


# TOYOTA CUSTOMER SERVICES

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 Information

## INTEROFFICE MEMORANDUM

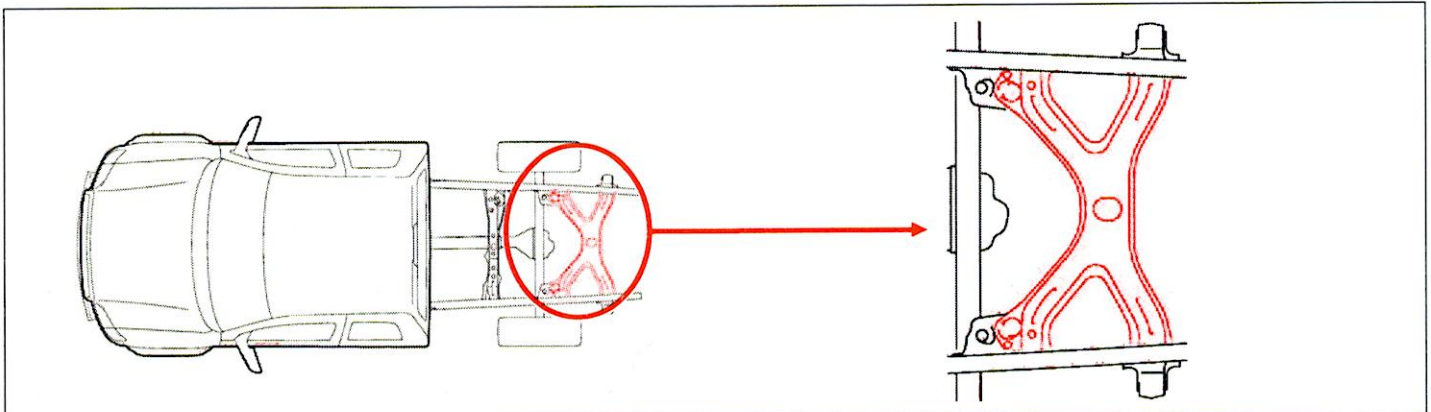
To: All Region/Private Distributor General Managers/Vice Presidents

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)  
Phase I – 20 Severe Cold Climate States

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 registered in specific Severe Cold Climate States. **Only vehicles registered in the following 20 Severe Cold Climate States and the District of Columbia are affected:**

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



### 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. In the worst case, the spare tire stowed under the truck bed may become separated from the rear cross-member. Eventually, excessive corrosion of the rear cross-member may also affect the functionality of the rear brake line at the proportioning valve.
- 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 mid-December, 2009.

2. **Owner Notification Mailing Date**

The owner notification will commence in mid-December, 2009, approximately one week after the dealer notification. The owner letters will be mailed over several months consistent with parts availability and repair capacity.

***Two different owner letters will be sent:***

- Phase 1 owner letters will be mailed to owners of Tundra vehicles registered in the affected 20 Severe Cold Climate States encouraging owners to have the campaign performed as soon as possible. A sample of the Phase 1 owner letter is included in this package.
- Phase 2 owner letters will be sent to owners in the remaining 30 states advising them of this safety recall and details on how to obtain an inspection if the owner desires it. A sample of the Phase 2 owner letter will be sent when the Phase 2 portion is ready. The VINs for phases 2 will be activated in TIS as that specific phase is launched.

3. **Number of Vehicles Involved**

There are approximately 110,000 Toyota Tundra (model year 2000 – 2003) vehicles registered in the Severe Cold Climate States involved in this SSC.

4. **Region/District Summary Reports**

For your reference, the following summary reports are included for the CSOM and Director of Service:

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

5. **Special Cases**

In some instances, the dealer may encounter a situation where the customer requires a loaner vehicle similar to a Tundra or specialized truck. Please make arrangements with the Dealer and DSPM to accommodate the customer's request for a Tundra or specialized truck and to allow for the increase in the maximum rental amount. A DSPM will need to approve all special cases.

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

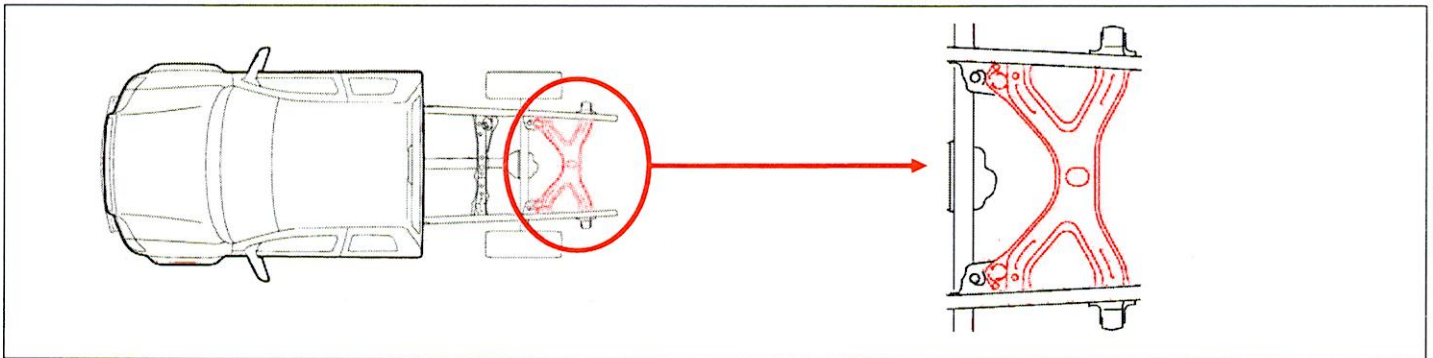
K. Aoki	T. Doi	E. Matsuda	R. Specht
J. Beseda	D. Esmond	K. Kusakawa	J. Stempkowski
G. Borst	W. Fay	M. Michels	S. Sugawara
R. Broughman	N. Fein	I. Miller	M. Templin
G. Bryan	F. Fontanella	T. Morrison	J. Tetherow
W. Burns	Y. Funo	T. Nakagami	P. Uribe
D. Camden	S. Haag	D. Pettitt	A. Vaish
B. Carter	J. Hanson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

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

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)  
Phase I – 20 Severe Cold Climate States

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



### 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. In the worst case, the spare tire stowed under the truck bed may become separated from the rear cross-member. Eventually, excessive corrosion of the rear cross-member may also affect the functionality of the rear brake line at the proportioning valve.
- 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-December, 2009, approximately one week after the dealer notification. The owner letter will be mailed out over several months consistent with parts availability and repair capacity.

#### ***Two different owner letters will be sent:***

- Phase 1 owner letters will be mailed to owners of Tundra vehicles registered in the affected 20 Severe Cold Climate States encouraging owners to have the campaign performed as soon as possible. A sample of the Phase 1 owner letter is included in this package.
- Phase 2 owner letters will be sent to owners in the remaining 30 states advising them of this safety recall and details on how to obtain an inspection if the owner desires it. A sample of the Phase 2 owner letter will be sent when the Phase 2 portion is ready. The VINs for phases 2 will be activated in TIS as that specific phase is launched.

Please note that only owners of the affected vehicles will be notified. 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 replacement as outlined in the Technical Instructions found on TIS.

**2. Vehicles in Dealer Stock**

Dealers are requested to perform SSC procedures on any vehicles in their stock prior to sale or lease. Vehicle SSC completion can be verified through TIS.

**3. Dealer/Owner Lists**

Affected vehicle VIN lists (VIN only due to Privacy Laws) for SSC 90M will be distributed when the repair instructions are available for Rear Cross-Member replacement.

**4. Number and Identification of Involved Vehicles**

There are approximately 110,000 Toyota Tundra (model year 2000 – 2003) vehicles registered in the Severe Cold Climate States involved in this SSC.

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 - S001003
			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 - S090565
			KT441	S125921 - S220297
			RN341	S125909 - S220341
			RT341	S125907 - S220347
			RT381	S064333 - S220345
			BN441	S220394 - S332707
			BT441	S219294 - S332720
		2002	BT481	S219295 - S332685
			JN321	S220351 - S332714
			KT441	S220392 - S332706
			RN341	S220353 - S332719
			RT341	S220360 - S332721
			RT381	S220365 - S332666
			BN441	S332744 - S434010
			BT441	S316368 - S439612
			BT481	S306031 - S439613
			JN321	S332745 - S436914
			KT441	S330788 - S439601
			RN341	S307943 - S436915
2003	RT341	S306032 - S439732		
	RT381	S308386 - S439716		
	BN441	S001001 - S125840		

Please note that **not all vehicles in the VIN range are affected by this SSC**. 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 repair as outlined in the Technical Instructions found on TIS.

**5. Parts Ordering**

As parts are still being prepared, parts ordering information will be provided when parts become available.

**6. Inspection Procedures**

Refer to TIS for inspection Instructions. Rear Cross-Member replacement instructions will become available in January, 2010.

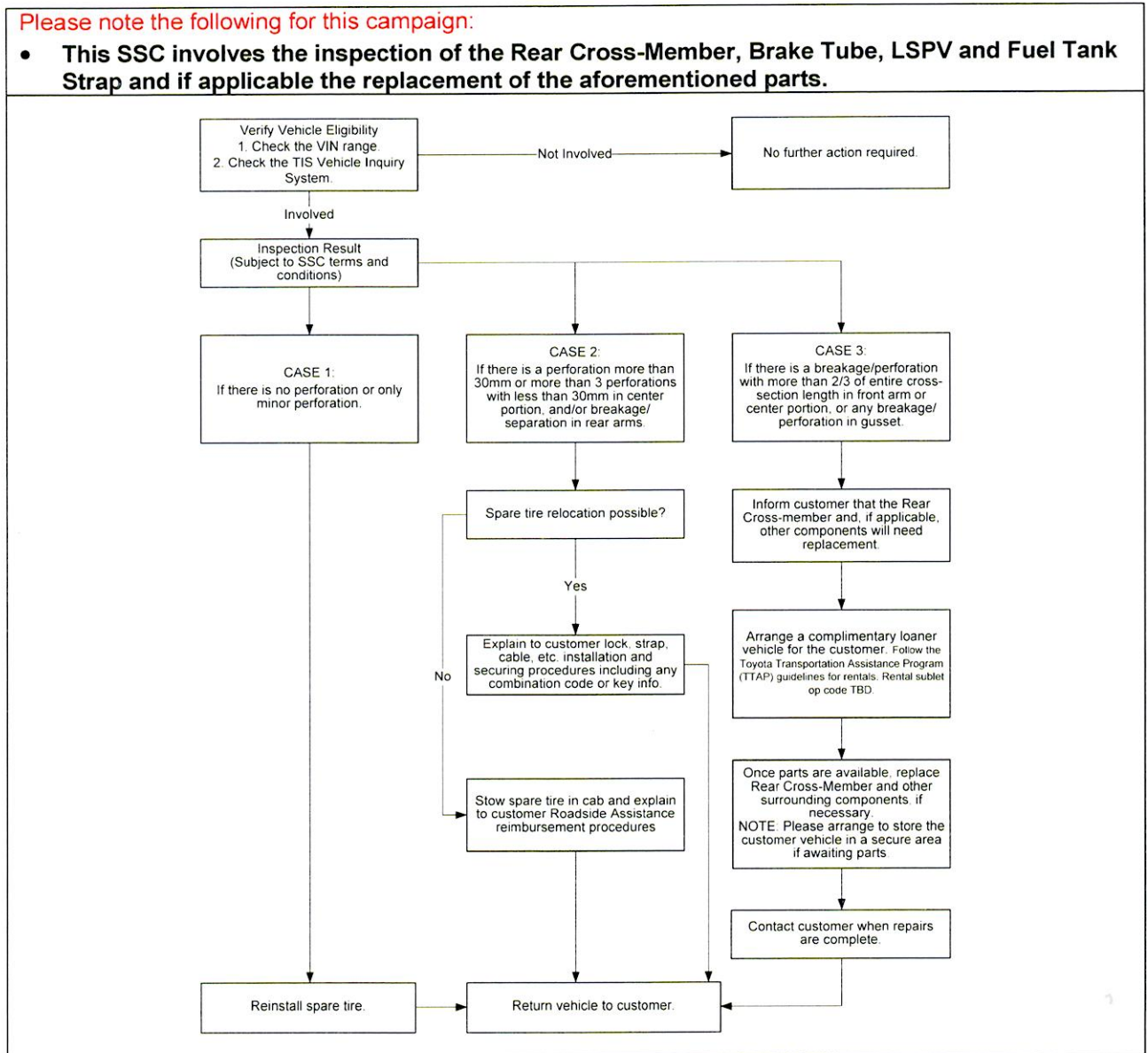
**7. Customer Handling Process, if the Rear Cross-Member is Perforated**

Toyota is working quickly to make the replacement Rear Cross-Members available for this program. Until Rear Cross-Members become available in January, 2010, we request dealerships utilize the following guide to assure smooth handling of our customers. We understand there may be unique situations that requiring 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 cause.

**8. Warranty Processor Instructions**

Please note the following for this campaign:

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



The operation code (Case 1) to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
90M	9502LA	Inspect the Rear Cross-Member and surrounding components (Brake Tube, LSPV, Fuel Tank Strap, etc.) for Rust Perforation [No Rust Perforation found (Case 1 shown in the Flow Chart)]	0.5 hr/vehicle

The following operation codes will rarely be used, as a vast majority of vehicles will not require the replacement of the Rear Cross-Member, Brake Tube, LSPV and Fuel Tank Strap(s). TMS will be monitoring the usage of these operation codes.

If Case 2 in the Technical Instructions is the result, the opcode to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
90M	9502LC	Inspect the Rear Cross-Member and surrounding components (Brake Tube, LSPV, Fuel Tank Strap, etc.) for Rust Perforation. Spare tire relocation to the truck bed if necessary or explain the Roadside Assistance reimbursement procedure to the customer. [Rust Perforation found (Case 2 shown in the Flow Chart)]	0.7 hr/vehicle

Note:

- For Operation Code 9502LC, a \$50.00 per vehicle for the cost of the straps, cable locks, etc. should be included on the SSC claim. Use "ZZ" sublet type. State "Straps, Cables, and Locks" in the sublet description. Sublet cost maximum is \$50.00.
- If the spare tire cannot be relocated to the bed, please request the customer to contact the Toyota Customer Experience Center at 1-800-331-4331 if they need reimbursement for Roadside Assistance.

If Case 3 in the Technical Instructions is the result, the opcode to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
90M	9502LB	Inspect and replace the Rear Cross-Member and surrounding components (Brake Tube, LSPV, Fuel Tank Strap, etc.) for Rust Perforation. [Rust Perforation found (Case 3 shown in the Flow Chart)]	0.5 hr/vehicle
	9502LL	Vehicle Rental 1-30 days	Maximum \$35.00 per day

Note: For Operation Code 9502LL, use "RT" sublet type.

Rear Cross-Member replacement reimbursement procedures will be released with the Technical Instructions in January, 2010.

**Note:** We anticipate a vast majority of vehicles will not require replacement of the Rear Cross-Member or surrounding components. Operation Codes for repair and/or replacement of the Rear Cross-Member and surrounding components (Brake Tube, LSPV, Fuel Tank Strap, etc.) will be provided in the near future. The above Operation Codes will only cover the inspection.

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

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

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.

SSC 90M – Certain 2000 through 2003 Tundra Vehicles  
Severe Corrosion of the Rear Cross-Member  
Safety Recall Notice (*Interim Notice*)

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 through 2003 model year Tundra vehicles.

**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 increase the likelihood of a crash. 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 the risk of a crash.

**What will Toyota do?**

Any Toyota Dealer will inspect the rear cross-member. 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. Based upon the inspection, Toyota will do **one** of the following at **no charge** to you:

- If there is no significant corrosion of the rear cross-member assembly or the rear brake line at the proportioning valve, you will be notified of that fact and requested to subsequently bring your vehicle back to the dealership so that a corrosion-resistant compound can be applied to the rear cross-member. Toyota will notify you when the corrosion-resistant compound is available.

or

- If significant corrosion is detected such that the rear cross-member can no longer safely support the spare tire and replacement components are available, the cross-member assembly will be replaced. ***In the event replacement components are not available***, a temporary solution, such as the removal of the spare tire and securing it to the truck bed, will be performed until parts are available.

In those relatively rare cases where the rear cross-member is significantly corroded and can no longer safely support the spare tire, but the rear cross-member cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), Toyota will develop an appropriate remedy for those vehicles on a case-by-case basis.

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make an appointment to have the rear cross-member and surrounding components such as, the brake line at the proportioning valve, inspected as soon as possible. The inspection will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

This Safety Recall involves customers whose vehicles are registered 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**

Until your vehicle is inspected, you may minimize the risk of the spare tire separating from the rear cross-member by removing it. If you choose to do so, please be sure not to be under the rear cross-member or spare tire carrier during the lowering process. In addition, if placing the spare tire in the truck bed or other area of the vehicle, it should be secured when driving.



**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.

If you have moved to another state, but would like to have your vehicle inspected, please contact your local Toyota dealer and make an appointment. Toyota will perform the same inspection and, if necessary repair, at **no charge**. Please see your dealer for details.

**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.

If you believe that the dealer or Toyota has failed, or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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

If you have previously paid for repair to the rear cross-member and/or the rear brake line at the proportioning valve (including the proportioning valve) on your vehicle for this specific condition prior to receiving this letter you may be entitled to reimbursement of your costs for these repairs. Please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for 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



**Special Service Campaign (Safety Recall) Q&A  
Certain 2000 through 2003 Toyota Tundra Vehicles  
Severe Corrosion of Rear Cross-Member**

**Q1: What is the condition?**

A1: 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. In the worst case, the spare tire stowed under the truck bed may become separated from the rear cross-member. Eventually, excessive corrosion may also affect the functionality of the rear brake line at the proportioning valve which is mounted on the rear cross-member.

**Q2: Which are the Severe Cold Climate States with high road salt usage?**

A2: 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

**Q2a: Why are some states contiguous to the Severe Cold Climate States not included?**

A2a: Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state as a Severe Cold Climate State rather than a portion. Therefore, contiguous states not identified as a Severe Cold Climate State are not directly involved in the safety recall.

Owners of subject vehicles in other states will receive a separate notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at **no charge**.

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

A3: Toyota is still investigating this issue, but tentatively, it is a combination of factors, including usage in areas where a great amount of road salt is applied, the design of the rear cross-member and manufacturing issue.

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

A4: Owners of the affected vehicles will be notified by first class mail to bring their vehicles to a Toyota dealer for an initial inspection of the rear cross-member beginning in December, 2009. 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 rear cross-member assembly) will also be inspected. Based upon the inspection, Toyota will do one of the following at **no charge** to vehicle owners:

1. If there is no significant corrosion of the rear cross-member assembly, the owner will be notified of that fact and told that he or she will subsequently be requested to bring the vehicle back to the dealership so that a corrosion-resistant compound can be applied to the rear cross-member when it becomes available.
2. If significant corrosion is detected such that the rear cross-member can no longer safely support the spare tire and replacement components are available, the cross-member assembly will be replaced.
3. If significant corrosion is detected such that the rear cross-member can no longer safely support the spare tire and replacement components are not available, a temporary solution, such as the removal of the spare tire and relocating it to the truck bed or other area, will be performed until parts are available. The owner will be notified as soon as parts are available.
4. In those relatively rare cases where the rear cross-member is significantly corroded and can no longer safely support the spare tire, but the cross-member cannot be replaced due to excessive frame corrosion at the mounting locations (e.g., if the side rails are too damaged), Toyota will develop an appropriate remedy for those vehicles.

**Q4a: What if the customer has other concerns with the vehicle?**

A4a: Customer satisfaction is very important to Toyota. If customers have other concerns with the vehicle we request they work with their Toyota dealer and the Toyota Customer Experience Center. The Customer Experience Center telephone number is 1-800-331-4331.

**Q4b: What if the rear cross-member is intact, but other areas of the frame exhibit corrosion perforation?**

A4b: The Safety Recall involves the rear cross-member. Customer satisfaction is very important to Toyota. If customers have a perforated frame on their Tundra, we request they work with their Toyota dealer and the Toyota Customer Experience Center. The Customer Experience Center telephone number is 1-800-331-4331. Toyota will make every effort to minimize customer inconvenience.

**A4c: What will Toyota do if my frame is confirmed perforated?**

A4c: Toyota continues to investigate perforation in other areas of the frame. Currently we are investigating each complaint on a case-by-case basis.

**A4d: Will Toyota provide me a rental vehicle until the vehicle is repaired if my frame is perforated?**

A4d: Each case is different, but Toyota will consider each customer circumstance to minimize their inconvenience during this time. We encourage customers to contact the Toyota Customer Experience Center at 1-800-331-4331.

**Q5: What should customers do?**

A5: If the vehicle is registered in the Severe Cold Climate States or the District of Columbia, customers are requested to bring the vehicle to a Toyota dealer located in one of the specific 20 Severe Cold Climate States as soon as possible. The dealer will inspect the condition of the rear cross-member, spare tire carrier and brake line at the proportioning valve and other safety-related components. Based upon the inspection results, Toyota will take one of the four actions outlined above (see "What is Toyota going to do?")

**Q6: Why is Toyota not launching this Safety Recall in the remaining 30 states?**

A6: Continued prolonged exposure to road salts and other severe cold climate environmental factors may contribute to the development of excessive corrosion and perforation of the rear cross-member in some vehicles. Therefore, customers in non-affected states do not need to take any action at this time.

Owners of subject vehicles in other states will receive a separate notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at no charge.

**Q7: Why is Toyota requiring some customers with corroded rear cross-members to remove the spare tire?**

A7: Toyota is currently working diligently to increase the supply of replacement parts. If rear cross-member replacement becomes necessary, but replacement components are not available, Toyota will temporarily remove and relocate the spare tire to the truck bed or other area.

**Q7a: When will replacement parts be available?**

A7a: Toyota is producing the replacement rear cross-member components now. They will be available in the next several weeks.

**Q7b: What steps can consumers take to mitigate any risk prior to completion of the recall inspection and/or repair?**

A7b: Customers may minimize any risks by removing the spare tire from the spare tire carrier located underneath the vehicle. However, if stowing the spare tire in the truck bed it must be secured to the vehicle.

**Q8: Which and how many vehicles are involved?**

A8: There are approximately 110,000 vehicles registered in the affected Severe Cold Climate States.

	Model Year	Model	Approx UIO
USA	2000 - 2003	Tundra	110,000 units

**Q9: Are there any other Toyota or Lexus vehicles involved?**

A9: This specific condition only affects certain 2000 through 2003 model year Toyota Tundra vehicles at this moment. Toyota is currently investigating other Tundra model years.

**Q9a: Is this condition related to the Tacoma rust condition.**

A9a: Severe cold climate conditions and high road salt usage are primary contributors in both instances. However, the Tundra is a completely different designed vehicle.

**Q9b: The Tacoma frame was supplied by Dana Corp. Is Tundra rear cross-member also made by Dana Corporation?**

A9b: Yes, but the frames are differently designed and built at two separate supplier plants.

**Q9c: How many cases have been reported for this condition?**

A9c: According to the information we received from the NHTSA, the agency has received 20 consumer complaints when the NHTSA investigation opened.

**Q9d: Is Toyota considering a Tacoma-like Customer Support Program for the Tundra?**

A9d: Customer satisfaction is very important to Toyota, however, it is premature to speculate at this moment. In the mean time, if a customer has a perforated frame on their Tundra, we request they work with their Toyota dealer and the Toyota Customer Experience Center. The Customer Experience Center telephone number is 1-800-331-4331. Toyota will make every effort to minimize customer inconvenience.

**Q10: What is the production period of the affected vehicles?**

A10: The affected vehicles were produced from January 13, 1999 to September 13, 2003.

**Q11: How long will the repair take?**

A11: Inspection of the vehicle will take approximately 20 minutes, however it may take longer depending upon the dealer's work schedule. Following the inspection, if the replacement of the rear cross-member becomes necessary the vehicle will need to be available for several days based upon the dealer's work schedule and parts availability.

**Q12: What should customers in non-affected states do?**

A12: Owners of subject vehicles in other states will receive a separate notification including details on how to obtain an inspection if they desire. Toyota will perform the same inspection and repair for those vehicles at no charge.

**Q13: What if a customer has previously paid for the repair of the vehicle's rear cross-member for this specific condition as it applies to their 2000 through 2003 model year vehicle?**

A13: If a customer has previously paid for repairs to the rear cross-member for this specific condition prior to receiving a 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

**Q14: When will owners be notified?**

A14: Owners of involved vehicles will receive a Safety Recall notification by first class mail beginning in December, 2009. However, involved vehicle owners may contact their dealership without the letter if they have a concern.

**Q15: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?**

A15: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, necessary repair.