



CRC SPRAY QUICK REFERENCE GUIDE



Settlement Background

The class action settlement involving frames includes inspection of the customer's frame, and if the frames meet or exceed the Rust Perforation Standard based on the Court-ordered inspection criteria, the frame will be replaced at no cost to the customer.

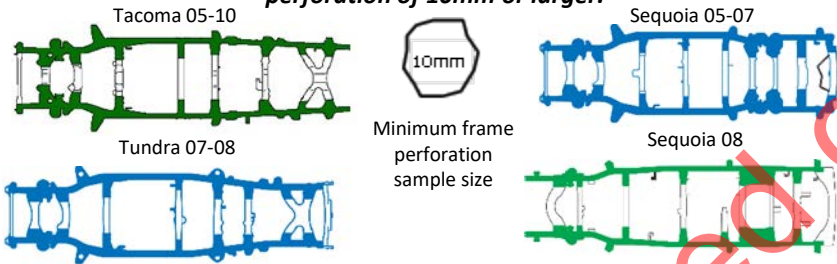
The settlement also includes CRC application. Toyota is currently preparing parts for CRC (Corrosion Resistant Compound) application process for all models. Once available, CRC

application will be covered under Limited Service Campaign (LSC H0F), and will only be available for vehicles registered in the Cold Climate States 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 Limited Service Campaign

Vehicle Inspection

The specific areas of the frame assembly below will be visually inspected for perforation of 10mm or larger.



If the frame passes Toyota's inspection criteria:

- Review the CRC application process with the customer.
- A dealership representative should inform the customer that Toyota will spray the vehicle's frame with CRC (after confirming vehicle is applicable for LSC H0F in TIS).

If rust perforation (10mm or larger) is found in the area(s) covered by this LSC:

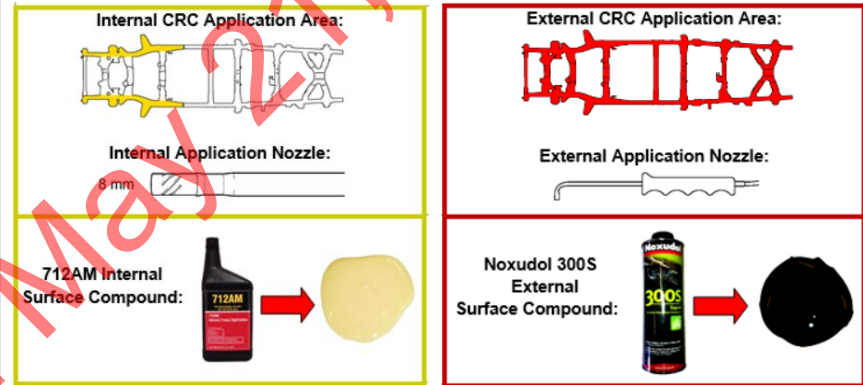
- Review your findings with the customer.
- Inform the customer that Toyota will replace the vehicle's frame.
- Refer to the ASM Reference Guide for ZH6 for additional information that can be used when discussing the frame replacement with the customer.

If the frame passes Toyota's Inspection Criteria but rust perforation smaller than 10mm is found or located in an area not covered by this LSC:

- Explain that Toyota has determined rust perforation less than 10mm or less located in an area not covered by this LSC does not affect the structural components of the frame.
- Review the CRC application process with the customer.
- If additional rust perforation is found during the frame preparation process (exceeding Toyota's inspection criteria), a dealership representative should inform the customer that Toyota will replace the vehicle's frame.

CRC APPLICATION

Before application of the CRC, loose rust & debris will be removed from the frame. Corrosion-Resistant Compounds will be applied to the frame areas shown below:



Post Care

Note: Materials/plugs have been installed in strategic locations to help avoid dripping.

- If dripping occurs on concrete, the customer will need to perform the following steps:
 1. Wipe up the compound as soon as possible with a paper towel.
 2. Apply Simple Green® to any remaining compound.
 3. Agitate area with a stiff scrub brush.
 4. Wipe up the Simple Green®. Rinse with water if necessary.
 5. If the spot is still visible after 24 hours, repeat steps 1-4 (Some spots may require multiple treatments to no longer be visible).
- Wash hands thoroughly if hands come into direct contact with either CRC.
- The temperature of the frame affects the drying time.

- Please ask the customer to avoid touching the external surfaces of the frame as the surface may remain tacky to the touch for a period of time.
- Advise the customer not to wash their vehicle's under carriage for approx. 72 hours after pickup. This will provide ample time for the CRC to cure.
- The customer may also notice a petroleum product based odor for a few days. The customer may wish to park the vehicle outside during this time.
- Inform the customer that a hang tag for post CRC application care will be on the rear-view mirror for their reference.