

Wayne Hutchinson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
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Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

**Limited Service Campaign (LSC) CSD
Certain 2001 – 2004 Model Year Sequoia Vehicles
Frame Inspection
*****URGENT*******

In late 2012 – early 2013 Toyota announced a Limited Service Campaign (LSC C0D) for certain 2001 – 2004 model year Toyota Sequoia vehicles currently registered in specific cold climate areas with high road salts usage (Cold Climate States*). Toyota is now announcing LSC CSD to also support owners of vehicles that are not registered in Cold Climate States that believe their vehicle has been or will be 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.

Vehicles currently registered in the following states, as well as the U.S. territories, 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.**

Background

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. 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.

- **Toyota will begin to notify owners in early September 2013.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, etc.) has been posted on TIS.
- **Operation Codes will be active on 09/06/2013.**
- **Please refer to TIS for vehicle applicability and additional information.**

Customer and Media Contacts

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- **In the event you are contacted by the News media**, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)