

**From:** Quality Compliance  
**Sent:** Thursday, October 12, 2017 4:08 PM  
**Subject:** UPDATE: Warranty Enhancement Program ZH8 and ZH9: Certain 2005–2008 Model Year Sequoia; Extension of Warranty Coverage for Frame Corrosion - INTERNAL  
**Attachments:** ZH8 Dealer Packet - Sequoia Frame Replacement.pdf; ZH8-Sequoia-Frame Replacement-TI-Pub 10.12.017.pdf; ZH9 Dealer Packet - Sequoia Frame Replacement.pdf; ZH9-Sequoia-Frame Replacement-Pub 10.12.17.pdf; H0F - Dealer Packet - Sequoia Frame Replacement.pdf; 05-07 MY SEQUOIA CRC TI Pub 10.12.17.pdf; 2008 Sequoia CRC TI Pub 10.12.17.pdf; ZH8 Region Letter - Sequoia Frame Replacement.pdf

- **2005-2007 (ZH8) Sequoia Frame Replacement and CRC Application is now available.**
- **2008 (ZH9) Sequoia Frame Replacement and CRC Application is now available.**

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for the Frame Corrosion on certain 2005 – 2010 model year Tacoma vehicles, certain 2005 – 2007 model year Tundra vehicles, certain 2005 – 2007 Sequoia vehicles, and certain 2008 Sequoia vehicles.

**Condition:**

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 frames meet or exceed the Rust Perforation Standard based upon 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 the CRC application process. Once available, CRC application will be covered under a separate Limited Service Campaign (LSC), and will only be available for vehicles registered in the Cold Climate States<sup>1</sup> that pass frame inspection criteria.

| Model             | Activity                                | Estimated Launch Timing*         | Notes  |
|-------------------|---|----------------------------------|--|
| 2005-2010 Tacoma  | Frame Inspection                        | Available                        | As necessary   |
|                   | Frame Replacement-Tacoma                | Available                        | Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria   |
|                   | Frame Replacement – Tundra              | October 2017                     | Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria   |
| 2007-2008 Tundra  | Frame Replacement – 2008 Sequoia        | Available                        | Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria   |
|                   | Frame Replacement – 2005 – 2007 Sequoia | Available                        | Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria   |
| 2005-2008 Sequoia | Customer Reimbursement                  | Available                        | Through Settlement Administrator; see <a href="http://www.toyotaframesettlement.com">www.toyotaframesettlement.com</a>   |
|                   | Frame CRC Application                   | Available (Tacoma, Sequoia Only) | 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> ; |

under separate Limited Service Campaign (LSC – H0F); expires May 21, 2019

\* 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.

**Covered Vehicles:**

There are approximately 1,385,100 vehicles covered by this Warranty Enhancement Program.

| Model   | Model Year  | UJO     | Production Period                   |
|---------|-------------|---------|-------------------------------------|
| Tacoma  | 2005 – 2010 | 887,000 | Mid-September 2004 – Mid-July 2010  |
| Tundra  | 2007 – 2008 | 341,200 | Late October 2006 – Mid-August 2008 |
| Sequoia | 2005 – 2008 | 156,900 | Late March 2004 – Early August 2008 |

**Warranty Enhancement Program Details:**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to frame corrosion. The specific condition covered by this program is rust that satisfies the Rust Perforation Standard as per the Settlement Agreement. If the condition is verified, the vehicle will be repaired with a new frame 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. 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 reference the attachments for additional details.***

***Dealers will be notified on October 12, 2017 at approximately 4:30 PM Central time.***

Thank you for your support,

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to provide the finest ownership experience.



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