

LSC DOD EXPIRES JULY 31, 2015

Limited Service Campaign: DOD: 2004 – 2006 Tundra – Corrosion-Resistant Compound (CRC) Application (Cold Climate States)

To assist in streamlining the claim reconciliation process when campaign DOD expires Toyota has created a claim reconciliation website. Every dealer will be required to attend a web-based training meeting to learn how to navigate the site and how to correctly complete an entry for a reconciliation claim. The training sessions will begin in late July and continue through early August, you can expect a meeting invite from your regional representative in the near future. It is critical that all details and paperwork for any claims that your dealership has that may fall into the reconciliation process is organized and readily available. Please review the below information for more details regarding campaign expiration and claim reconciliation.

FRAME REPLACEMENT

Customer vehicles that qualify for frame replacement under DOD must have their vehicle inspected on or before July 31, 2015. Frame and ancillary parts orders must be submitted no later than Monday, August 4th, 2015 following the expiration date.

CRC APPLICATION

Last day of CRC application is July 31, 2015, regardless of vehicle inspection date taking place on or before the expiration date. Claims will not be paid for any vehicle sprayed after July 31, 2015 and are not eligible for goodwill.

VIN EXPIRATION: On August 5th all VINs will be marked expired in TIS, as a result VINs that have not had claims filed by this date will be temporarily blocked from claim filing. Claim filing will resume for VINs that are properly reconciled as described below.

CLAIM RECONCILIATION PROCESS

All dealers will need to go through a reconciliation process for any vehicles with outstanding claims/repairs as of August 5, 2015. In preparation for this process please confirm all repair orders and other applicable paperwork related to these vehicles are organized in order to expedite the reconciliation process. Below are two samples of claims that will need to be reconciled.

Reconciliation Example A: Vehicle has CRC applied prior to July 31, 2015 but the claim was not filed prior to VIN being marked as expired.

Reconciliation Example B: Vehicle has been inspected prior to July 31, 2015 and qualifies for frame replacement, but the claim was not filed prior to the VIN being marked as expired because campaign parts have not arrived in-time for the repair to be completed.

CUSTOMER SERVICE

With this LSC expiration it is important that your dealership properly organize your schedule so that customers seeking LSC inspections can have their vehicle inspected and, based on the inspection result, have the proper repair or documentation completed. For additional questions please contact your regional representative.

NOTE: When using the parts lookup website (<http://toyota-frame-parts-lookup.imagespm.info/>), ***it is CRITICAL that all information that is entered is accurate.*** The website will be recording all of the information in order to track orders as the expiration date for this LSC approaches and will be used during the reconciliation process.

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

Thank you for your cooperation.