

**◀ IMPORTANT UPDATE ▶**

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
August 28, 2017	<ul style="list-style-type: none"><li>• Tacoma Frame Replacement is now available.</li><li>• Added op code to cover dealer costs of maintaining vehicles while waiting for frames, if applicable.</li></ul>

*The most recent update in the attached Region Letter will be highlighted **with a red box.***

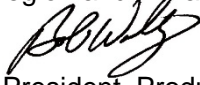
Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

INTEROFFICE MEMORANDUM

Original Publication Date: July 17, 2017

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Bob Waltz   
Group Vice-President, Product Quality and Service Support

Subject: Warranty Enhancement Program ZH6, ZH7, ZH8, ZH9  
Certain 2005 – 2010 Model Year Tacoma  
Certain 2007 – 2008 Model Year Tundra  
Certain 2005 – 2007 Model Year Sequoia  
Certain 2008 Model Year Sequoia  
Extension of Warranty Coverage for Frame Corrosion

**Specific information for Region support is provided below.**

**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 States<sup>1</sup> 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 <a href="http://www.toyotaframesettlement.com">www.toyotaframesettlement.com</a>
	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 <sup>1</sup> ; under separate Limited Service Campaign (H0F); expires May 20, 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.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on August 28, 2017 at 3:30 PM PST.

***Please reference the attached Dealer Letter for additional details.***

**Op Code Addition**

If your regions receive concerns from dealerships regarding maintenance (battery charging, brake cleaning, etc.) required on frame replacement vehicles due to vehicle being on their lot for an extended period of time, please have them use the op code below:

- 2005-2008 Tacoma
  - Op Code: GHG17A – Sublet Type YP (Max 3 hours X Dealer Labor Rate)
- 2009-2010 Tacoma
  - Op Code: GHG19A – Sublet Type YP (Max 3 hours X Dealer Labor Rate)

This op code is not included in the ZH6 Dealer Letter, as we want to avoid any opportunity for abuse.

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

Thank you for your cooperation.