

# TOYOTA

◀ **IMPORTANT UPDATE** ▶

## PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
1/31/2017	This Limited Service Campaign has expired as of January 31, 2017

*The most recent update in the attached Dealer 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.

# TOYOTA

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers located in the states of:  
**AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY**

Subject: Limited Service Campaign (LSC) CSV  
Certain 2001 through 2004 Model Year Tacoma Vehicles  
Spare Tire Carrier Lift Plate Inspection

In late 2012 Toyota announced a Safety Recall Campaign (C0V) for certain 2001 – 2004 model year Tacoma vehicles originally sold in and/or currently registered in specific cold climate areas with high road salts usage (Cold Climate States\*). Toyota is now announcing LSC CSV to also support owners of vehicles that are not registered in Cold Climate States who believe their vehicle has been or will be operated in cold climate areas where high road salt is frequently used and/or customers with concerns that their vehicle's spare tire carrier lift plate has more-than-normal corrosion.

Vehicles currently registered in the following states will be covered by this LSC CSV: **AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY**

## Condition

On 2001-2004 model year Tacoma vehicles, prolonged exposure to road salts and other environmental factors could cause the Spare Tire Carrier **Lift Plate** to corrode. In limited cases, the lift plate may excessively corrode and break resulting in detachment of the spare tire from the vehicle.

***This condition is most likely to affect certain 2001-2004 model year Tacoma vehicles operated in cold climate areas with high road salt use. Toyota has initiated a Safety Recall in the cold climate areas. This Limited Service Campaign covers vehicles in other areas.***

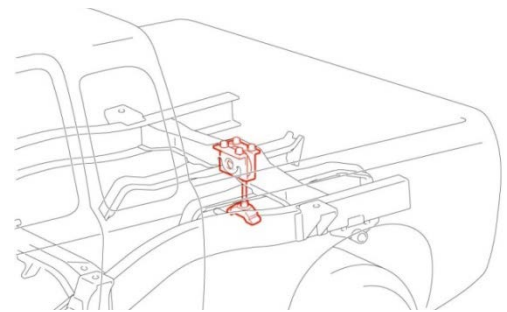
## Remedy

Authorized Toyota dealerships are requested to visually inspect the condition of the spare tire carrier lift plate. Based on the results of the inspection and Toyota's inspection criteria, the spare tire carrier will be replaced at **no charge** to the vehicle's owner.

As an additional measure of confidence, an authorized Toyota dealer will also perform a functional test of the spare tire carrier to ensure proper operation. The functional test will also be performed at **no charge** to the owner.

***This LSC will be available until January 31, 2017, and will only be available at an authorized Toyota Dealer***

The following information is provided to inform you and your staff of the owner notification timing and your degree of involvement.



**1. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in mid-June, 2015. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership’s responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

**2. Dealer Summary Reports**

Summary Reports containing the number of covered vehicles in your dealership’s primary marketing area have been enclosed in the dealer package. Verify eligibility by confirming through TIS prior to performing repairs.

**3. Pre-Owned Vehicles in Dealer Stock**

Toyota requests that dealers verify whether their Pre-Owned vehicles in dealer inventory are covered by this Limited Service Campaign. If a vehicle is covered the dealer should perform the LSC prior to customer delivery.

**4. Number and Identification of Covered Vehicles**

There are approximately 469,000 Tacoma vehicles (2001 through 2004 model year) vehicles covered by this Limited Service Campaign in the U.S.

**5. Parts Ordering Process (Dealer Ordering Solutions)**

Orders can be placed through your dealership’s facing PDC. Please refer to the table below and the Technical Instructions for part number ordering information. The parts will be placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Model	Part Number	Part Description	Qty.
2WD (Excluding PreRunner)	04002-11104	Spare Tire Carrier Kit	1
4WD & PreRunner	04002-11204	Spare Tire Carrier Kit	1
All	90080-11180	Bolt w/Washer	4

**IMPORTANT PARTS ORDERING UPDATE**

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

Claim filing available until February 28, 2017

**6. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this LSC are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified (Any Specialty)**
- **Toyota Expert (Any Specialty)**
- **Master**
- **Master Diagnostic Technicians**

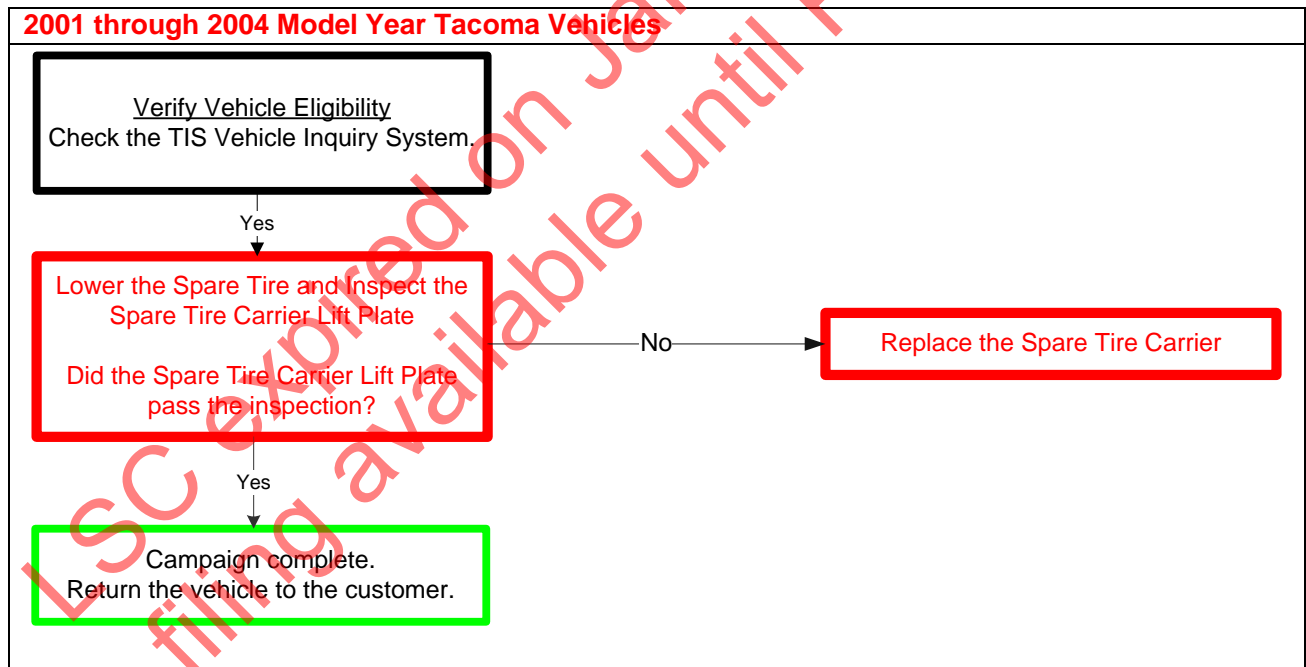
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**7. Remedy Procedures**

*Please reference TIS for Technical Instructions for inspection criteria and other information on this remedy.*

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

**8. Warranty Reimbursement Procedure**



Claim filing available until February 29, 2017

**Operation Codes**

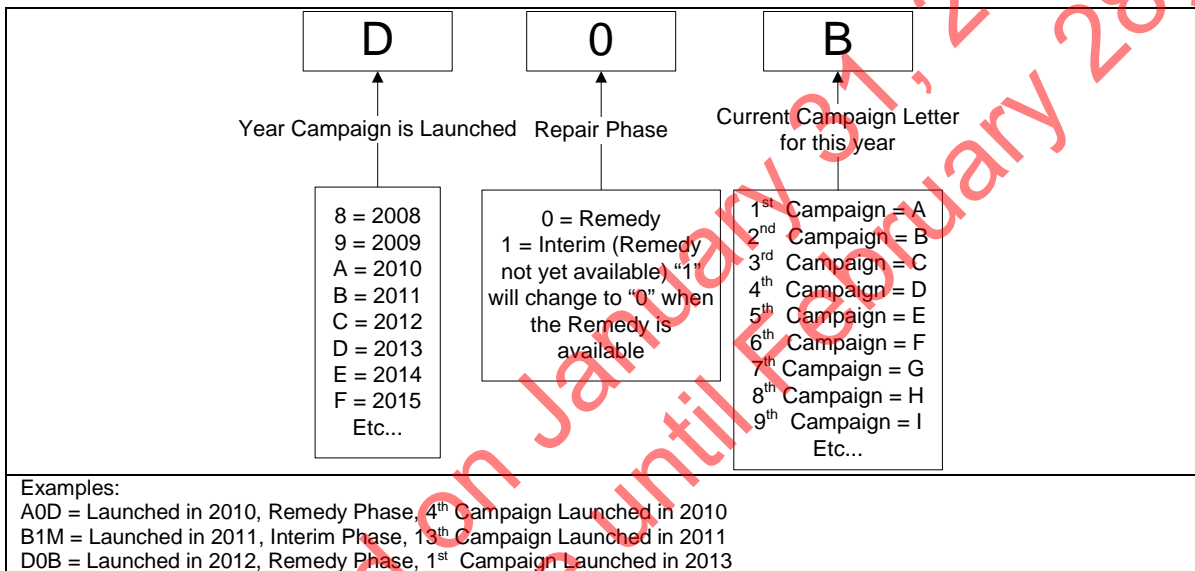
Op. Code	Description	Flat Rate Hour
2616LA	Perform Spare Tire Carrier Inspection & Functional Test	0.3 hr/vehicle
2616LB	Inspect and Replace the Spare Tire Carrier	0.9 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

**9. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**10. Campaign Designation Decoder**



**11. Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**12. Customer Contacts**

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

**Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign (LSC).**

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.

Claim filing available until January 31, 2017

# APPENDIX

## TOYOTA

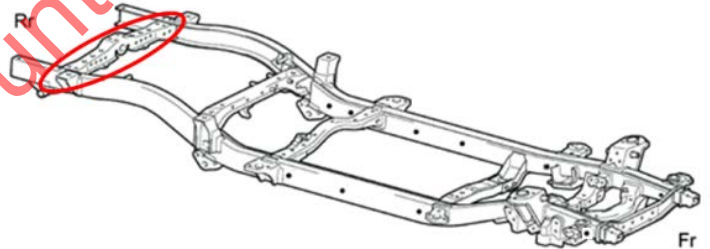
Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers located in the states of:  
**AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY**

Subject: Supplemental Information for Limited Service Campaign (LSC) CSV  
Certain 2001 through 2004 Model Year Tacoma Vehicles  
Spare Tire Carrier Lift Plate Inspection

In late 2012 Toyota announced a Safety Recall Campaign (C0V) for certain 2001 – 2004 model year Tacoma vehicles originally sold in and/or currently registered in specific cold climate areas with high road salts usage (Cold Climate States\*). Toyota is now announcing LSC CSV to also support owners of vehicles that are not registered in Cold Climate States who believe their vehicle has been or will be operated in cold climate areas where high road salt is frequently used and/or customers with concerns that their vehicle's spare tire carrier lift plate has more-than-normal corrosion.

In limited cases, the rear cross-member and/or the rear cross-member mounting locations on the frame could have significant corrosion perforation, hindering the performance of the spare tire carrier. In many of these cases, the vehicle's frame is eligible for replacement under CSP ZTH (15 year frame warranty enhancement – see CSP ZTH for additional information) if the owner previously returned the vehicle for LSC 90D – CRC application. **Unfortunately, some customers did not take the steps required to maintain eligibility for the warranty enhancement on their vehicle's frame** (i.e. LSC 90D – CRC application – was not performed before the expiration date). Therefore, these frames are not eligible for coverage under the 15 year frame warranty enhancement. Please check TIS for vehicles applicable to CSP ZTH (VIN Look-Up Warranty Tab).



Under these circumstances, the owner must first bring the rear cross-member back to a condition which will enable Toyota to complete Limited Service Campaign CSV. Until that is done, to mitigate the potential risks associated with the condition, promote safety, and provide peace of mind to the customer, please offer the customers experiencing this condition (significant corrosion perforation on the **rear cross-member** and/or the **rear cross-member mounting location** and no longer eligible for the frame replacement under CSP ZTH) the following option:

1. Remove the spare tire from the vehicle and provide it to the customer.
2. Render the spare tire carrier unusable by cutting the cable, removing the lift plate, and winding the cable into the spare tire carrier housing.
3. Provide a one-time **complimentary** Tire Inflation System Kit to the customer.

**Note:** Rendering the spare tire carrier unusable will not close/complete Limited Service Campaign CSV. This LSC will remain open until the vehicle is returned to a condition in which Toyota can successfully replace the spare tire carrier, or the LSC expires.



Part Number DTM00-TISKT



**Operation Codes**

Op. Code	Description	Flat Rate
AHG17D	1. Based on LSC CSV's inspection criteria, spare tire carrier needs to be replaced. 2. Spare tire carrier cannot be replaced due to significant corrosion perforation in the rear cross-member and/or mounting locations. 3. Rendered the spare tire carrier unusable and provide a one-time <b>complimentary</b> Tire Inflation System Kit to the customer	0.5 hr/vehicle
AHG17C	1. Based on LSC CSV's inspection criteria, spare tire carrier needs to be replaced. 2. Spare tire carrier cannot be replaced due to significant corrosion perforation in the rear cross-member and/or mounting locations. 3. Customer declines further action.	0.4 hr/vehicle

**Customer Handling**

- Although Toyota was unable to replace the spare tire carrier due to significant corrosion perforation of the rear cross-member and/or the rear cross-member mounting locations, to help promote safety and provide peace of mind to the customer, Toyota will (1) remove the spare tire from the vehicle, (2) render the spare tire carrier unusable, and (3) provide a one-time complimentary Tire Inflation System Kit at no cost to the vehicle's owner. Owners that receive the optional Tire Inflation System Kit will not waive their right to have LSC CSV completed when the vehicle is returned to a condition where the spare tire carrier can be successfully replaced. To ensure that the customer understands this, your dealership is requested to include the following verbiage in the Repair Order and ensure the customer signs the document:

**[DEALER] has inspected the spare tire carrier lift plate under LSC CSV and determined that the spare tire carrier needs to be replaced. Unfortunately, significant corrosion perforation to the rear cross-member and/or the rear cross-member mounting locations of the frame was found such that LSC CSV cannot be successfully completed. The vehicle's owner has allowed Toyota to render the Spare Tire Carrier unusable. Toyota has also provided a one-time complimentary Tire Inflation System Kit at no cost to the vehicle's owner.**

**The customer understands that rendering the spare tire carrier unusable in no way completes the LSC and has been advised that when the vehicle is returned to a condition in which the spare tire carrier can be successfully replaced, any authorized Toyota dealer will be happy to complete LSC CSV at *no charge* to the owner.**

**Customer's Name (Printed):** \_\_\_\_\_

**Customer's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Claim filing available until January 31, 2017  
 LSC expires January 28, 2017

2. In cases where Toyota was (1) unable to replace the spare tire carrier due to significant corrosion perforation of the rear cross-member and/or the rear cross-member mounting locations and (2) the customer declines any additional actions, we request that the following verbiage be included in the Repair Order and signed by the customer:

[DEALER] has inspected the spare tire carrier lift plate under LSC CSV and determined that the spare tire carrier needs to be replaced. Unfortunately, significant corrosion perforation to the rear cross-member and/or the rear cross-member mounting locations of the frame was found such that LSC CSV cannot be successfully completed. [DEALER] has advised the customer of this and offered to (1) remove the spare tire from the vehicle, (2) render the spare tire carrier unusable, and (3) provide a one-time complimentary Tire Inflation System Kit to the customer. The customer has declined the offer. The customer understands this and agrees to not hold [DEALER], Toyota Motor Sales, or any other Toyota company responsible in the event that the spare tire becomes unsupported by the current Spare Tire Carrier and/or frame.

The customer also understands and accepts that it will be his or her responsibility to advise and inform any other potential driver or future owner that the Spare Tire Carrier has not been rendered unusable and that Toyota has not been able to complete this LSC. If the vehicle is restored to a condition by the owner in which the spare tire carrier can be successfully replaced any authorized Toyota dealer will be happy to replace the carrier at *no charge* to the owner.

Customer's Name (Printed): \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your cooperation,  
TOYOTA MOTOR SALES, U.S.A., INC

LSC expired on January 31, 2017  
Claim filing available until February 28, 2017





Limited Service Campaign CSV  
Certain 2001 through 2004 Model Year Toyota Tacoma Vehicles  
Excessive Corrosion of the Spare Tire Carrier Lift Plate

**Customer Frequently Asked Questions**  
**Published mid-June, 2015**

**Q1: What is the condition?**

A1: On 2001-2004 model year Tacoma vehicles, prolonged exposure to road salts and other environmental factors could cause the Spare Tire Carrier **Lift Plate** to corrode. In limited cases, the lift plate may excessively corrode and break resulting in detachment of the spare tire from the vehicle.

***This condition is most likely to affect certain 2001-2004 model year Tacoma vehicles operated in cold climate areas with high road salt use. Toyota has initiated a Safety Recall in the cold climate areas. This Limited Service Campaign covers vehicles in other areas.***

**Q2: What is the cause of this condition?**

A2: During the manufacturing process, the Lift Plate may have been insufficiently coated with phosphate. This, combined with prolonged exposure to road salts and other environmental factors, could contribute to the accelerated corrosion of the lift plate. This condition is unrelated to, and separate from, normal surface rust which is commonly found on metallic surfaces after some years of use and/or exposure to the environment.

**Q3: What is Toyota going to do?**

A3: Commencing in mid-June, 2015, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Limited Service campaign.

If you believe your vehicle has been or will be operated in cold climate areas where road salt is frequently used, any authorized Toyota Dealer will inspect your vehicle's spare tire carrier lift plate. Based on the results of the inspection and Toyota's inspection criteria, the spare tire carrier will be replaced at no charge to you.

**Q3a: What will the inspection entail?**

A3a: Any authorized Toyota dealer will visually inspect the condition of the spare tire carrier lift plate. Based on the results of the inspection, if significant corrosion is found, the spare tire carrier will be replaced at **no charge** to you.

As an additional measure of confidence, an authorized Toyota dealer will also perform a functional test of the spare tire carrier to ensure proper operation. The functional test will also be performed at **no charge** to you.

**Q3b: How does Toyota obtain my mailing information?**

A3b: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q3c: Do I need my owner letter to have the remedy performed?**

A3c: You do not need an owner letter to have this Limited Service Campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

**Q4: Are there any warnings or indicators before this condition occurs?**

A4: No, there are no warnings or indicators before this condition occurs.

**Q5: When will this Limited Service Campaign expire?**

A5: This Limited Service Campaign will be available until January 31, 2017. All applicable repairs must also be **completed** by this date.

**Q6: Which and how many vehicles are covered by this Limited Service Campaign?**

A6: This Limited Service Campaign covers vehicles currently registered in the following 30 states and the United States Territories: **AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY**

There are approximately 469,000 Tacoma (2001 - 2004 model year) vehicles covered by this Campaign.

**Q6a: Why are vehicles outside of these 30 states and U.S. Territories not covered by this Limited Service Campaign?**

A6a: In November, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2001 through 2004 model year Tacoma vehicles currently registered in and/or originally sold in the 20 *Cold Climate States*\* and the District of Columbia.

\* CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, & D.C.

If your 2001-2004 Tacoma vehicle is not covered by this Limited Service Campaign please refer to Safety Recall C0V.

**Q7: What should I do, if my vehicle is covered under this Limited Service Campaign?**

A7: Please contact any authorized Toyota dealer and schedule an appointment to have the vehicle inspected.

**Q8: Are there any other Toyota or Lexus vehicles covered under this Limited Service Campaign?**

A8: There are no other Toyota or Lexus vehicle covered by this campaign.

**Q9: How long will the repair take?**

A9: The inspection of the spare tire carrier lift plate will take approximately 10 minutes. Based upon the results of the inspection, if the spare tire carrier requires replacement, the repair will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q10: What if I have previously paid for repairs related to this campaign?**

A10: If you have previously paid for repairs to address this specific condition, please refer to the owner letter for instructions regarding reimbursement consideration.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

**Q11: What if I have additional questions or concerns with my vehicle?**

A11: Customer satisfaction is very important to Toyota. If you have other concerns with the vehicle, we request that you work with your Toyota dealer and/or the Toyota Customer Experience Center. The Customer Experience Center telephone number is 1-888-270-9371.

**CSV - Certain 2001 through 2004 Model Year Toyota Tacoma Vehicles**  
**Excessive Corrosion of the Spare Tire Carrier Lift Plate**  
**LIMITED SERVICE CAMPAIGN NOTICE**

[VIN]

Dear Toyota Tacoma Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota is announcing a Limited Service Campaign Program, which includes certain 2001 through 2004 model year Tacoma vehicles.

**What is the condition?**

On 2001-2004 model year Tacoma vehicles, prolonged exposure to road salts and other environmental factors could cause the Spare Tire Carrier Lift Plate to corrode. In limited cases, the lift plate may excessively corrode and break resulting in detachment of the spare tire from the vehicle.

***This condition is most likely to affect certain 2001-2004 model year Tacoma vehicles operated in cold climate areas with high road salt use. Toyota has initiated a Safety Recall in the cold climate areas. This Limited Service Campaign covers vehicles in other areas.***

**What is included in the Limited Service Campaign**

If you believe your vehicle has been or will be operated in cold climate areas where road salt is frequently used, any authorized Toyota Dealer will inspect your vehicle's spare tire carrier lift plate. Based on the results of the inspection and Toyota's inspection criteria, the spare tire carrier will be replaced at **no charge** to you.

As an additional measure of confidence, an authorized Toyota dealer will also perform a functional test of the spare tire carrier to ensure proper operation. The functional test will also be performed at **no charge** to you.

***This Limited Service Campaign will be available until January 31, 2017, and will only be available at an authorized Toyota Dealer.***

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

**How do you take advantage of this Limited Service Campaign?**

Please contact an authorized Toyota dealer and make an appointment to have your vehicle inspected before **January 31, 2017**.

The inspection of the spare tire carrier lift plate will take approximately 10 minutes. If the dealer determines the spare tire carrier requires replacement, the repair will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

*If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.*

***This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.***

**What if you have other questions?**

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.

- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repairs related to this condition, please mail all required paperwork\* to the following address for reimbursement consideration and allow 6 – 8 weeks for processing:

Toyota Motor Sales, USA, Inc.  
Toyota Customer Experience WC10  
19001 South Western Avenue  
Torrance, CA 90509

\*Please refer to the attached Reimbursement Checklist for required paperwork details.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC

LSC expired on January 31, 2017  
Claim filing available until February 28, 2017