



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

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

March 25, 2020

[REDACTED]  
Des Moines, IA [REDACTED]

NEF-109 ela  
Ref. No. 11218864

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2001 Toyota Tundra vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We are aware of NHTSA Safety Recall Campaign No. 09V-444 (enclosed). The recall was initiated on November 18, 2009, and influenced by an ODI investigation. Recall 09V-444 addresses a problem in certain MY 2000 through MY 2003 Toyota Tundra pickups operated in specified cold climate states, which did not include Iowa. These vehicles may exhibit excessive rust in the structural frame, causing perforation of the rear cross-member due to the accumulation of dirt, water and road salt, inadequate corrosion-resistant protection, and other factors such as inadequate maintenance. Corrosion of the rear cross-member could cause the separation of the spare tire stowed under the truck bed and cause a road hazard.

At the same time as the recall, Toyota launched Limited Service Campaign 9SM (enclosed) for MY 2000 through MY 2003 Toyota Tundra pickups not covered by NHTSA Safety Recall 09V-444 to inspect and repair excessive corrosion of the rear cross-member. Owners of vehicles originally sold in and/or currently registered outside of the specified "cold climate states" received the offer of this Limited Service Campaign by mail. Limited Service Campaign 9SM was originally available only until April 30, 2012; however, it was extended under Limited Service Campaign A0F until December 31, 2012 (enclosed).

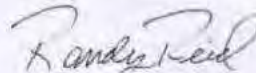
Manufacturers may issue special coverage, for a limited time, to address a known problem and restore customer satisfaction. Please note that the issuance of a Limited Service Campaign does not mean a vehicle has a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA does not have authority to require Toyota to perform the corrective action described in the special coverage adjustment, regardless of eligibility.

We have entered the information you provided into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We recommend that you continue to work with Toyota and your dealer for an amicable resolution. You may consider contacting your local Consumer Protection Agency or the Iowa Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over fraud or deception, 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](http://www.ftccomplaintassistant.gov).

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



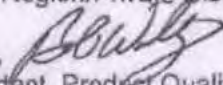
Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures

**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*<sup>\*</sup>, 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.

<sup>\*</sup> 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.

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

**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 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 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](http://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.

TOYOTA

CSC w/LTR.  
SB-10042946-5073

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-1000

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Limited Service Campaign – 9SM  
Certain 2000 – 2003 Model Year Toyota Tundra Vehicles  
Excessive Corrosion of the Rear Cross-Member

Toyota previously announced that a service campaign would be launched for Certain 2000 – 2003 model year Toyota Tundra vehicles that are **NOT** currently registered in and/or originally sold in the "Cold Climate States" where road salts are frequently used. Although it is unlikely that these vehicles will experience the prolonged exposure to high concentrations of road salts and other environmental factors that contribute to this condition, owners of these vehicles will now be able to obtain the inspection and if applicable repair at **no charge** if they so desire.

**Background**

- This condition may occur if the subject vehicle is operated in cold climate areas with high road salt use (*Cold Climate States*).
- In addition, excessive corrosion may also be exhibited on the fuel tank mounting system, which includes two other cross-members and fuel tank mounting straps.
- Exposure to cold climate and high road salt usage conditions are primary contributors. 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.
- Vehicles originally sold in and/or currently registered the following states will receive this offer:

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

Customers that receive the LSC notice may contact your dealership. If a customer requests that this LSC be performed, please be sure to assist them. If the customer opts not to conduct the LSC at this time, please leave the LSC open in the event the customer would like it performed in the future.

**NOTE:** Dealers located in the states covered by this LSC should not solicit opportunities to perform this campaign. Any abuse or misuse of this LSC will result in the dealer being debited.

**Limited Service Campaign Remedy**

Dealerships are requested to inspect specified components\*\* and adjacent areas of the vehicle. Based upon the inspection, one or more of the following should be done:

- If there is no significant corrosion of the rear cross-member, the fuel tank mounting system, frame, and the surrounding components, no actions is required.
- If significant corrosion of the rear cross-member and or surrounding components is detected such that it can no longer safely support the spare tire, and replacement components are available, the cross-member assembly and or components will be replaced.
- If the fuel tank mounting straps exhibit deterioration, they will be replaced.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross members is detected, you should contact the Region/PD Office for vehicle condition confirmation and customer handling procedure.

\* Cold Climate State: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

\*\*Please refer to the Technical Instructions located on TIS for additional details.

The following vital information is provided to inform you and your staff of the owner notification and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in early December, 2011, approximately one week after the dealer notification. The owner letters will be mailed out over approximately one month.

If a dealership is contacted by an owner who has not yet received the notification, please *verify vehicle coverage by confirming through Dealer Daily/TIS.*

2. **Dealer/Owner Lists**

As the majority of vehicles will not require a remedy, summary reports will not be provided for this LSC.

3. **Number and Identification of Covered Vehicles**

There are approximately 316,000 Toyota Tundra (model year 2000 – 2003) vehicles registered in and/or originally sold in the states covered by this Limited Service Campaign.

MODEL	WMI	Year	VIN Range	
			VDS	Range
Tundra	5TB	2000	BN441	S001001 - S124211
			BN481	S001001 - S001001
			BT441	S001001 - S125901
			BT481	S001001 - S125894
			JN321	S001001 - S125878
			KN421	S001001 - S001003
			KN441	S001001 - S051314
			KT441	S001001 - S125833
			RN341	S001001 - S125859
			RN381	S001001 - S001003
			RT341	S001001 - S125904
			RT381	S001001 - S125897
		2001	BN441	S127099 - S220170
			BT441	S125911 - S220327
			BT481	S064335 - S220350
			JN321	S126112 - S220343
			KN441	S064852 - S064852
			KT421	S090565 - S090565
			KT441	S125953 - S220297

MODEL	WMI	Year	VIN Range		
			VDS	Range	
Tundra	5TB	2001	RN341	S125909 - S220341	
			RT341	S125907 - S220347	
			RT381	S064333 - S220345	
		2002	BN441	S220461 - S332258	
			BT441	S220352 - S332710	
			BT481	S219295 - S332685	
			JN321	S220351 - S332714	
			KT441	S220754 - S332680	
			RN341	S220353 - S332719	
			RT341	S220360 - S332721	
			RT381	S220365 - S332666	
			2003	BN441	S332744 - S434008
				BT441	S316368 - S439612
				BT481	S306031 - S439593
				JN321	S332750 - S436914
		KT441		S330788 - S439601	
		RN341		S307943 - S436915	
		RT341		S306032 - S439732	
		RT381		S308386 - S439716	

Please note that all vehicles that were *originally sold in and/or currently registered in* the covered states are eligible for this inspection and if necessary remedy at **no charge** regardless of the vehicle's age or mileage.

If your dealership is contacted by an owner who has not received a notification, please *verify eligibility by confirming through Dealer Daily/TIS prior to performing the inspection.* Dealers should perform the inspection and if necessary repair as outlined in the Technical Instructions found on TIS.

This LSC is available until **December 31, 2012** (repairs must be completed by this date).

4. Parts Ordering

Please refer to the table below for Rear Cross-Member part numbers. Additional part number information can be found in the Technical Instructions (located on TIS). Parts can be ordered from your facing PDC.

- For 2000 – 2002 Model Year

Part Number	Part Description	Quantity
51209-0C010	Rear Frame Cross Member Sub- assembly	1
90080-11288	Bolt	13
90178-A0082	Nut	13

- For 2003 Model Year

Part Number	Part Description	Quantity
51209-0C012	Rear Frame Cross Member Sub-assembly	1
90080-11288	Bolt	13
90178-A0082	Nut	13



\*Part replacement is based on inspection results. DO NOT order parts until the vehicle inspection has been completed. Refer to the Technical Instructions posted on TIS for additional part number information. In the event parts are not available, please refer to the Technical Instructions for specific criteria and handling. This includes making a rental vehicle available based upon the inspection results.

This UIO matrix is provided to inform your dealership of the approximate number of vehicles in your state that are covered by this Limited Service Campaign.

STATE	2000 MY	2001 MY	2002 MY	2003 MY	TOTAL
AK	491	317	436	383	1,627
AL	2,541	1,692	2,032	2,488	8,753
AR	1,372	1,001	1,178	1,096	4,647
AZ	3,304	2,451	2,983	2,842	11,580
CA	24,638	20,883	24,982	26,672	97,175
CO	3,429	2,359	2,283	2,156	10,227
FL	7,211	5,316	7,085	7,662	27,274
GA	4,074	2,935	3,864	4,180	15,053
HI	236	178	252	221	887
IA	509	357	454	403	1,723
ID	941	632	722	696	2,991
KS	927	625	795	747	3,094
LA	2,037	2,340	2,475	2,447	9,299
MO	1,277	901	1,120	1,084	4,382
MS	1,352	1,137	1,259	1,330	5,078
MT	646	458	509	486	2,099
NC	3,588	2,466	2,819	2,913	11,786
ND	115	87	90	85	377
NE	402	294	363	293	1,352
NM	1,272	1,058	1,083	1,189	4,602
NV	1,334	1,054	1,502	1,506	5,396
OK	1,363	1,337	1,474	1,381	5,555
OR	2,684	1,601	1,843	1,895	8,023
SC	1,993	1,485	1,801	1,984	7,263
SD	273	157	202	159	791
TN	2,799	1,564	1,851	1,848	8,062
TX	9,025	9,792	10,606	10,355	39,778
UT	1,353	877	977	891	4,098
WA	3,825	2,432	2,782	2,834	11,873
WY	348	282	239	253	1,122
TOTAL	85,359	68,068	80,061	82,479	315,967

5. **Technical Instructions**

Refer to TIS for Technical Instructions on inspection and if necessary replacement procedures for the Rear Cross-Member, including the surrounding components, such as the rear brake lines at the proportioning valve, spare tire carrier and fuel tank mounting system.

6. **Customer Handling Process, if parts are not available for required repairs**

Toyota is working quickly to ensure that sufficient quantities of replacement Rear Cross-Members and ancillary parts are available for this program. We understand there may be unique situations that require case-by-case handling. In these special circumstances, please contact your DSPM. They will work with your dealership to resolve issues where possible before escalating the case.

7. **Tools and Equipment**

If you need a Frame Expansion Bar campaign tool to complete the repair, please contact your regional representative. The available Frame Expansion Bars will be allocated by regional personal on an as needed basis and will need to be returned to the region after use.

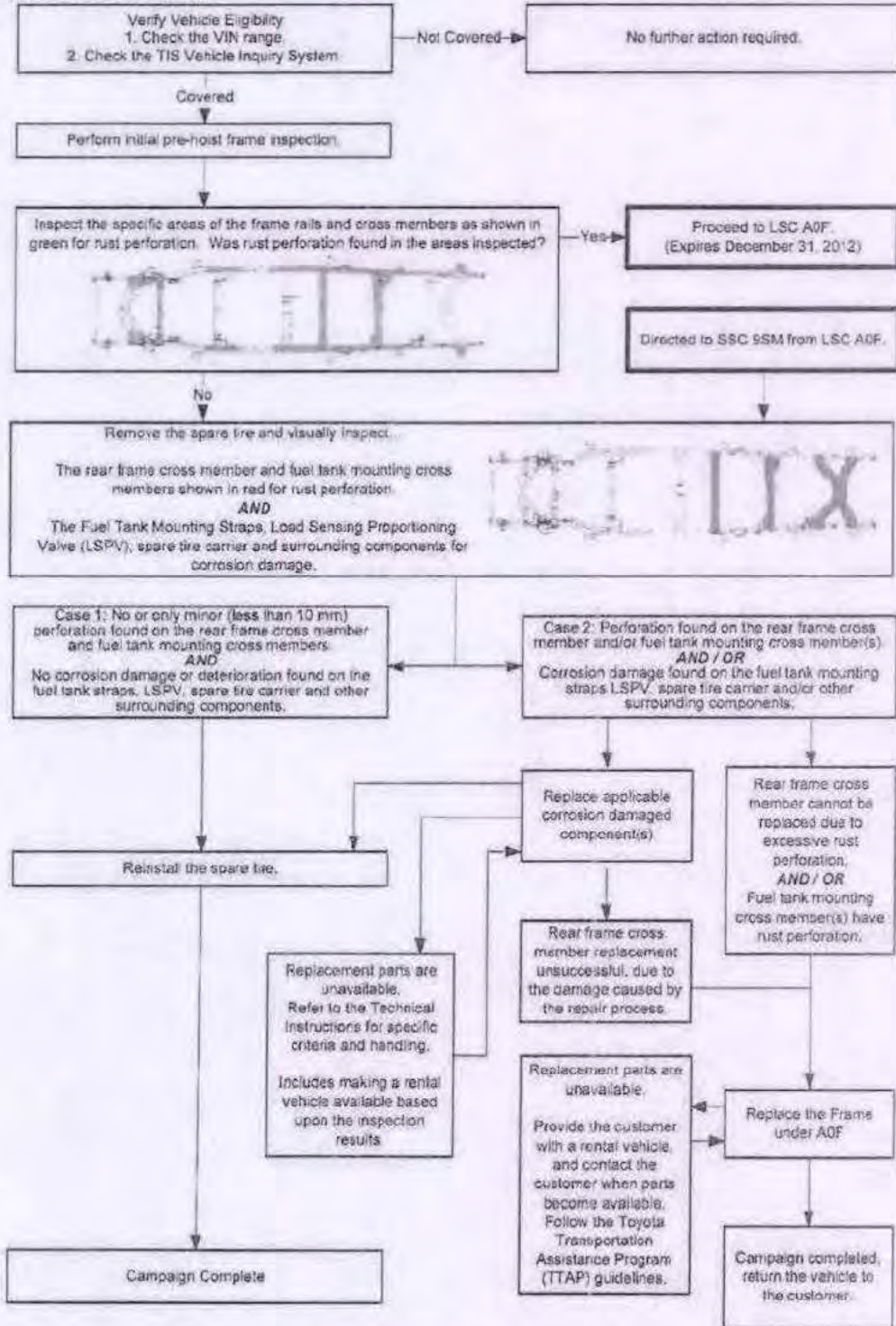
The additional required tools and equipment are listed in the technical instructions found on TIS

8. **Warranty Processor Instructions**

Please note the following for this campaign:

- This Limited Service Campaign involves the inspection of the Rear Cross-Member, Fuel Tank Mounting Cross-members, Brake Tubes, LSPV, Spare Tire Carrier and Fuel Tank Strap, and if applicable the replacement of the aforementioned parts.

**OPERATION FLOW CHART**



*Submit Limited Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.*

(Warranty Processor Instructions continued...)

U.S. Department  
of Transportation  
**Vehicle Inspection and Judgment OP. Codes**

1200 New Jersey Avenue, SE  
Washington, DC 20590

**National Highway  
Traffic Safety  
Administration**

All inspection operation code (Op. Code) claims must be filed as a separate claim from the repair.

Recall #	Op. Code	Description	Flat Rate Hour
9SM	0624M A	Inspect the Rear Cross-Member and surrounding components for Rust Perforation [Minor or No Rust Perforation found of the rear cross-member or fuel tank mounting system and no surrounding component damage found] <u>(CASE 1 shown in the Flow Chart) NO PARTS REPLACEMENT REQUIRED</u>	0.5 hr/vehicle
	0624M B	Inspect the Rear Cross-Member and surrounding components for Rust Perforation Rust Perforation and/or surrounding component damage found <u>(CASE 2 shown in the Flow Chart) PARTS REPLACEMENT REQUIRED</u>	0.5 hr/vehicle

NOTE: The above flat rate times includes 0.1 hour for administrative cost per unit for the dealership.

**Vehicle Repair OP. Codes**

All inspection operation code (Op. Code) claims must be filed as a separate claim from the repair.

Choose one of appropriate operation code from the matrix below according to the valuation and combination of necessary repair work(s) below.

The following operation codes are only to be used in the event that the vehicle requires the replacement of the Rear Cross-Member, Fuel Tank Strap(s), Brake Tube, LSPV and Spare Tire Carrier. If these components can not be replaced, due to excessive rust perforation and/or the Fuel tank mounting Cross Member(s) have rust perforation contact your Region/Private Distributor Representative immediately.

Please indicate the corresponding Repair Work # (see table below) in the Condition Cause Remedy (CCR) section of the claim to signify which repairs were done based on the op. code as a cross-reference. For example:

- If op. code 0624MB (corresponding to Repair Work #'s 1, 4 and 5) is used. The CCR should state: "Repair Work #'s 1, 4, & 5."

Repair Work #	Description of Repair Work
1	Replace the rear cross-member, includes reinstalling the original or new spare tire carrier to the rear cross-member
2	Replace the brake tube including air bleeding
3	Replace the LSPV including air bleeding
4	Replace the fuel tank strap(s)
5	Replace the spare tire carrier

SSC #	Op. Code	Description (Affected Repair Work # above)					Flat Rate Hour
		1	2	3	4	5	
9SM	0625M1	✓	-	-	-	-	5.0 hr/vehicle
	0625M2	✓	✓	-	-	-	5.5 hr/vehicle
	0625M3	✓	✓	✓	-	-	6.9 hr/vehicle
	0625M4	✓	✓	✓	✓	-	7.2 hr/vehicle
	0625M5	✓	✓	-	✓	-	5.8 hr/vehicle
	0625M6	✓	-	✓	-	-	6.6 hr/vehicle

(Warranty Processor Instructions continued...)

SSC #	Op. Code	Description (Affected Repair Work # above)					Flat Rate Hour
		1	2	3	4	5	
9SM	0625M7	✓	-	✓	✓	-	6.9 hr/vehicle
	0625M8	✓	-	-	✓	-	5.3 hr/vehicle
	0625M9	-	✓	-	-	-	0.5 hr/vehicle
	0625MA	-	✓	✓	-	-	1.9 hr/vehicle
	0625MB	-	✓	✓	✓	-	2.2 hr/vehicle
	0625MC	-	✓	✓	✓	✓	2.7 hr/vehicle
	0625MD	-	✓	✓	-	✓	2.4 hr/vehicle
	0625ME	-	✓	-	✓	-	0.8 hr/vehicle
	0625MF	-	✓	-	✓	✓	1.3 hr/vehicle
	0625MG	-	✓	-	-	✓	1.0 hr/vehicle
	0625MH	-	-	✓	-	-	1.6 hr/vehicle
	0625MJ	-	-	✓	✓	-	1.9 hr/vehicle
	0625MK	-	-	✓	✓	✓	2.4 hr/vehicle
	0625ML	-	-	✓	-	✓	2.1 hr/vehicle
	0625MM	-	-	-	✓	-	0.3 hr/vehicle
	0625MN	-	-	-	✓	✓	0.8 hr/vehicle
	0625MP	-	-	-	-	✓	0.5 hr/vehicle
0625MQ	Rear Cross-Member replacement unsuccessful, damage caused by repair process					3.0 hr/vehicle	

Note: For Operation Code 0625M1 through 0625M8 and 0625MQ which contain the Cross-Member replacement, \$8.00 per vehicle for the cost of the chisel cutter should be included on the SSC claim. Use "ZZ" sublet type. State "Chisel Cutter" in the sublet description. Sublet cost maximum is \$8.00.

### Rental OP. Code

Below is the "rental only" op. code which should be used for submitting rental claims. **Rental expense will be submitted separately from repair/replacement for this LSC only and document attachments may be requested by the Warranty Department,**

SSC #	Op. Code	Description	Flat Rate Hour
9SM	0624LL	Vehicle Rental 1-30 days	Maximum \$35.00 per day
	0624LM	Vehicle Rental 31-60 days (Usage of this operation code requires DSPM Authorization)	Maximum \$35.00 per day

Note: For Operation Code 0624LL, use "RT" sublet type. Special accommodations based upon customer needs, not outlined above require DSPM authorization.

(Warranty Processor Instructions continued...)

**Fuel Tank Strap Weld Nut and Bolt Repair (as needed)**

In some instances it may be necessary to replace the Fuel Tank Strap Weld Nut and Bolt please use the following operation codes when necessary.

Repair Work #	Description of Repair Work
1	Remove the Fuel Tank Strap Weld Nut and Bolt and smooth the frame surface (Fr. Side)
2	Remove the Fuel Tank Strap Weld Nut and Bolt and smooth the frame surface (Rr. Side)
3	Remove and install the rear body assembly
4	Remove and install the cab body assembly

Safety Recall /SSC #	Op. Code	Description (Affected Repair Work # above)				Cab Type	Remarks	Flat Rate Hour
		1	2	3	4			
9SM	0626M1	✓				Regular	Vehicle Requires Rear Cross Member Replacement	0.2 hr/vehicle
	0626M2		✓			Regular/ Access		0.2 hr/vehicle
	0626M3	✓	✓			Regular		0.4 hr/vehicle
	0626M4	✓		✓		Regular	Vehicle Does NOT Require Rear Cross Member Replacement	3.6 hr/vehicle
	0626M5		✓	✓		Regular/ Access		3.6 hr/vehicle
	0626M6	✓	✓	✓		Regular		3.8 hr/vehicle
	0626M7	✓			✓	Access		5.6 hr/vehicle
	0626M8	✓	✓	✓	✓	Access		9.2 hr/vehicle

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.

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

**Limited Service Campaign 9SM**  
**Certain 2000 through 2003 Tundra Vehicles - Severe Corrosion of the Rear Cross-Member**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing effort to meet your product expectations, Toyota would like to announce a Limited Service Campaign on certain 2000 – 2003 Tundra vehicles to inspect the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve (which is mounted on the cross-member assembly) and the fuel tank mounting system, which includes the fuel tank straps.

**What is the condition?**

Toyota has received reports that certain 2000 through 2003 model year Tundra vehicles operated in cold climate areas with high road salt use, may exhibit excessive corrosion on the frames rear cross-member, including the surrounding components and the fuel tank mounting system.

**What is included in this Limited Service Campaign?**

If you believe your vehicle has been or will be operated in cold climate regions of the United States where high road salt is frequently used, any authorized Toyota Dealer will inspect the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve (which is mounted on the cross-member assembly) and the fuel tank mounting system, at **NO CHARGE** to you until **December 31, 2012**. Based upon the inspection, Toyota will do the following at **NO CHARGE** to you:

- If there is no significant corrosion of the rear cross-member, the fuel tank mounting system, frame, and the surrounding components, no further actions is required.
- If significant corrosion of the rear cross member and/or surrounding components is detected such that it can no longer safely support the spare tire, and replacement components are available, the cross-member assembly and/or surrounding components will be replaced.
- If the fuel tank straps exhibit deterioration, they will be replaced.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross-members is detected, Toyota will provide an appropriate remedy on a case-by-case basis.

Vehicles originally sold-in and/or currently registered in the following states as well will receive this offer:

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

**How do you take advantage of this Limited Service Campaign?**

If you believe your vehicle has been or will be operated in cold climate regions of the United States where high road salt is frequently used, please contact any authorized Toyota dealer and schedule an appointment to have your vehicle inspected by **December 31, 2012**. The Toyota Dealer will inspect the specified components and the adjacent areas of your vehicle. Please see your dealership for details.

During this inspection, the rear cross-member including the surrounding components, such as the brake line at the proportioning valve (which is mounted on the cross-member assembly) and the fuel tank mounting system, will also be inspected.

The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to request that this campaign be conducted; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service request.

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

**What if you have other questions?**

*Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign.* If you require further assistance, you may contact the Toyota Customer Experience 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.

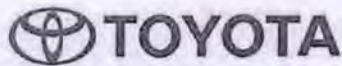
We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE



Limited Service Campaign (LSC) 9SM – Q&A  
Certain 2000 through 2003 Toyota Tundra Vehicles  
Excessive Corrosion of the Rear Cross-Member

**Q1: What is the condition?**

A1: Toyota has received reports that certain 2000 through 2003 model year Tundra vehicles operated in cold climate areas with high road salt use, may exhibit excessive corrosion on the frames rear cross-member including the surrounding components and the fuel tank mounting system, which includes two other cross-members and fuel tank straps.

Exposure to cold climate and high road salt usage conditions are primary contributors. 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.

**Q2: What states are covered by Limited Service Campaign 9SM?**

A2: Vehicles originally sold in and/or currently registered in the following states will be covered by this offer:

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

**Q2a: Why are only 30 states involved in Limited Service Campaign 9SM?**

A2a: Toyota has previously launched a separate Safety Recall in the other 20 states (Cold Climate States\*). We have determined that vehicles originally sold in or currently registered in the Cold Climate States are more likely to experience the conditions that are primary factors in producing excess corrosion on the specified components.

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

In order to support customers in the remaining 30 states, who believe their 2000-2003 model year Tundra vehicles have been or will be operated in cold climate regions of the United States where high road salt is frequently used, Toyota is announcing this Limited Service Campaign.

**Q3: What is the cause of this condition?**

A3: Exposure to cold climate and high road salt usage conditions are primary contributors. 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.

**Q4: What is Toyota going to do?**

A4: Toyota will notify owners of vehicles covered by the Limited Service Campaign. Customers that believe his/her vehicle has been operated in cold climate regions of the United States where high road salt is frequently used may obtain an inspection at no charge until **December 31, 2012**, if they so desire.

**Q4a: What will the Inspection and Remedy Involve?**

A4a: During this inspection, the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve, spare tire carrier (which is mounted on the cross-member assembly) and the fuel tank mounting system, will be inspected. Based upon the inspection, Toyota will do one or more of the following at **no charge** to vehicle owners:

- If there is no significant corrosion of the rear cross-member, the fuel tank mounting system, frame, and the surrounding components, no further actions is required.
- If significant corrosion of the rear cross-member and/or surrounding components is detected such that it can no longer safely support the spare tire, and replacement components are available, the cross-member assembly and/or components will be replaced.
- If the fuel tank mounting straps exhibit deterioration, they will be replaced.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross members is detected, Toyota will provide an appropriate remedy on a case-by-case basis.

**Q4a: What if the rear cross-member is intact, but other areas of the frame exhibit corrosion perforation?**

A4a: Customer satisfaction is very important to Toyota. If customers have a perforated frame on their Tundra, they are asked to please contact an authorized Toyota Dealership for assistance.

**Q4b: What if the customer has other concerns with the vehicle?**

A4b: Customer satisfaction is very important to Toyota. If customers have other concerns with the vehicle we request they work with their Toyota dealer and/or the Toyota Customer Experience Center. The Customer Experience Center telephone number is 1-800-331-4331.

**Q5: What should customers do?**

A5: If a customer believes his/her vehicle has been operated in cold climate regions of the United States where high road salt is frequently used, they are asked to please contact any authorized Toyota dealer and schedule an appointment to have the vehicle inspected before **December 31, 2012**.

**Q6: Which and how many vehicles are involved?**

A6: There are approximately 316,000 Tundra (2000 – 2003 model year) vehicles currently registered in and/or originally sold in the 30 Warm Climate States.

And, approximately 110,000 Tundra (2000 – 2003 model year) vehicles are in the 20 Cold Climate States and the District of Columbia.

**Q7: What is the production period of the vehicles covered by this Limited Service Campaign?**

A7: The vehicles covered by this Limited Service Campaign were produced from January 13, 1999, to September 13, 2003.

**Q8: How long will the repair take?**

A8: Inspection of the rear cross-member, including the surrounding components, such as the brake lines at the proportioning valve and spare tire carrier (which is mounted on the cross-member assembly) and the fuel tank mounting system, will take approximately 30 minutes.

**Q9: What if an owner of a vehicle covered by this Limited Service Campaign has previously paid for the repair of the covered components for this specific condition?**

A9: If a customer has previously paid for repairs for this specific condition prior to receiving a notification letter, the customer should mail a copy of their repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

**Q10: When will owners be notified?**

A10: Owners of covered vehicles will receive notification by first class mail beginning in early December 2011.

**Q11: What should owners do if they experience the condition, or have immediate concerns about their vehicle?**

A11: Owners who have any immediate concerns about this issue are requested to contact their local Toyota dealer for diagnosis, and if applicable, an appropriate repair.

**Special Service Campaign 90\_**  
**Certain 2000 through 2003 Tundra Vehicles - Severe Corrosion of the Rear Cross-Member**

Dear Toyota Customer:

This notice is being sent to advise you that Toyota is conducting a Special Service Campaign on 2000 – 2003 Tundra vehicles currently registered *or* originally sold in the following 20 Severe Cold Climate States and the District of Columbia:

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

**What is the condition?**

On certain 2000 through 2003 model year Tundra vehicles operated in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the rear cross-member of the frame. In the worst case, the spare tire stowed under the truck bed may become separated from the rear cross-member. Spare tire separation will create a road hazard for following vehicles and could cause a crash without prior warning. Eventually, excessive corrosion of the rear cross-member may also affect the functionality of the rear brake line at the proportioning valve. If this occurs, it can lead to the loss of the rear brake circuits, which will increase vehicle stopping distances and could cause a crash without prior warning.

In addition, excessive corrosion may also be exhibited on the fuel tank mounting system, which includes two other cross-members and fuel tank straps. In the worst case, the fuel tank may drop to the ground and be dragged or separate from the vehicle. This may create a road hazard which could cause a crash without prior warning or possibly a fire.

**What should you do?**

If you believe that there is a possibility for your vehicle to be operated (or has been operated) in the Severe Cold Climate States or in the conditions described above, **for an extended period of time**, please contact any authorized Toyota dealer and make an appointment to have your vehicle inspected at **no charge** to you. The Toyota Dealer will inspect the specified components and adjacent areas of your vehicle. Please see your dealership for details.

During this inspection, the rear cross-member including the surrounding components such as, the brake line at the proportioning valve (which is mounted on the cross-member assembly) will also be inspected.

The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**We request that you present this notice to the dealer at the time of your service appointment.**

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

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Recall.*** If you require further assistance, you may contact the Toyota Customer Experience 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.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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