

From: Quality Compliance
Sent: Monday, August 28, 2017 3:09 PM
Subject: UPDATE: Warranty Enhancement Program ZH6: Certain 2005–2010 Model Year Tacoma; Extension of Warranty Coverage for Frame Corrosion - INTERNAL
Attachments: ZH6 Dealer Packet - Frame Replacement.pdf; ZH6 Region Letter Update - Tacoma Frame Replacement and Op Code Informat....pdf; ZH6 05-10 Tacoma Frame Replacement TI pub 8-28-17.pdf

• **2005-2010 Tacoma Frame Replacement 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. Toyota is currently preparing parts for frame replacement.

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 States¹ 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
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	September 2017	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
2007-2008 Tundra	Frame Replacement – 2008 Sequoia	September 2017	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
	Frame Replacement – 2005 – 2007 Sequoia	September 2017	Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria
2005-2008 Sequoia	Customer Reimbursement	Available	Through Settlement Administrator; see www.toyotaframesettlement.com
	Frame CRC Application	Available (Tacoma 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 ¹ ; under separate Limited Service Campaign (LSC); expires May 20, 2019

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

¹ – 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	UIO	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 August 28, 2017 at approximately 3:30 PM Central time.

Thank you for your support,

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We are unified in our passion
to provide the finest ownership experience.



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