


## INTEROFFICE MEMORANDUM

Original Publication Date: November 7, 2019

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

From: Tom Trisdale   
Vice-President, Product Quality and Service Support

LIMITED SERVICE CAMPAIGN K0D (*Remedy Notice*)

**Certain 2011 – 2017 Model Year Tacoma  
Frame Corrosion Resistant Compound (CRC) Application**

Specific information for Region support is provided below.

**Condition**

Toyota has received reports regarding frame corrosion perforation on 2011 – 2017 model year Tacoma vehicles. In these reports, customers have indicated that vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on November 7, 2019.

**Region Unique Information**

- Below is the FTS survey link that region members will be using for post repair quality survey.  
[https://t3.tms.toyota.com/t3Portal/frameSprayCheck?l=tis\\_frame\\_spray&campaignCode=K0D&vin=&campaignId=7&source=survey](https://t3.tms.toyota.com/t3Portal/frameSprayCheck?l=tis_frame_spray&campaignCode=K0D&vin=&campaignId=7&source=survey)
- We have included an Operation Code for vehicles equipped with aftermarket external wax, as fitting the frame plugs may be difficult with external wax and may require partial removal of the wax around frame hole plug openings.

Operation Code	Operation Code Description	Maximum Labor Hours Claimed
K0D11F	2011–2015 Dry, Clean, Apply CRC, Install Plugs – Aftermarket External Wax Present	7.4
K0D11G	2016–2017 Dry, Clean, Apply CRC, Install Plugs – Aftermarket External Wax Present	8.4

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

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

Thank you for your cooperation.