



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

March 18, 2014

[REDACTED]

Kenvil, NJ [REDACTED]

Dear [REDACTED]

NVS-216 et
Ref. No. 10554504

Thank you for your correspondence concerning your model year (MY) 2002 Toyota Tacoma truck. The New Jersey Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2002 Toyota Tacoma was diagnosed with severe frame rust corrosion. When you contacted Toyota regarding this problem, you were informed there was a customer service program to address this problem, but it expired in 2011. You were also told that Toyota mailed six notifications to you regarding this issue which contained instructions on how to take advantage of the program. However, you allege that you did not receive the notifications and are being denied assistance from Toyota. You believe Toyota should be held responsible for the rust corrosion on your truck and request assistance in resolving this problem.

Toyota conducted two customer service actions to address this problem. Toyota Limited Service Campaign (LSC-90D, enclosed) announced in March 2011, provides dealers instructions on how to treat the frames of certain MY 1996 through MY 2004 Toyota Tacoma trucks with a corrosion-preventative compound. The notifications were sent to current registered owners of vehicles that were originally sold and registered in certain salt belt States that use a high amount

of road salt for de-icing. Also in November 2008, Toyota announced a Customer Support Program (PL08-03, enclosed) to enhance the warranty coverage of the frames in certain MY 1995 through MY 2004 Toyota Tacoma trucks for rust perforation to 15 years, with no mileage limitations. Unfortunately, the expiration date to have LSC-90D completed for truck owners in New Jersey ended on December 31, 2011.

Please note that LSC-90D and PL08-03 do not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Service campaigns and customer support programs are actions taken by manufacturers to assist their dealers with repairing known problems and to restore customer satisfaction. NHTSA does not have authority to require Toyota to perform the corrective action described in LSC-90D and PL08-03 at no cost to you. Furthermore, the notifications were sent to the owner Toyota had on record based on the most current registration information it received from the New Jersey Motor Vehicle Commission. We recommend that you continue to work with Toyota and your dealer for further assistance.

Our research revealed another recall (NHTSA Safety Recall Campaign No. 12V-542, enclosed) for excessive corrosion that you should have received. The recall affects certain MY 2001 through MY 2004 Toyota Tacoma trucks manufactured from August 28, 2000, through August 27, 2004, and originally sold, or currently registered in cold climate states with high road salt usage, including New Jersey. The spare tire carrier lift plate may not have been sufficiently coated with anti-corrosion materials. If the plate is insufficiently coated and the vehicle is operated in cold climate regions where road salts are frequently used, road spray can reach the carrier assembly and corrode the lift plate. We recommend that you contact Toyota and the New Jersey Motor Vehicle Commission regarding the accuracy of your vehicle owner and registration information if you have not received this recall or any other notifications from the manufacturer.

If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at (877) 382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You also may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at (888) 327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

Recall Detail

08-AUG-2013

Recall Num: 12 V 542 000**573 Date:** 21-NOV-2012**573 Date Rcvd:** 23-NOV-2012**Potentially Affected:** 150,000**Potentially Defective:** 150,000**Mfr Recall Num:****Subject:** Spare Tire Carrier may Fail**Remedy Type:** Fix/Repair**RP Num:****FMVSS Num:****Recall Type:** Defect**Recall Effect:** Crash Avoidance**NHTSA Inv Num:****Influenced by:** MFR**Problem Exp:** Complaints**Manufacturer:** Toyota Motor
Engineering &
Manufacturing**Recall Status:** CONDUCTING RECALL

Problem Descr: Toyota is recalling certain model year 2001 through 2004 Tacoma light trucks manufactured from August 28, 2000, through August 27, 2004, and originally sold, or currently registered, in the following cold climate states with high road salt usage: Connecticut, Delaware, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin, and the District of Columbia. The spare tire in the subject vehicles is located underneath the rear of the vehicle and held by a spare tire carrier. A lift plate on the carrier is used to help raise, lower and retain the tire. During its manufacture, the lift plate may not have been sufficiently coated with anti-corrosion materials. If the plate is insufficiently coated and the vehicle is operated in cold climate regions where road salts are frequently used, road spray can reach the carrier assembly and corrode the lift plate.

Consequence: Corrosion of the plate could cause it to break, which could result in detachment of the spare tire from the vehicle. Detachment of the spare tire could result in a road hazard which may increase the risk of a vehicle crash.

Remedy Type: A remedy for this defect is currently being developed. Toyota will notify owners when a remedy plan has been finalized. The recall is expected to begin during December 2012. Owners may contact their Toyota dealer or the Toyota Customer Experience Center at 1-800-331-4331.

Notes: Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

MFR Knowl Dt:**Prod Change Dt:****Mfr Press Release Dt:****NHTSA Press Release Dt:****Stop Sales:****Regional:** Y**Supplier:** Deuer**Mfr Toll Free Num:**

Manufacturing

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA Model :TACOMA Model Year :2001 Type :TRUCK		28-AUG-2000	27-AUG-2004
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA Model :TACOMA Model Year :2003 Type :TRUCK		28-AUG-2000	27-AUG-2004
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA Model :TACOMA Model Year :2004 Type :TRUCK		28-AUG-2000	27-AUG-2004
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA Model :TACOMA Model Year :2002 Type :TRUCK		28-AUG-2000	27-AUG-2004

Component Name

TIRES:TEMPORARY/EMERGENCY SPARE TIRE

Recall Detail

08-AUG-2013

Influencing Investigation(s)

Investigation Num	Subject	Investigator	Relationship
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Related Recalls

Yr	Type	Major Sub	Relationship
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Recall Characteristics

Unique Recall	Unique Descr
Regional recall	

Recall Communications**Fax Ack:****Draft 577 Received:****Final 577 Received:** 22-FEB-2013**Phased:** N**Renotification:****Dealer Notification****Received:** 12-FEB-2013**Letter Ack:** 26-NOV-2012**Draft 577 Approved:****Owner Notification:****577 End:****Envelope Approved:****Dealer Notification:**

**2001 through 2004 Model Year Tacoma Frame Rust Perforation
Warranty Enhancement 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 will offer an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

What is the condition?

Toyota has received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in these vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles. 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.

What will Toyota do?

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 with and confidence in your vehicle. To assure you that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on your vehicle's frame for this specific condition, subject to the terms and conditions of this Letter. Please see the "What Should I Do?" and "Warranty Enhancement Details" section of this letter for limitations and details.

What should I do?

If your vehicle is registered in the following states or the District of Columbia:

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

Toyota will inspect the condition of your vehicle's frame and apply a corrosion-resistant treatment. This treatment will enhance the corrosion protection of your Tacoma's frame against severe cold climate conditions and high road salt exposure. Any Toyota dealer located in the states listed above will be happy to conduct this inspection and treatment at **no charge** until **10/31/2010**. Please note that completion of this service before the expiration date is a condition of maintaining the extended warranty if your vehicle is registered in one of these states.

Please contact the Toyota dealer and make an appointment to have your Tacoma's frame inspected and a corrosion-resistant treatment applied before **10/31/2010**. Please present this Letter to the Toyota dealer at your appointment. The treatment may take one or two days. During the corrosion-resistant treatment process, your Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge while the vehicle is being treated.

Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary.

If your vehicle is registered in the following states:

- AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories

You do not need to do anything at this time. 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 move to an area in which your vehicle may experience prolonged exposure to road salts and other environmental factors, please contact any Toyota dealer and make arrangements to have your vehicle inspected and, if appropriate, treated.

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

If your Tacoma's frame is perforated by rust, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this Letter to the Toyota dealer when you bring the vehicle in for your appointment.

After inspection and confirmation of the perforation condition, Toyota will repair the frame according to the perforation level and, if necessary, apply the corrosion-resistant treatment to prevent rust advancement.

Based upon the condition of your specific vehicle and replacement parts/frame availability, Toyota may determine to repurchase your vehicle rather than to repair it. If we decide to repurchase your vehicle, we will offer the following:

- Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition, subject to the terms and conditions set forth below. The offer will be based on the terms and conditions stated in the Warranty Enhancement Details. In the event of a repurchase, your Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 30 days.

Warranty Enhancement Details

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust, **provided that you adhere to the terms and limitations specified in this letter.**

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 other 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 with moderate, or more, accident damage must be driveable and, in any event, are not eligible for the full frame repair or repurchase consideration. (In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery); and (5) If your vehicle is 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 inspect and apply appropriate corrosion-resistant treatment to a vehicle with a non-perforated frame prior to October 31, 2010.

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

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 2001 through 2004 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted in this letter) for this specific condition before receiving this Letter, please contact Toyota at 1-888-270-9371.

If you no longer own this vehicle or would like to update your vehicle ownership/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.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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



Customer Support Program (CSP)

Warranty Enhancement for Frame Rust Perforation on Certain 2001 – 2004 Model Year Tacoma

Q1: What is the condition?

- A1: A small number of '01 through '04 model year Tacomas operated in severe cold climate areas with high road salt use (*Severe Cold Climate States*) were reported to exhibit excessive rust causing perforation of the frame. Toyota investigated these reports and determined that the frames in this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles. ***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.***

Q2: What is Toyota going to do?

- A2: Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), to assure customers that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on the vehicle's frame for this specific condition, subject to the terms and conditions that are outlined in the Owner Letter.

Q3: Is this a recall?

- A3: No. This is an extension of the warranty coverage on 2001 through 2004 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust. This warranty extension will be offered for a period of 15 years with no mileage limitation from the vehicle's in-service date, for this specific condition.

Q4: What are some of the terms and conditions of the Warranty Extension?

- A4: If the vehicle is registered in the following states or the District of Columbia, the primary condition of maintaining this extended warranty offer is that the customer must bring the vehicle to a Toyota dealer before 10/31/2010 for application of a corrosion-resistant treatment at **no charge**:
- CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

The treatment will enhance the corrosion protection of the Tacoma's frame against severe climate conditions and high road salt exposure.

Owner notification and Corrosion-Resistant Treatment Application will be rolled out in the above listed Severe Cold Climate States on a state-by-state basis as various regulatory issues are resolved.

Q4a: What sort of regulatory issues are being resolved?

- A4a: Toyota will be utilizing specialized spray equipment to apply the Corrosion-Resistant Treatment. We are confident this equipment meets or exceeds High Volume Low Pressure (HVLP) application efficiencies which are considered better for the environment. We are currently going through the regulatory processes to certify the equipment. If we are successful, it will also alleviate or minimize certain local jurisdiction permitting requirements more commonly reserved for automotive body shops.

Q5: Why is Toyota requiring some customers to have their vehicles inspected/treated to maintain the warranty extension, but extending the warranty for other customers with no requirement?

- A5: Prolonged exposure to road salts and other severe cold climate environmental factors contributes to the development of excessive rust corrosion in the frames of some vehicles. Therefore, customers in non-affected states do not need to take any action at this time.

Q6: What if a customer in a non-severe cold climate state would like to apply the corrosion-resistant treatment to their Tacoma?

- A6: The treatment is not necessary outside the severe cold climate states and those customers also have the protection of the extended warranty. The treatment will not be available outside of the Severe Cold Climate States due to specialized equipment requirements and regulatory limitations.

Q7: Why is Toyota launching this Customer Support Program?

A7: We at Toyota care about the customer's overall experience with and confidence in their vehicle. To assure our customers that we stand behind the product, we are providing an extension of the warranty coverage on certain 2001 through 2004 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust.

Q8: Does this Customer Support Program apply to rusted body panels?

A8: No. This Customer Support Program only applies to the frame of certain 2001 to 2004 model year Tacomas.

Q9: Is it a safety issue?

A9: All iron based metallic material will eventually rust. This issue is related to inadequate corrosion-resistant protection; therefore, we believe this is a long-term durability issue.

Q10: Why is Toyota offering the corrosion-resistant treatment to customers in certain states only?

A10: Toyota is applying the supplemental corrosion-resistant treatment in areas where vehicles may experience prolonged exposure to severe cold climate with high road salt use.

Q11: What is the cause of the condition?

A11: The 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.*

Q12: Is this corrosion-resistant treatment utilized on production vehicles?

A12: No. The corrosion-resistant treatment utilized for production vehicles is a different process.

Q13: How many vehicles are eligible?

A13 2001 through 2004 model year Tacoma vehicles are eligible for this Customer Support Program. There are approximately 619,400 vehicles eligible nationwide:

Model	Approx. 2001 MY UIO	Approx. 2002 MY UIO	Approx. 2003 MY UIO	Approx. 2004 MY UIO
Tacoma	156,700	158,000	151,700	153,000

Q14: For 2005 model year Tacoma and on, is there a corrosion-resistant treatment already on the vehicles?

A14: The current production Tacoma was an all-new vehicle starting in 2005 model year and the frame has a completely different design.

Q15: How many customers have contacted you about this condition?

A15: We've been contacted by a relatively small number of customers out of the sales of approximately 620,000 vehicles.

Q16: What if a customer has previously paid for the repair of the vehicle's frame for this specific condition as it applies to their 2001 through 2004 model year vehicle?

A16: If a customer has previously paid for repair of the frame on a vehicle eligible under this Customer Support Program for this specific condition during the applicable period, they may contact Toyota at 1-888-270-9371 for reimbursement consideration.

Q17: When will owners be notified?

A17: Owners of the vehicles eligible for this Customer Support Program will receive a notification by first class mail beginning in December 2008. The letters will be sent over a period of time, so owners should not be concerned if they do not receive a letter immediately. However, any owners of CSP eligible vehicles who feel their vehicle is exhibiting a frame perforation condition are encouraged to contact their dealership without the letter.

Q18: Which are the severe cold climate and high road salt usage states?

A18: The following states and the District of Columbia are included:

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

Q19: What is involved in the corrosion-resistant treatment?

A19: Once the Toyota dealerships located in the identified states are ready, they will inspect the condition of the vehicle's frame and apply a corrosion-resistant treatment. The treatment will be applied to both external and internal surfaces of the frame. It will enhance the corrosion protection of the Tacoma's frame against severe cold climate conditions and high road salt exposure.

Owner notification in these states will commence as various regulatory issues are resolved. Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary.

Q20: How long will the corrosion-resistant treatment take?

A20: The treatment application takes approximately four hours and cures overnight. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. During the corrosion-resistant treatment process, the Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for use at no charge while the vehicle is being treated.

Q21: What should customers in non-severe cold climate states do?

A21: Customers in non-severe cold climate states do not need to take any action at this time. The condition is caused by the frames in some vehicles not having adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles.

If the customer moves to an area in which the vehicle may experience prolonged exposure to road salts and other environmental factors, please contact Toyota at 1-888-270-9371. Toyota will make arrangements to have the vehicle inspected and the Corrosion-Resistant Treatment applied. The 17-digit Vehicle Identification Number (VIN) will be required at the time of the call.

Q22: What if a customer in a non-affected state wants the corrosion-resistant treatment?

A22: The treatment is not necessary outside the severe cold climate states and those customers also have the protection of the extended warranty. The treatment will not be available outside of the Severe Cold Climate States due to specialized equipment requirements and regulatory limitations.

Q23: What if a customer recently moved from a non-severe cold climate state to a severe cold climate state?

A23: Prolonged exposure to road salts and other severe cold climate environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. Therefore, if the customer has relocated to one of the specific cold climate states, please contact Toyota at 1-888-270-9371. Toyota will make arrangements to have the vehicle inspected and the Corrosion-Resistant Treatment applied. The 17-digit Vehicle Identification Number (VIN) will be required at the time of the call.

Q24: What is the warranty on the corrosion-resistant treatment?

A24: The involved 2001 to 2004 model year Tacoma will be covered by the Warranty Enhancement subject to the terms and conditions that will be outlined in the owner notification letter. The enhancement is offered for a period of 15 years, with no mileage limitations, from the vehicle's in service date, for rust perforation of the vehicle's frame.

Q25: What if the vehicle's frame already exhibits rust, will Toyota apply the corrosion-resistant treatment, or will the vehicle be repaired?

A25: Toyota will inspect the vehicle's frame and will apply the corrosion-resistant treatment if the frame is not perforated due to this condition. Should an involved Tacoma exhibit excessive rust to the frame causing perforation of the metal, Toyota will repair the vehicle.

Q26: What is Toyota going to do if perforation of the vehicle's frame caused by rust is found?

A26: Should a customer experience this condition, they will be requested to present their vehicle for inspection at any Toyota dealer. Upon confirmation of rust perforation of the frame, Toyota will repair the vehicle.

Q27: How long will the repair take?

A27: The repair will take approximately one week; however based upon the dealer's work schedule and parts ordering considerations, it may take a longer period of time. During this time, Toyota will offer customers a complimentary loaner vehicle (upon proof of adequate insurance). Please see the local Toyota dealership for details.

Q28: The dealer informed me that my repair may take over 30 days. Is this correct?

A28: Although the actual repair will take approximately one week, based upon the dealer's work schedule and parts ordering considerations, it may take a longer period of time. We apologize for any inconvenience. During your waiting period, Toyota will offer customers a complimentary loaner vehicle (upon proof of adequate insurance). Please see the local Toyota dealership for details.

Q29: What will the repair involve?

A29: The repair will involve replacement of the frame with a new one, along with many other directly related components. While the frame is disassembled, it may also be advantageous for you to have other maintenance and repairs performed. Please refer to your owner's manual for the recommended maintenance schedule and list of items that are due for replacement based on the mileage and age of your vehicle. It may also be to your benefit to service or replace items such as shock absorbers, suspension components, exhaust components, etc. which may be removed during the repairs. Please note that these items are at customer expense as they are not related to rust perforation of the frame.

Q30: Will this repair affect the value of my vehicle?

A30: As the replacement will involve installation of a new frame and various other components, the value of your vehicle should not change due to the repair itself. However, actual market values change constantly due to various factors.

Q31: Is there any special consideration in the case of vehicle repurchase?

A31: Assuming the vehicle is eligible for repurchase,* Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer will be based on the terms and conditions* stated in the Warranty Enhancement Details.

*Terms and limitations will be available in the owner notification.