


From: **QC\_DoNotReply** QC\_DoNotReply@toyota.com   
 Subject: **\*\*\*UPDATE - Limited Service Campaign KOD - Certain 2011-2017 Model Year Tacoma Vehicles - Frame Corrosion Resistant Compound Application - Internal\*\*\***  
 Date: December 16, 2020 at 2:26 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)<sup>1</sup> 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) KOD.
- 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.

<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.

**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
KOD - CRC Application (will)	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.
					Dealer training by

Application (will become available based upon legal and environmental agency approvals where applicable).	Boston 2016 - 2017	18,979	June 25, 2020	July 31, 2022	FTS staff will take place prior to launch.
	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	<b>Not Available</b> (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	<b>Available</b>	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.*

*Dealers will be notified on December 16, 2020 at approximately 4:00 pm Central time.*

Please do not reply to this email, this email was sent from a non-monitored account. If you need to contact us, please email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).

Thank you for your support,

**TOYOTA MOTOR NORTH AMERICA**  
Quality | Quality Compliance Department



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**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 KOD (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=KOD&vin=&campaignId=7&source=survey](https://t3.tms.toyota.com/t3Portal/frameSprayCheck?l=tis_frame_spray&campaignCode=KOD&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
KOD11F	2011-2015 Dry, Clean, Apply CRC, Install Plugs – Aftermarket External Wax Present	7.4
KOD11G	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.



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16-17 1...20.pdf