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SUBJECT: CLAIM FILING FOR MIS-BUILT FRAMES

FRAME PROGRAMS:

ZH6 - Certain 2005 – 2010 Model Year Tacoma Vehicles

ZH7 - Certain 2007 – 2008 Model Year Tundra Vehicles

ZH8 - Certain 2005 – 2007 Model Year Sequoia Vehicles

ZH9 - Certain 2008 Model Year Sequoia Vehicles

ZTH – Certain 2001 – 2004 Model Year Tacoma Vehicles

BXD/BZD: Certain 2000 – 2003 Model Year Tundra Vehicles

Extension of Warranty Coverage for Frame Corrosion/Frame Replacement

Mis-Built

For frames that are suspected to have been mis-built, dealers should:

1. Contact the Parts Technical Support Group (PTSG) at prasupport@toyota.com with information on the condition and status of repair.
 - a. Include the original part order reference number.
2. A Field Product Quality Report (FPQR) should be generated and attached to the communication.
 - a. The report should include photos of the condition and of all labels and stampings on the frame.
 - b. This report can be submitted by region staff (FTS) or dealership personnel.
3. Dealership will receive communication back with next direction(s) from PTSG.
 - a. Response will include confirmation of mis-built condition and if applicable, instructions on mis-built frame disposition.

Warranty Claim Filing for Confirmed Mis-Built Frames

Once the condition is identified, the technician should:

1. Time-Punch **OFF** the **Frame Campaign repair**
2. Open a new RO for the Service Part repair
3. Time-Punch **ON** the **Service Part repair**
4. Disassemble the mis-built frame and begin reassembling the new frame up to the point where the mis-built condition was discovered
5. Time-Punch **OFF** the **Service Part repair**
6. Time-Punch back **ON** the **Frame Campaign** and complete the frame replacement

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Warranty Claim Filing for Confirmed Mis-Built Frames (Continued)

In these instances, 3 claims will need to be submitted:

Claim 1: Normal Frame Campaign claim (as if a mis-built frame **was not** found)

Claim 2 (frame part only): Parts claim through facing PDC

Claim 3 (labor only): Service Part Claim (numbered Items below correspond with the numbering on the illustration below)

- 1. **Entitlement Type** Service Part (complete Original RO No. section)
- 2. **OPF** Mis-built frame Part Number (starts with 0400-)
- 3. **CCR** Include what was mis-built
- 4. **Parts** No parts are associated with these claims
- 5. **DSPM Authorization** Required
- 6. **Op Code** 511991
- 7. **Labor Time** Actual time (per time-punches) within reason

The screenshot shows a software interface for filing a warranty claim. It has several tabs at the top: Sublet, Authorization Info, Opcode Summary, Comments, Fees, and Employee. The main area is divided into sections: Repair, Additional Information, Replacement Parts, and Aft CCR. The Repair section contains fields for Claim Type (REGULAR), Entitlement Type (SERVICE PART), Condition (FRAME DOES NOT LINE UP WITH MOUNTS ON BODY), VIN, DOFU, Ext Ref No., Cause (MISBUILT FRAME), and Remedy (REPLACED FRAME ASSY.). The Additional Information section includes fields for No. (1), Date, Miles, Auth. (5), OPF No. (0400-), WWC, FRAME SUB-ASSY, Auth Type (G - DSPM), Main Opcode (511991), Labor Tax %, Combo Codes, Total C, Hrs (7), Z Hrs, Tot Labor Hrs., Labor Rate, Hrs, T1 Code, T2 Code, Open RO Date, Original RO No., Date, Miles, Service Part Indicator (checked), Installation Failure, and OFP Installer. The Replacement Parts section has a table with columns for Description and Qty. The bottom section shows a summary of costs: Total Labor (\$XXX.XX), Total Parts Cost (\$0.00), Requested Amount (\$XXX.XX), Tax Amount (\$0.00), Total Sublet (\$0.00), Total Parts Mark-up (\$0.00), and Approved Amount. Navigation buttons like Find, Summary, History, Related Recovery, Related Claimant, Errors, Return, and Print are at the bottom.

Note: Documentation may be required (e.g. time punches, Tech Notes, etc.)

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