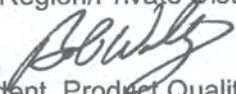


TOYOTA CUSTOMER SERVICES

Volume: XIX
 Number: TC12-006
 Date: 03/12/2012
 Action
 Retain
 Information

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

From: Bob Waltz, 
 Vice President, Product Quality and Service Support

Subject: Limited Service Campaign (LSC) – A0F Deadline Extension and Owner Notification
 Certain 2000 – 2003 Model Year Tundra Vehicles – Frame Rust Corrosion Perforation

Service Campaign completion is an integral part of our commitment to meet customer expectations of Toyota products. As part of our continuing efforts to provide superior customer satisfaction, Toyota is extending the April 30, 2012, expiration date for vehicle owners covered by this campaign, to *December 31, 2012*.

Background:

In 2010 Toyota launched a Limited Service Campaign (LSC A0F) to enhance the warranty coverage on the frames of certain 2000 through 2003 model year Tundra vehicles. At that time, Toyota had received a number of reports regarding the vehicles registered in specific cold climate areas with high road salt use, exhibiting more than normal rust corrosion to the frame causing perforation of the metal.

Although this Limited Service Campaign is **not limited** to the vehicles currently registered in or originally sold in the *Cold Climate States**, it is important to note that exposure to high road salt usage conditions in cold climate areas is the primary contributor. This 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.

Please refer to the original A0F dealer packet for terms and conditions (e.g. vehicle eligibility, vehicle inspection criteria, etc.).

1. Dealer Notification Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-March 2012.

2. Owner Notification Letter Mailing Date

Toyota will notify owners beginning in mid-March 2012.

3. Parts Ordering

As a reminder, frame assemblies are not returnable to the PDC since the PDC does not stock this item. Frame assemblies are exempt from the Monthly Parts Return program and are not returnable under any circumstances. As a result, orders for frame assemblies should be carefully reviewed prior to placing them on Dealer Daily. Please see the dealer letter for additional information.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

Enclosure

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

G. Borst	F. Fontanella	E. Matsuda	J. Tetherow
R. Broughman	H. Fukui	M. Michels	P. Turner
G. Bryan	S. Haag	T. Morrison	K. Ura
W. Burns	J. Hanson	T. Nakagami	P. Uribe
D. Camden	K. Higgins	D. Pettitt	A. Vaish
B. Carter	C. Hostetter	R. Pflughaupt	R. Waltz
G. Christoff	M. Hosoe	C. Reynolds	S. Watanabe
J. Colon	Y. Inaba	C. Roberts	M. Yamanami
B. Cooper	K. Ito	R. Sakai	H. Yoshihashi
R. Daly	M. King	M. Setta	D. Zellers
F. Davidson	M. Kosugi	R. Specht	
T. Doi	K. Kusakawa	J. Stempkowski	
D. Esmond	J. Lang	S. Sugawara	
W. Fay	J. Lentz	M. Templin	

To: Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Limited Service Campaign (LSC) – A0F Deadline Extension and Owner Notification
Certain 2000 – 2003 Model Year Tundra Vehicles – Frame Rust Corrosion Perforation

Service Campaign completion is an integral part of our commitment to meet customer expectations of Toyota products. As part of our continuing efforts to provide superior customer satisfaction, Toyota is extending the April 30, 2012, expiration date for vehicle owners covered by this campaign, to *December 31, 2012*.

Background:

In 2010 Toyota launched a Limited Service Campaign (LSC A0F) to enhance the warranty coverage on the frames of certain 2000 through 2003 model year Tundra vehicles. At that time, Toyota had received a number of reports regarding the vehicles registered in specific cold climate areas with high road salt use, exhibiting more than normal rust corrosion to the frame causing perforation of the metal.

Although this Limited Service Campaign is **not limited** to the vehicles currently registered in or originally sold in the *Cold Climate States**, it is important to note that exposure to high road salt usage conditions in cold climate areas is the primary contributor. This 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.

Please refer to the original A0F dealer packet for terms and conditions (e.g. vehicle eligibility, vehicle inspection criteria, etc.).

1. Owner Notification Letter Mailing Date

Toyota will notify owners beginning in mid-March 2012.

2. Parts Ordering

As a reminder, frame assemblies are not returnable to the PDC since the PDC does not stock this item. Frame assemblies are exempt from the Monthly Parts Return program and are not returnable under any circumstances. As a result, orders for frame assemblies should be carefully reviewed prior to placing them on Dealer Daily. Please see the dealer letter for additional information.

Please continue to follow the A0F parts ordering instructions previously published. Important changes to keep in mind are outlined below:

- i. ***Due to increases in frame orders, current frame delivery lead-time to dealers is approximately 35 days.*** Please consider the lead-time when placing the order for the frame as well as other necessary parts.
- ii. Some parts necessary to complete the repair are currently managed through the Dealer Ordering Solution (DOS) and have dealer order limits, please refer to your most recent Toyota MAC Report for dealer order information.
- iii. Please advise customers of the expected frame delivery time to set appropriate expectations.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts.

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

IMPORTANT
2000 through 2003 Model Year Tundra
Frame Rust Corrosion Perforation
Deadline Extension

[VIN]

Dear Toyota Owner:

Thank you for your patronage to Toyota. We are dedicated to providing vehicles of outstanding quality and value.

In 2010 Toyota launched a Limited Service Campaign to enhance the warranty coverage on the frames of certain 2000 through 2003 model year Tundra vehicles. At that time, owners of vehicles covered by this campaign were informed that the inspection of the frame as well as any applicable repairs must be completed by April 30, 2012.

As part of our continuing effort to provide superior customer satisfaction, Toyota is extending the April 30, 2012, expiration date to **December 31, 2012**. The original *Limited Service Campaign Notification* (enclosed) has been updated to reflect this change. All terms and conditions of this updated notification will now apply to your vehicle.

What should I do next?

If your vehicle's frame has not been previously inspected, or if you feel your vehicle's frame has/is experiencing the condition outlined in the *Limited Service Campaign Notification* (enclosed), please make an appointment as soon as possible with an authorized Toyota dealer. You will have until **December 31, 2012**, to have your vehicle inspected and any remedies (applicable under this campaign) performed.

Please place both this insert and updated *Limited Service Campaign Notification* into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

If you have additional questions, please refer to the enclosed *Limited Service Campaign Notification*. An Authorized Toyota Dealer will also be happy to assist you with any questions or concerns you may have about this campaign.

Thank you for your understanding.

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

***Please see the enclosed updated Limited Service Campaign Notification for details.*

**Limited Service Campaign A0F
2000 through 2003 Model Year Tundra Frame Rust Corrosion Perforation
Limited Time Offer Notification**

[VIN]

Dear Toyota 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 would like to advise you of an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

Toyota cares about our customers

Toyota has received isolated reports regarding certain 2000 through 2003 model year Tundra vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. This 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.

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience and confidence in your vehicle. To assure you that we stand behind our product, we are providing an enhancement to the warranty coverage on your vehicle's frame for this specific condition for a limited time (repairs must be completed by December 31, 2012).

The limited time offer covers vehicle repair cost for perforation (based upon Toyota's inspection criteria*) of the vehicle's frame caused by rust corrosion with no mileage limitations until December 31, 2012 (repairs must be completed by this date).

***Please see your Toyota dealership for further details.**

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed in 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, with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) You must demonstrate that your vehicle is operable, has been operated regularly over the preceding twelve months and has a valid and current registration or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles must be drivable and vehicles with moderate, or more, accident damage are not eligible for this offer; and (5) If your vehicle is originally and/or currently registered in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, WI, WV, VA, VT or the District of Columbia a **Toyota dealer must conduct the separate safety recall for the rear cross member (spare tire carrier), rear brake lines at the LSPV and fuel tank mounting system, as well as the application of a corrosion resistant compound when it becomes available.**

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

What should I do?

If you believe rust corrosion to the frame causing perforation of the metal has occurred, contact any Toyota dealer and make arrangements to have your vehicle inspected. If rust corrosion is confirmed based upon Toyota's inspection criteria, the dealer will provide an appropriate repair. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

If your vehicle has not experienced this condition, please insert this letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

How do I know if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

In most cases, any perforation of the vehicle's frame caused by rust corrosion will be identified during the course of routine service or state vehicle inspections (in states that require them). However, if your vehicle is primarily utilized in states where road salt usage is prevalent, you may wish to inspect your vehicle on an annual basis. It is important to remember that this 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. Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. If this is observed, bring the vehicle to an authorized Toyota dealership for inspection, at **NO CHARGE**, under Toyota's inspection criteria. If you are not comfortable performing these steps, please contact any Toyota dealer, who will inspect your vehicle at **NO CHARGE**.

What if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

If you believe rust corrosion to the frame causing perforation of the metal has occurred, contact any Toyota dealer and make arrangements to have your vehicle inspected. If rust corrosion is confirmed based upon Toyota's inspection criteria, the dealer will provide an appropriate repair at **NO CHARGE** which must be completed prior to **December 31, 2012**. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

Prior to bringing in your vehicle for inspection, please remember to remove any personal effects from your vehicle. During the repair process, your Toyota dealer will arrange a complimentary loaner vehicle for your use at **NO CHARGE** (upon proof of adequate insurance).

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 2000 through 2003 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted above) for this specific condition during the applicable period, please contact the Toyota Customer Assistance 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.

We have sent this notice in the interest of your continued satisfaction with our products.

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