



**Limited Service Campaign Q&A  
Certain 2000 through 2003 Toyota Tundra Frame Rust Corrosion Perforation  
Limited Time Offer**

**Q1: What is the condition?**

A1: Toyota has received a number of reports regarding 2000 through 2003 model year Tundra vehicles currently registered in cold climate areas with high road salt use (*Severe Cold Climate States*), exhibiting excessive corrosion to the frame causing perforation of the metal.

**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 these states considered Severe Cold Climate States?**

A2a: 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 consider the entire state as a Severe Cold Climate State rather than a portion.

**Q2b: Will vehicles registered in other states be covered by this Limited Service Campaign?**

A2b: Although Toyota is confident that vehicles registered in other states will not be impacted by this condition, owners of such vehicles will receive a 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 the condition?**

A3: On certain 2000 through 2003 model year Tundra vehicles operated in cold climate areas with high road salt use (*Severe Climate States*) excessive corrosion may be exhibited on the frame. This is a combination of factors, including usage in areas where a great amount of road salt is applied, the design of the frame and manufacturing issue.

It is important to note that, 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.

**Q3a: Is this condition related to using inferior steel in the construction of the Tundra frame?**

A3a: No. Toyota utilizes industry leading technology in the construction of the Tundra frames.

**Q3b: Why isn't this condition occurring on vehicle frames of competitor pickup trucks?**

A3b: We are unaware if other manufacturers have experienced similar situations in their production.

**Q3c: Who is the supplier of the affected Tundra frames?**

A3c: Toyota assumes responsibility for the quality of our vehicles with our customers and we do not identify suppliers. We can confirm that the supplier is a North American firm that provides a variety of components for the automotive industry as well as to Toyota.

**Q3d: Is the North American Supplier Dana Corporation?**

A3d: Yes. Dana Corporation supplied the frame.

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

A4: 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 our customers' overall experience with and confidence in their vehicles. To assure our customers that we stand behind the product, we are providing an enhancement to the warranty coverage on the vehicle's frame for this specific condition for a limited time. This 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 April 30, 2012 (repairs must be completed by April 30, 2012).

*\*This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership. Please see the owner letter or any Toyota dealership for additional details and limitations.*

**Q4a: Why is Toyota launching this Limited Service Campaign?**

A4a: We at Toyota care about our customers' overall experience with and confidence in their vehicles. To assure our customers that we stand behind our product, we are providing an enhancement to the warranty coverage on certain 2000 through 2003 model year Tundra vehicles to address perforation of the vehicle's frame caused by corrosion.

**Q4b: Is it a safety issue?**

A4b: All iron based metallic material will eventually rust. We believe this is a long term durability issue.

**Q4c: Does this Limited Service Campaign apply to rusted body panels?**

A4c: No. This Limited Service Campaign only applies to the frame of 2000 to 2003 model year Tundra vehicles.

**Q4d: What is Toyota's standard rust perforation warranty coverage? Is the frame covered under this warranty?**

A4d: Toyota's warranty against rust perforation of body panels (or sheet metal) is 60 months, unlimited mileage. In the case of body-on-frame construction, the frame is considered a chassis component and is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first). This is typical practice in the automotive industry.

**Q5: Which models are covered by the Limited Service Campaign?**

A5: This Limited Service Campaign covers 2000 through 2003 model year Tundra vehicles\*\*.

*\*\*Please see the owner letter or any Toyota dealership for additional details and limitations.*

**Q6: How many vehicles are involved?**

A6: There are approximately 110,000 vehicles registered in the specific Severe Cold Climate States.

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

Nationwide, there are 440,000 vehicles.

**Q7: Are there any other Toyota, Scion or Lexus models covered by the Limited Service Campaign?**

A7: No, there are no other models covered by this Limited Service Campaign.

**Q8: How many vehicles may exhibit the condition?**

A8: Given the age and differences in driving environment, it is impossible to calculate an exact number of vehicles that are experiencing this specific condition. However, based upon our studies, we believe this number to be relatively low. Regardless of this low occurrence, we want to assure our consumers that we stand behind our product and therefore this Limited Service Campaign was launched.

**Q9: Is this a Recall?**

A9: No. This is a Limited Service Campaign covering 2000 through 2003 model year Tundra vehicles for perforation of the vehicle's frame caused by rust corrosion.

**Q9a: Didn't Toyota launch a Safety Recall on the 2000 through 2003 model year Tundra for Excessive corrosion of the rear cross member?**

A9a: Yes. The Safety Recall covers the rear cross member, the rear brake line at the proportioning valve and the fuel tank mounting system for vehicles originally sold-in or registered in the 20 Severe Cold Climate States.

This Limited Service Campaign is separate from, but may supplement any coverage provided in the Safety Recall.

**Q10: Have there been any accidents reported relating to this condition?**

A10: No. There have not been any accidents reported that relate to this condition.

**Q11: How does a customer know if perforation of the vehicle's frame caused by rust corrosion exists on his/her Tundra vehicle?**

A11: 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 the vehicle is primarily utilized in states where road salt usage is prevalent, owners may wish to inspect the vehicle on an annual basis. It is important to remember that, 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. Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle, and if any perforation is observed, the owner should bring the vehicle to an authorized Toyota dealership for an inspection, at no charge, under Toyota's inspection criteria. If a customer is not comfortable performing these steps, he/she may contact any Toyota dealership who will inspect the vehicle at **no charge**.

**Q11a: What should customers do if perforation of the vehicle's frame caused by corrosion is found?**

A11a: In the event a customer believes that the frame is perforated due to corrosion, he/she should make an appointment to have the vehicle inspected by a Toyota dealer.

**Q12: Are there any warning signs that this condition may occur?**

A12: No. There are no specific warning signs, but customers may look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. It is important to remember that, 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.

**Q13: What should an owner do if they experience this condition?**

A13: In the event that rust corrosion to the frame causing perforation (based upon Toyota's inspection criteria) of the metal has occurred on a customer's Tundra vehicle, he/she may contact any Toyota dealer and make arrangements to have the vehicle inspected.

**Q14: What if a customer has previously paid for repairs to address perforation of the vehicle's frame due to corrosion during the applicable period?**

A14: If a customer has previously paid for repair to address this specific condition during the applicable period, please instruct him/her to contact the Toyota Customer Assistance Center at 1-888-270-9371.