


From: **QC_DoNotReply** QC_DoNotReply@toyota.com 
 Subject: *****UPDATE - Limited Service Campaign K0D - Certain 2011-2017 Model Year Tacoma Vehicles - Frame Corrosion Resistant Compound Application - Dealer*****
 Date: December 16, 2020 at 4:06 PM
 To:



In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on:

- **Certain 2011 - 2017 model year Tacoma Vehicles**

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.

Remedy:

Any authorized Toyota dealer in the Cold Climate States (CCS)¹ will first inspect the condition of the vehicle’s frame under associated Customer Support Program (CSP) ZKA. Based upon the results and date of the inspection, the dealership will do one of the following:

- If qualifying rust perforation is **not** found, and the vehicle is located in a Cold Climate State, the dealer will apply Corrosion Resistant Compound (CRC) and/or install frame plugs to key areas of the vehicle’s frame **FREE OF CHARGE** to the owner under Limited Service Campaign (LSC) K0D.
- If qualifying rust perforation is **not** found, and the vehicle is **not** located in a Cold Climate State, no further action is required.
- If significant rust perforation **is** found, the dealer will replace the vehicle’s frame **FREE OF CHARGE** to the owner under Customer Support Program ZKA if all conditions of the program are met.

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:

| Model Name | Model Year | Approximate Total Vehicles | Production Period |
|------------|-------------|----------------------------|----------------------------------|
| Tacoma | 2011 - 2017 | 302,470 | Late June 2010 – Early June 2017 |

Technician Certification Requirements

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Expiration Date

| Campaign | Region | Approximate UIO | Estimated Launch Timing | Estimated Expiration Timing | Notes |
|--|---------------------------|-----------------|-------------------------|-----------------------------|---|
| K0D - CRC Application (will become available based | Cincinnati 2011 - 2017 | 40,370 | November 7, 2019 | December 31, 2021 | Dealer training by FTS staff will take place prior to launch. |
| | Chicago 2011 - 2017 | 41,280 | January 23, 2020 | February 29, 2022 | Dealer training by FTS staff will take place prior to launch. |
| | Boston 2011 - 2015 | 42,434 | April 2, 2020 | May 31, 2022 | Dealer training by FTS staff will take place prior to launch. |
| | Boston 2016 - 2017 | 18,979 | June 25, 2020 | July 31, 2022 | Dealer training by FTS staff will take place prior to launch. |

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|--|--|-----------|--|-------------------------------------|--|
| upon legal and environmental agency approvals where applicable). | CAT 2011 - 2015 | 70,320 | May 14, 2020 | June 30, 2022 | Dealer training by FTS staff will take place prior to launch. |
| | CAT 2016 - 2017 | 31,412 | July 23, 2020 | August 31, 2022 | Dealer training by FTS staff will take place prior to launch. |
| | Connecticut and New Jersey 2011 – 2017 | 27,660 | December 16, 2020 | January 31, 2023 | Dealer training by FTS staff will take place prior to launch. |
| | New York 2011 – 2017 | 27,070 | Not Available (Estimated January 2021) | February 28, 2023 | Dealer training by FTS staff will take place prior to launch. |
| ZKA – Frame Inspection and Frame Replacement | All | 1,102,200 | Available | Depends on Date of First Use (DOFU) | Frame replacement is eligible upon meeting or exceeding the Rust Perforation Standard (see the Technical Instructions) |



Please reference the attachments for additional details.

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