

TOYOTA CUSTOMER SERVICES

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

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

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

Subject: Safety Recall (Special Service Campaign) – 90M
Certain 2000 – 2003 Model Year Toyota Tundra Vehicle in Severe Cold Climate States
Excessive Corrosion of the Rear Cross Member (Spare Tire Carrier)

As announced on November 16, 2009, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2000 - 2003 Model Year Toyota Tundra vehicles **currently registered in or originally sold in** specific Severe Cold Climate States listed below 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

A separate Special Service Campaign (SSC) 9SM will be launched covering all other 2000-2003 model year Tundra vehicles that were ***originally sold in and currently registered in*** the remaining 30 states. ***Dealerships will receive a separate communication with respect to that SSC in the near future.***

Background

- 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.
- 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.

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

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early March, 2010.

2. Owner Notification Letter Mailing Date

The owner notification will commence in mid-March, 2010, approximately one week after the dealer notification. The owner letters will be mailed out over approximately one month.

- Safety Recall Notices will be mailed to owners of Tundra vehicles ***currently registered in*** the 20 Severe Cold Climate States covered by the Safety Recall. A sample of this owner letter is included in this package.
- Owners whose vehicles were ***originally sold in*** one of those states but are now registered in another state will receive the Safety Recall Notice as well.

3. **Number of Vehicles Involved**

There are approximately 110,000 Toyota Tundra (model year 2000 – 2003) vehicles registered in or originally sold in the Severe Cold Climate States covered by this Safety Recall.

4. **Region/District Summary Reports**

The following Safety Recall 90M Summary Reports will be provided shortly:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this Safety Recall.

5. **DSPM Support**

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 customers to be placed in rental vehicles (TRAC). In these special circumstances, we ask for DSPM support.

- If necessary, DSPMs are allowed to authorize vehicle rentals **exceeding** 30 days but no greater than 60 days based upon parts availability and repair capacity.
- If the customer has special vehicle requirements, DSPMs may authorize up to \$60.00 per day.

We greatly appreciate your support in reviewing and as necessary approving these requests.

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 Safety Recall.

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

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

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

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Background

- 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.
- 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.

1. Owner Notification Letter Mailing Date

The owner notification will commence in mid-March, 2010, approximately one week after the dealer notification. The owner letters will be mailed out over approximately one month.

- Safety Recall Notices will be mailed to owners of Tundra vehicles ***currently registered in*** the 20 Severe Cold Climate States covered by the Safety Recall. A sample of this owner letter is included in this package.
- Owners whose vehicles were ***originally sold in*** one of those states but are now registered in another state will receive the Safety Recall Notice as well.

2. Number and Identification of Involved Vehicles

There are approximately 110,000 Toyota Tundra (model year 2000 – 2003) vehicles registered in or originally sold in the states covered by this Safety Recall.

MODEL	WMI	Year	VIN Range	
			VDS	Range
Tundra	5TB	2000	BN441	S001001 - S125840
			BN481	S001001 - S001001
			BT441	S001001 - S125901
			BT481	S001001 - S125894
			JN321	S001001 - S125878
			KN421	S001001 - S123980
			KN441	S001001 - S051314
			KT441	S001001 - S125833
			RN341	S001001 - S125859
			RN381	S001001 - S001003
		RT341	S001001 - S125904	
		RT381	S001001 - S125897	
		2001	BN441	S125937 - S220312
			BT441	S125905 - S220327
			BT481	S064335 - S220350
			JN321	S126112 - S220343
			KN441	S064852 - S064852
			KT421	S090565 - S217964
			KT441	S125921 - S220297
			RN341	S125909 - S220341
			RT341	S125907 - S220347
			RT381	S064333 - S220345
		2002	BN441	S220394 - S332707
			BT441	S219294 - S332720
			BT481	S219295 - S332685
			JN321	S220351 - S332714
			KT421	S220380 - S328382
			KT441	S220392 - S332706
			RN341	S220353 - S332719
			RT341	S220360 - S332721
			RT381	S220365 - S332666
			2003	BN441
		BT441		S316368 - S439612
		BT481		S306031 - S439613
		JN321		S332745 - S436914
		KT421		S332818 - S414089
		KT441		S330788 - S439601
		RN341		S307943 - S436915
		RT341		S306032 - S439732
		RT381	S308386 - S439716	

Please note that all vehicles that were **originally sold in 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 repairs**. Dealers should perform the inspection and if necessary repair as outlined in the Technical Instructions found on TIS.

3. Vehicles in Dealer Stock

Dealers are requested to perform the inspection and if necessary remedy on any vehicles currently registered in or originally sold in the 20 Severe Cold Climate States prior to delivery. Vehicle Safety Recall completion can be verified through TIS.

4. Dealer/Owner Lists

For your reference, the following summary reports are included for dealership Service and Parts Managers located in the **20 Severe Cold Climate States only**:

- **Dealer Reports will no longer contain a PMA VIN list.** However, they will contain the number of involved vehicles registered in each dealership's primary marketing area and initial suggested parts order quantities, where applicable.

Dealerships located in the remaining 30 states will not receive any reports.

5. **Parts Ordering**

Since not all vehicles will require cross-member and/or associated parts replacement, these parts will be placed on Manual Allocation Control (MAC).

While the parts are on MAC, a representative from TMS will review each order and contact the dealership's Parts Manager to verify the necessity of the order. This will assure an adequate and balanced parts inventory.

If there are special circumstances where a dealer is having difficulty receiving parts, dealership associates may contact (310) 468-5516 to research their order for the cross-member parts. The associate should have the following information ready to expedite research of the order status:

1. Dealer Information (Dealer Code, Contact Name, Telephone Number)
2. Order Reference Number
3. Customer Name and Vehicle 17-digit VIN

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.**

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

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

State	2000 MY	2001 MY	2002 MY	2003 MY	Total
CT	1017	675	840	804	3,336
DC	60	31	43	44	178
DE	250	130	163	173	716
IL	1,764	1,217	1,604	1,401	5,986
IN	1,461	844	1,207	1,114	4,626
KY	2,184	1,127	1,351	1,185	5,847
MA	2,661	1,864	2,415	2,482	9,422
MD	1,976	1,222	1,592	1,888	6,678
ME	916	606	782	774	3,078
MI	1,203	659	863	799	3,524
MN	1,389	957	1,367	1,135	4,848
NH	996	691	775	893	3,355
NJ	1,470	937	1,129	1,208	4,744
NY	2,202	1,508	1,818	1,958	7,486
OH	2,502	1,233	1,550	1,525	6,810
PA	3,003	1,775	2,090	2,096	8,964
RI	438	272	358	354	1,422
VA	3,667	2,251	2,885	2,987	11,790
VT	543	333	455	474	1,805
WI	1,689	967	1,348	1,216	5,220
WV	763	441	490	534	2,228
TOTAL	32,154	19,740	25,125	25,044	102,063

Additional information, including part number and ordering procedures on a Corrosion Resistant Compound application will be provided as preparations are completed.

6. Technical Instructions

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

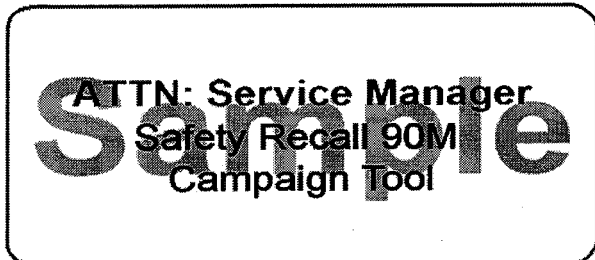
7. Customer Handling Process, if parts are not available for required repairs

- 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.

8. Tools and Equipment

In a separate shipment in early March 2010, dealerships in CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV were sent a Safety Recall 90M Campaign Tool. This shipment included the required Frame Expansion Bar.

The Safety Recall 90M Campaign Tool package is labeled with a fluorescent (green, orange, yellow or pink) label like the sample seen below for easy identification.



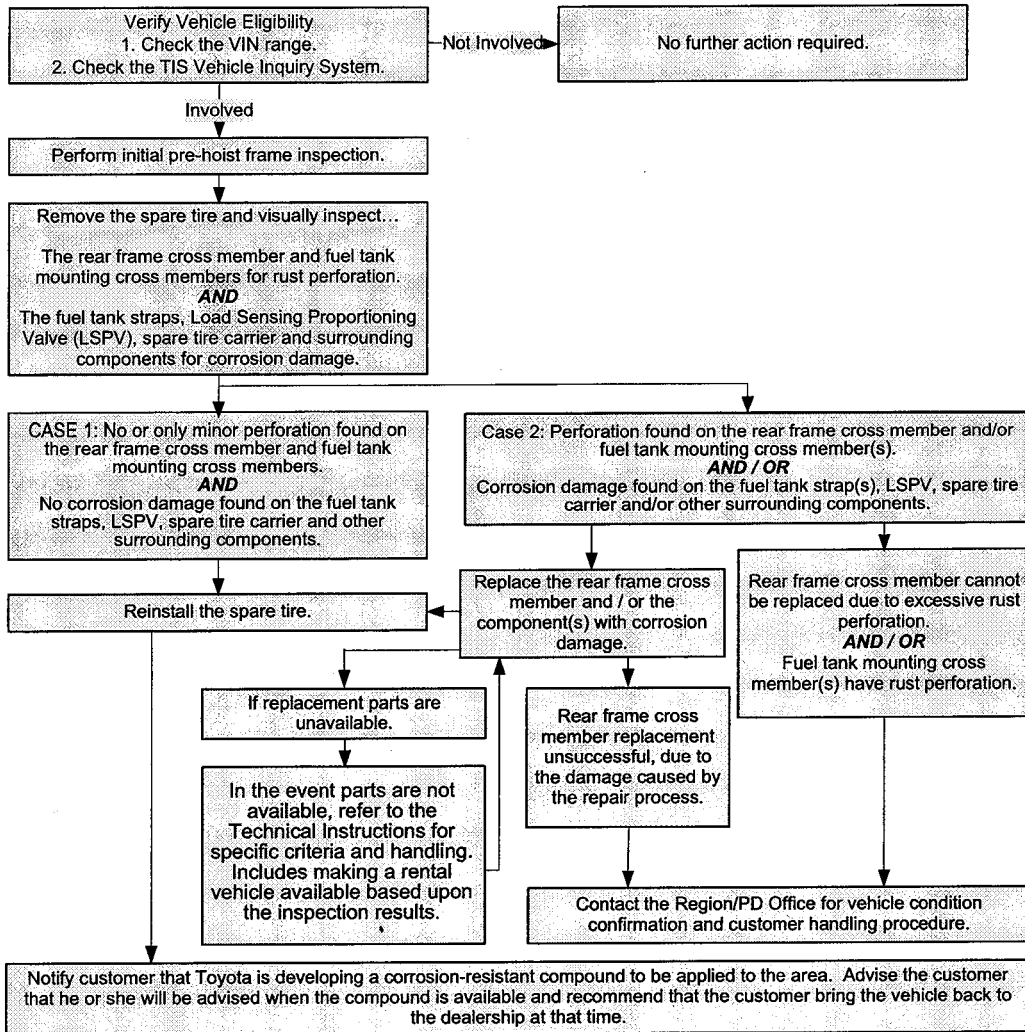
The additional required tools and equipment are listed in the technical instructions found on TIS.

9. **Warranty Processor Instructions**

Please note the following for this campaign:

- **This Safety Recall involves the inspection of the Rear Cross-Member, Brake Tube, LSPV, Spare Tire Carrier and Fuel Tank Strap, and if applicable the replacement of the aforementioned parts.**

OPERATION FLOW CHART



Submit Safety Recall claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

Part 1: Vehicle Inspection and Judgment Codes (Case 1 from Flowchart)

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

Safety Recall #	Op. Code	Description	Flat Rate Hour
90M	0505CA	Inspect the Rear Cross-Member and surrounding components (Brake Tube, LSPV, Fuel Tank Mounting System, Spare Tire Carrier, etc.) for Rust Perforation [No Rust Perforation and no surrounding component damage found (Case 1 shown in the Flow Chart)] NO PARTS REPLACEMENT REQUIRED	0.5 hr/vehicle
	0505CB	Inspect the Rear Cross-Member and surrounding components (Brake Tube, LSPV, Fuel Tank Mounting System, Spare Tire Carrier, etc.) for Rust Perforation [Rust Perforation and/or surrounding component damage found (Case 2 shown in the Flow Chart)] PARTS REPLACEMENT REQUIRED	0.5 hr/vehicle

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

Part 2: Vehicle Repair Codes (Case 2 from Flowchart)

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 on the next page according to the valuation and combination of necessary repair work(s) below.

[Warranty Processor Instructions continued...]

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 0506C7 (corresponding to Repair Work #'s 1, 4 and 5) is used. The CCR should state: "Repair Work #'s 1, 4, & 5."

Additional information, including operation codes for the Corrosion Resistant Compound application will be provided as preparations are completed.

Part 2: Vehicle Repair Codes (Continued – Case 2 from Flowchart)

Repair Work #	Description of Repair Work
1	Replace the rear cross member. This includes reinstalling the original or new spare tire carrier to the new 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

Safety Recall/SSC #	Op. Code	Description (Affected Repair Work # above)					Flat Rate Hour
		1	2	3	4	5	
90M	0506C1	✓	-	-	-	-	5.0 hr/vehicle
	0506C2	✓	✓	-	-	-	5.5 hr/vehicle
	0506C3	✓	✓	✓	-	-	6.9 hr/vehicle
	0506C4	✓	✓	✓	✓	-	7.2 hr/vehicle
	0506C5	✓	✓	-	✓	-	5.8 hr/vehicle
	0506C6	✓	-	✓	-	-	6.6 hr/vehicle
	0506C7	✓	-	✓	✓	-	6.9 hr/vehicle
	0506C8	✓	-	-	✓	-	5.3 hr/vehicle
	0506C9	-	✓	-	-	-	0.5 hr/vehicle
	0506CA	-	✓	✓	-	-	1.9 hr/vehicle
	0506CB	-	✓	✓	✓	-	2.2 hr/vehicle
	0506CC	-	✓	✓	✓	✓	2.7 hr/vehicle
	0506CD	-	✓	✓	-	✓	2.4 hr/vehicle
	0506CE	-	✓	-	✓	-	0.8 hr/vehicle
	0506CF	-	✓	-	✓	✓	1.3 hr/vehicle
	0506CG	-	✓	-	-	✓	1.0 hr/vehicle
	0506CH	-	-	✓	-	-	1.6 hr/vehicle
	0506CJ	-	-	✓	✓	-	1.9 hr/vehicle
	0506CK	-	-	✓	✓	✓	2.4 hr/vehicle
	0506CL	-	-	✓	-	✓	2.1 hr/vehicle
0506CM	-	-	-	✓	-	0.3 hr/vehicle	
0506CN	-	-	-	✓	✓	0.8 hr/vehicle	
0506CP	-	-	-	-	✓	0.5 hr/vehicle	
	0506CQ	Rear cross-member replacement unsuccessful, due to the damage caused by the repair process					3.0 hr/vehicle

Note: For Operation Code 0506C1 through 0506C8 and 0506CQ 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.

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 Safety Recall only and document attachments** may be requested by the Warranty Department,

SSC #	Op. Code	Description	Flat Rate Hour
90M	9502LL	Vehicle Rental 1-30 days	<i>Maximum \$35.00 per day</i>
	9502LM	Vehicle Rental 31-60 days <i>(Usage of this operation code requires DSPM Authorization)</i>	<i>Maximum \$35.00 per day</i>

Note: For Operation Code 9502LL, use "RT" sublet type. Special accommodations based upon customer needs, not outlined above require DSPM authorization.

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 Special Service Campaign.

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