q10: What should I do?**

A10: Owners of vehicles covered by this LSC should bring their vehicle to a participating Toyota dealer located in one of the Cold Climate States for which authorization to perform the CRC application has been obtained. Customers may also contact their local Toyota dealer for additional information.

**Q11: How long will the repair take?**

A11: The repair takes approximately 6 hours, and the vehicle will be held overnight to allow time for the CRC to cure. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q12: How does Toyota obtain my mailing information?**

A12: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q13: What if I have additional questions or concerns?**

A13: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Customers with additional questions or concerns may visit the settlement website at [www.toyotaframesettlement.com](http://www.toyotaframesettlement.com) or may contact the Settlement Administrator at 1-800-481-7948.

## WARRANTY ENHANCEMENT NOTIFICATION – ZH6 LIMITED SERVICE CAMPAIGN – H0F

[VIN]

Dear Toyota Owner:

Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty as part of a finally approved and implemented class action settlement.

Toyota has received reports regarding frame corrosion on 2005 – 2010 model year Tacoma vehicles. While not all vehicles will experience this condition, we are offering the following program:

### **Warranty Enhancement Program Details**

This Warranty Enhancement Program covers vehicles purchased new or used provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to frame corrosion. The specific condition covered by this program involves rust perforation, i.e. "Rust Perforation Standard." If perforation of the frame from rust corrosion meets or exceeds the Rust Perforation Standard, the frame will be replaced at no cost under the terms of this Warranty Enhancement Program.

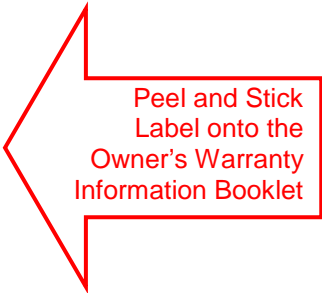
- The coverage offers the latter of 12 years from the Date of First Use (DOFU) or 1 year from the date of final approval (5/21/2017).

*This coverage is for warranty work performed at an authorized Toyota dealer only, and is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below. It is subject to the terms of the Settlement Agreement and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, except where conflicting with the Settlement Agreement, in which case, the Settlement Agreement controls. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

\*Please see your Toyota dealer for additional details

VIN# \_\_\_\_\_

Date of First Use \_\_\_\_\_



Peel and Stick  
Label onto the  
Owner's Warranty  
Information Booklet

Additionally, for a period of two years from the date of the final court approval (May 21, 2017), if the perforation does not meet or exceed the Rust Perforation Standard, and the vehicle is registered in a Cold Climate State<sup>1</sup>, the dealer will apply CRC (Corrosion Resistant Compound) to the frame, if, for Tacoma vehicles, it was not previously applied and the frame was not previously replaced, subject to these and other limitations included in the Settlement Agreement.

<sup>1</sup> – District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

### **What should you do?**

**Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.**

**Please contact any authorized Toyota dealer and make arrangements for inspection, diagnosis and, if applicable, repair.**

If you would like to update your vehicle ownership or 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.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time. Customers with additional questions or concerns may visit the settlement website at [www.toyotaframesettlement.com](http://www.toyotaframesettlement.com) or may contact the Settlement Administrator at 1-800-481-7948.

Thank you for driving a Toyota.

Sincerely,

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

<b>WARRANTY ENHANCEMENT PROGRAM and LIMITED SERVICE CAMPAIGN FREQUENTLY ASKED QUESTIONS</b>	<b>ZH6 and H0F</b>
---	----------------------------

**Q1: *Are these a recall?***

A1: No. These are not a recall. Toyota is advising you of this enhancement to the Warranty Coverage pursuant to the terms of a Court-approved Settlement agreement.

**Q2: *If you suspect your vehicle exhibits this condition, do you need to make an appointment with your dealership?***

A2: Yes. You should take your vehicle to an authorized Toyota dealership if you suspect your vehicle is exhibiting the condition described. The dealership will inspect the vehicle as per the parameters of the Warranty Enhancement Program. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: *Is the Warranty Enhancement Program and Limited Service Campaign coverage transferable if I sell my vehicle?***

A3: Yes. These campaign coverages are fully transferable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: *What should I do if my vehicle has the condition described?***

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for inspection and, if applicable, repair.

**Q5: *How long will the repair take?***

A5: The inspection of the vehicle's frame will take approximately 2 hours. If frame corrosion that meets or exceeds the Rust Perforation Standard is found, and the frame requires replacement, the repair will take approximately one week. A complimentary loaner vehicle will be offered if frame replacement is required. Depending upon the dealer's work schedule, however, it may be necessary to make the vehicle available for a longer period of time.

If frame corrosion does not meet or exceed the Rust Perforation Standard, and the dealer applies CRC, subject to the vehicle at issue, the repair takes approximately 6 hours, and the vehicle will be held overnight to allow time for the CRC to cure. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: *What if I previously had my frame replaced or sprayed?***

A6: Your vehicle is covered under this WEP regardless if the frame was sprayed with CRC or replaced during a previous Toyota campaign. However, if you previously had your Tacoma vehicle's frame previously sprayed or replaced under a Toyota campaign, it will be excluded from CRC application coverage under the settlement agreement.

**Q7: *What if I have additional questions or concerns?***

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Customers with additional questions or concerns may visit the settlement website at [www.toyotaframesettlement.com](http://www.toyotaframesettlement.com) or may contact the Settlement Administrator at 1-800-481-7948.