



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-13029
January 17, 2013

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 09V-444 Updated Remedy Instructions

To whom it may concern,

Please find attached the Updated Remedy Instructions for the Corrosion Resistant Compound application phase of Toyota Safety Recall 09V-444 on 2000 - 2003 Toyota Tundra vehicles located in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV.

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K." with a stylized flourish at the end.

Quality Compliance Assistant Manager

Attachments:

- Toyota 09V-444 BXD (B0D) Updated Remedy Instructions

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers
Subject: Update – Campaign BXD



- *VINs for campaign BXD will be loaded in the system early the week of January 14, 2013 - January 18, 2013.*
- *Until the VINS are posted, please ensure the campaign (CRC application or frame replacement) was not recently completed by another dealership. Duplicate claims are subject to claim debit.*
- *Operation Codes for campaign BXD will be loaded shortly thereafter.*

This campaign is only available to owners whose vehicles were **originally sold in** and/or are **currently registered** in the following Cold Climate States or the District of Columbia (D.C.):

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

UPDATE – 01/11/2013: Update to the Operation Codes on page 7.

Previous versions of these documents should be discarded.

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

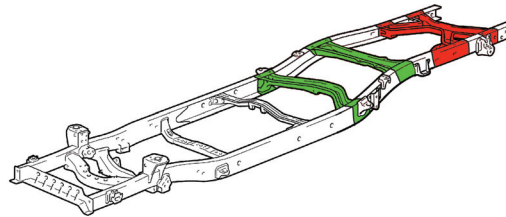
Subject: Corrosion-Resistant Compound (CRC) Campaign BXD (Formerly B0D)
2000 Through 2003 Model Year Tundra Vehicles
CRC Application to the Rear Cross Member and Adjacent Areas of the Frame

IMPORTANT REMINDER

Toyota dealerships in Cold Climate States have been conducting the Corrosion-Resistant Compound (CRC) Campaign for 2000-2003 model year (MY) Tundra vehicles known as “Tundra B0D”. As described in the Tundra B0D Dealer Information Packet, B0D has two components: (1) The Safety Recall -- which includes a CRC application to the **rear** portion of the frame; and (2) A Customer Satisfaction Program to address the potential for greater than expected levels of corrosion to the **front** portion of the frame.

We are reminding dealership that the Customer Satisfaction Program portion of Tundra B0D will end on December 31, 2012, but the Safety Recall will continue for MY 2000-2003 vehicles. The Safety Recall continuation after December 31, 2012 will be referred to as “Tundra BXD” for administrative tracking purposes only.

The picture below illustrates the areas of the frame that will be inspected under BXD.



Please refer to the Technical Instructions for additional details including CRC application areas and additional components that will need to be inspected and/or replaced.

Please review this entire information packet with your Service and Parts staff.

Background

On certain 2000 – 2003 model year Tundra vehicles operated in cold climate areas with high road salt use (Cold Climate States) excessive corrosion may be exhibited on the Rear Cross-Member of the frame.

- In limited circumstances, 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.
- 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.
- 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.
- This campaign is only available to owners whose vehicles were **originally sold in** and/or are **currently registered** in the following Cold Climate States or the District of Columbia (D.C.):

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

1. Owner Notification

Toyota has recently renofified owners whose vehicles are covered by this campaign but have not yet had campaign repairs performed. The renofication reminded the owners of the parameters of this campaign.

2. Pre-Owned Vehicles in Dealer Stock

If a vehicle in used car inventory has not had this campaign performed, dealers should conduct the remedy as specified in the technical instructions prior to delivery to the customer.

3. Vehicle Coverage

There are approximately 50,000 Tundra vehicles (certain 2000 through 2003 model year) covered by this campaign that have not yet had the remedy completed.

Model	WMI	Year	VIN Range		Model	WMI	Year	VIN Range	
			VDS	Range				VDS	Range
Tundra	5TB	2000	BN441	S001001 – S125840	Tundra	5TB	2002	BN441	S220394 – S332707
			BN481	S001001 – S001001				BT441	S219294 – S332720
			BT441	S001001 – S125901				BT481	S219295 – S332685
			BT481	S001001 – S125894				JN321	S220351 – S332714
			JN321	S001001 – S125878				KT421	S220380 – S328382
			KN421	S001001 – S123980				KT441	S220392 – S332706
			KN441	S001001 – S051314				RN341	S220353 – S332719
			KT441	S001001 – S125833				RT341	S220360 – S332721
			RN341	S001001 – S125859				RT381	S220365 – S332666
			RN381	S001001 – S001003			2003	BN441	S332744 – S434010
			RT341	S001001 – S125904				BT441	S316368 – S439612
			RT381	S001001 – S125897				BT481	S306031 – S439613
		2001	BN441	S125937 – S220312				JN321	S332745 – S436914
			BT441	S125905 – S220327				KT421	S332818 – S414089
			BT481	S064334 – S220350				KT441	S330788 – S439601
			JN321	S126112 – S220343				RN341	S307943 – S436915
			KN441	S064852 – S064852				RT341	S306032 – S439732
			KT421	S090565 – S217964				RT381	S308386 – S439716
			KT441	S125921 – S220297					
			RN341	S125909 – S220341					
			RT341	S125907 – S220347					
			RT381	S064333 – S220345					

Please note that **not all vehicles in the VIN range are covered** by this campaign. If you are contacted by an owner, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

4. Remedy Procedure


- For CRC application instructions please refer to the Clean Dealer Website.
- For component repair information please refer to TIS.
- Inspection procedure can be found in both locations.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

5. Corrosion-Resistant Compound (CRC) Ordering (New Kit)

A new kit has been established as the application area on each vehicle has changed.

The necessary CRC kits can be ordered through the chemical program provided by Dealer Tire (Complete Maintenance Care). The kits will be directly shipped from AMREP. Please note that deliveries are only scheduled on business days. Saturday deliveries are not available. Allow 5 business days for order processing and shipping of the CRC kit(s) to your dealership. Please note that only dealers in the Cold Climate States which have been launched will be able to order CRC kits for this campaign.

Model	New Part No.	Part Description	Qty/Unit
Tundra	00289-T01KT-DS	T01-Corros Res Kit (CRC Kit)	1
The kit above includes the following parts: Noxudol 300S – 2 Liters			



Note:

- Kit orders cannot be placed until **December 26, 2012**.
- This kit should only be used after **December 31, 2012**.
- This kit contains the appropriate amount of CRC material for application to the rear portion of the frame (see TI for additional information).

a) When Ordering CRC Kits Please Note:

- Each kit will contain the proper amount of CRC for one vehicle (The entire kit should be used on the vehicle).
- The CRC kits listed will be drop-shipped from AMREP, not your local PDC. Do not order more than your immediate needs, as these materials are not returnable or refundable.
- Orders for CRC kits should be placed separately from orders of other drop ship chemicals.
- Refer to the Appendix on the CRC Application TI for the Material Safety Data Sheet (MSDS).

b) When Storing the CRC Kits Please Note:

- Follow local, state and federal regulations for hazardous materials storage and disposal that are explained in the Regulated Waste Management Section of the Federal, State and Local Requirements Guide.
- Ensure that the CRC kits are stored at room temperature (refer to the MSDS for detailed instructions).

Do not use the Noxudol® name and trademarks without the prior written consent of Soken Trade Inc. and Toyota Motor Sales, U.S.A., Inc.

The CRC kits will be placed on Manual Allocation Control (MAC). While the CRC kits are on MAC, a representative from TMS Quality Compliance will review each order and, ***if necessary***, contact the dealership's Parts Manager to verify the necessity of the order. This will ensure an adequate and balanced CRC inventory.

If there are ***special*** circumstances where a dealer is having difficulty receiving an order, dealership associates may leave a voice message at 1-800-233-3718, option 4 to research their order. The associate should provide the following information to expedite research of the order status:

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

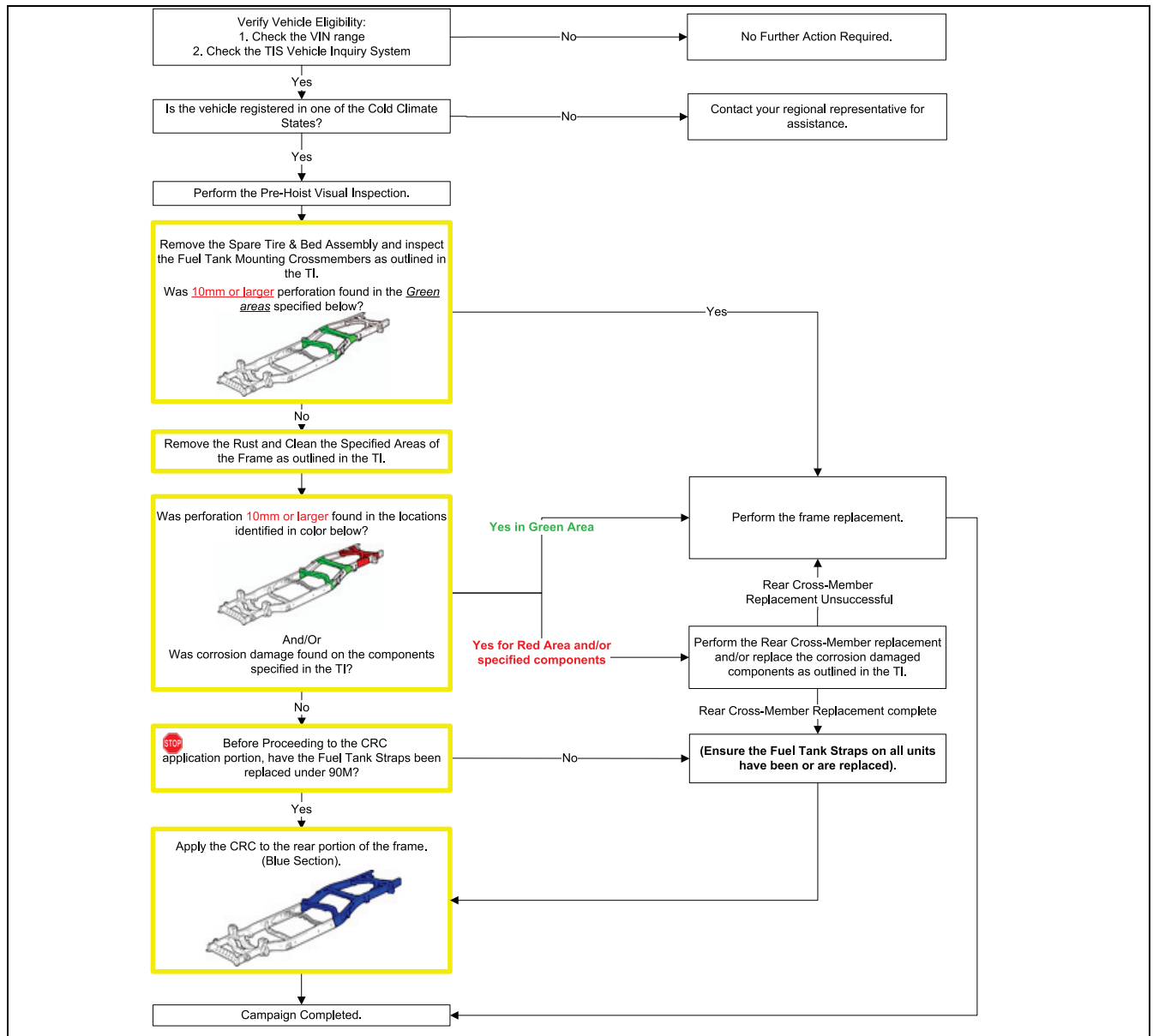
6. Before You Start

- Review the entire B0D Campaign Dealer Information Packet as well as any supplements for legal and regulatory requirements. This packet was provided at the launch of Campaign B0D (2011).
- A supplemental Dealer Information Packet has been included with this dealer letter. This supplement includes updated legal and regulatory information in regards to this campaign. Please use this update in connection with the original B0D Campaign Dealer Information Packet.

Note:

- Carefully read all documents relating to this campaign.** If you have any questions, please contact the C.L.E.A.N. Dealer Environmental Health and Safety (EH&S) Hotline at (877) 572-4347.
- Please note, all dealer associates involved with this campaign must be properly trained using the Dealer Information Packet and supplements, Laminated Quick Reference Guide for the Corrosion-Resistant Compound Campaign (B0D), and the Technical Instructions. Training should be documented in the associate training log.
- Electronic documents can be found on the Clean Dealer webpage and/or TIS. If you are having difficulty accessing or using the website, please contact the C.L.E.A.N. Dealer EH&S Hotline at (877) 572-4347.

7. Warranty Processor Instructions



Operation Codes:**CRC Application by Dealer (In House)**

Campaign	Inspect, Remove Rust, and Apply CRC. (By Dealer)	Replace Fuel Tank Straps	Replace Rear Cross Member	Replace Brake Tubes (Includes Brake Bleeding)	Replace LSPV (Includes Brake Bleeding)	Replace Spare Tire Carrier	Op. Code	Flat Rate Hour
BXD (CRC Application by Dealer)	✓	✓	-	-	-	-	2512MD	6.7
	✓	-	-	-	-	-	2512MA	6.4
	✓	✓	-	-	-	✓	2512ML	7.2
	✓	✓	-	-	✓	-	2512MJ	8.3
	✓	✓	-	-	✓	✓	2512MQ	8.8
	✓	✓	-	✓	-	-	2512MG	7.2
	✓	✓	-	✓	-	✓	2512MP	7.7
	✓	✓	-	✓	✓	-	2512MM	8.6
	✓	✓	-	✓	✓	✓	2512MR	9.1
	✓	✓	✓	-	-	-	2542MD*	8.1
	✓	✓	✓	-	-	✓	2542ML*	8.1
	✓	✓	✓	-	✓	-	2542MJ*	9.7
	✓	✓	✓	-	✓	✓	2542MQ*	9.7
	✓	✓	✓	✓	-	-	2542MG*	8.6
	✓	✓	✓	✓	-	✓	2542MP*	8.6
	✓	✓	✓	✓	✓	-	2542MM*	10
	✓	✓	✓	✓	✓	✓	2542MR*	10
	✓	-	✓	-	-	-	2542MA*	7.8
	✓	-	✓	-	-	✓	2542ME*	7.8
	✓	-	✓	-	✓	-	2542MC*	9.4
	✓	-	✓	-	✓	✓	2542MK*	9.4
	✓	-	✓	✓	-	-	2542MB*	8.3
	✓	-	✓	✓	-	✓	2542MH*	8.3
	✓	-	✓	✓	✓	-	2542MF*	9.7
	✓	-	✓	✓	✓	✓	2542MN*	9.7
	✓	-	-	-	-	✓	2512ME	6.9
	✓	-	-	-	✓	-	2512MC	8
	✓	-	-	-	✓	✓	2512MK	8.5
	✓	-	-	✓	-	-	2512MB	6.9
	✓	-	-	✓	-	✓	2512MH	7.4
	✓	-	-	✓	✓	-	2512MF	8.3
	✓	-	-	✓	✓	✓	2512MN	8.8

- The flat rate time above includes 0.1 hours for campaign administrative cost per unit.
- Materials/Supplies** for the above Op. Codes may be recovered using sublet type "YA" at a maximum of \$49/vehicle (e.g. fire-retardant poly sheeting (tarp), masks, tape, gloves, partitions, waste disposal, etc.).
- * Chisel Cutters** that are used for rear cross member replacement (Op. Codes Marked with *) may be recovered using sublet typed "YA" max of \$8.00/vehicle. State "Chisel Cutter" in the sublet description.
- Rental Vehicles** for the above Op. Codes (CRC Application) may be claimed through the Toyota Rent-A-Car (TRAC) Program for a maximum of 2 days. Follow the Toyota Transportation Assistance Program (TTAP) Guidelines.

CRC Application by Outside Repair Shop

Campaign	Inspect Rear & Fuel Tank Mounting Cross-Members, and Related Comp. Remove rust and apply CRC. (By outside shop)	Replace Fuel Tank Straps	Replace Rear Cross Member	Replace Brake Tubes (Includes Brake Bleeding)	Replace LSPV (Includes Brake Bleeding)	Replace Spare Tire Carrier	Op. Code	Flat Rate Hour
BXD (CRC Application by Outside Shop)	✓	✓	-	-	-	-	2513MD	5.1
	✓	-	-	-	-	-	2513MA	4.8
	✓	✓	-	-	-	✓	2513ML	5.6
	✓	✓	-	-	✓	-	2513MJ	6.7
	✓	✓	-	-	✓	✓	2513MQ	7.2
	✓	✓	-	✓	-	-	2513MG	5.6
	✓	✓	-	✓	-	✓	2513MP	6.1
	✓	✓	-	✓	✓	-	2513MM	7.0
	✓	✓	-	✓	✓	✓	2513MR	7.5
	✓	✓	✓	-	-	-	2543MD*	6.5
	✓	✓	✓	-	-	✓	2543ML*	6.5
	✓	✓	✓	-	✓	-	2543MJ*	8.1
	✓	✓	✓	-	✓	✓	2543MQ*	8.1
	✓	✓	✓	✓	-	-	2543MG*	7.0
	✓	✓	✓	✓	-	✓	2543MP*	7.0
	✓	✓	✓	✓	✓	-	2543MM*	8.4
	✓	✓	✓	✓	✓	✓	2543MR*	8.4
	✓	-	✓	-	-	-	2543MA*	6.2
	✓	-	✓	-	-	✓	2543ME*	6.2
	✓	-	✓	-	✓	-	2543MC*	7.8
	✓	-	✓	-	✓	✓	2543MK*	7.8
	✓	-	✓	✓	-	-	2543MB*	6.7
	✓	-	✓	✓	-	✓	2543MH*	6.7
	✓	-	✓	✓	✓	-	2543MF*	8.1
	✓	-	✓	✓	✓	✓	2543MN*	8.1
	✓	-	-	-	-	✓	2513ME	5.3
	✓	-	-	-	✓	-	2513MC	6.4
	✓	-	-	-	✓	✓	2513MK	6.9
	✓	-	-	✓	-	-	2513MB	5.3
	✓	-	-	✓	-	✓	2513MH	5.8
	✓	-	-	✓	✓	-	2513MF	6.7
	✓	-	-	✓	✓	✓	2513MN	7.2

- The flat rate time above includes 0.1 hours for campaign administrative cost per unit.
- * **Chisel Cutters** that are used for rear cross member replacement (Op. Codes Marked with *) may be recovered using sublet typed "YA" max. \$8.00/vehicle. State "Chisel Cutter" in the sublet description.
- **Transportation cost** of vehicle between dealer and outside repair shop may be reimbursed for the maximum cost US\$ 250.00 under the sublet cost column with Sublet type "YG" .
- **Actual Sublet Cost** for the CRC application by an outside repair shop, may be claimed under Sublet Type "YF" up to the amount which is calculated using the following formula: = 1.6 hours (for CRC application) X Dealer Hourly Labor Rate
- **Rental Vehicles** for the above Op. Codes (CRC Application by outside repair shop) may be claimed through the Toyota Rent-A-Car (TRAC) Program for a maximum of 2 days. Follow the Toyota Transportation Assistance Program (TTAP) Guidelines

Frame Replacement

Campaign	Inspect Rear Fuel Tank Mounting Straps and Related Components	Frame Prep Incomplete <i>Rust Perforation Found</i>	Replace Rear Cross Member Incomplete (Excessive Rust Perforation)	(2WD) Frame Replacement By Dealer <i>Rust Perforation Found</i>	(4WD) Frame Replacement By Dealer <i>Rust Perforation Found</i>	(2WD) Frame Replacement By Outside Shop – Rust Perforation Found	(4WD) Frame Replacement By Outside Shop – Rust Perforation Found	Op. Code	Flat Rate Hour
Frame Replacement in House									
BXD (Frame Replacement by dealer - In House)	✓	-	-	✓	-	-	-	2562MA	40.5
	✓	-	-	-	✓	-	-	2562MB	42.5
	✓	✓	-	✓	-	-	-	2562MC	41.0
	✓	✓	-	-	✓	-	-	2562MD	43.0
	✓	-	✓	✓	-	-	-	2562ME*	41.5
	✓	-	✓	-	✓	-	-	2562MH*	43.5
Frame Replacement By Outside Shop									
BXD (Frame Replacement Outside Shop)	✓	-	-	-	-	✓	-	2563MA [†]	3.7
	✓	-	-	-	-	-	✓	2563MB [†]	3.7
	✓	✓	-	-	-	✓	-	2563MC [†]	4.2
	✓	✓	-	-	-	-	✓	2563MD [†]	4.2
	✓	-	✓	-	-	✓	-	2563ME* [†]	4.7
	✓	-	✓	-	-	-	✓	2563MH* [†]	4.7

Updated 1/11/13

- The flat rate time above includes 0.1 hours for campaign administrative cost per unit.
- Transportation cost** of vehicle between dealer and outside repair shop may be reimbursed for the maximum cost of \$250/vehicle. Use sublet type “YG” .
- Transportation cost** for frame between dealer and outside repair shop may be reimbursed for the maximum cost of \$50.00/frame. Use Sublet Type “YC” .
- * Chisel Cutters** that are used for rear cross member replacement (Op. Codes Marked with *) may be recovered using sublet typed “YA” max. of \$8.00/vehicle. State “Chisel Cutter” in the sublet description.
- [†] Sublet Cost** for the Frame replacement by an Outside repair shop ([†]) may be claimed under Sublet Type “YF” for the actual cost up to the amount which is calculated using the following formula:

2WD = 36.8 hours (for CRC application) X Dealer Hourly Labor Rate

4WD = 38.8 hours (for CRC application) X Dealer Hourly Labor Rate

- Rental Vehicles** for the above Op. Codes (Frame Replacement) may be claimed through the Toyota Rent-A-Car (TRAC) Program for a maximum of 7 days. Follow the Toyota Transportation Assistance Program (TTAP) Guidelines. If frame replacement is delayed due to parts availability, additional time, up to 30 days, may be claimed. Additional time, up to 60 days, may be claimed only with DSPM authorization (please refer to the following page for additional information).

Op. No.	Description	Sublet type	DSPM Authorization
2562MF	Vehicle Rental 1-30 Days	RT	No Required
2562MG	Vehicle Rental 31-60 Days	RT	Required

- Rental expense for rental days beyond 7 days will be submitted separately from repair Op Code and document attachments may be requested by the Warranty Department.
- Follow the Toyota Transportation Assistance Program (TTAP) Guidelines.

Miscellaneous Operation Codes

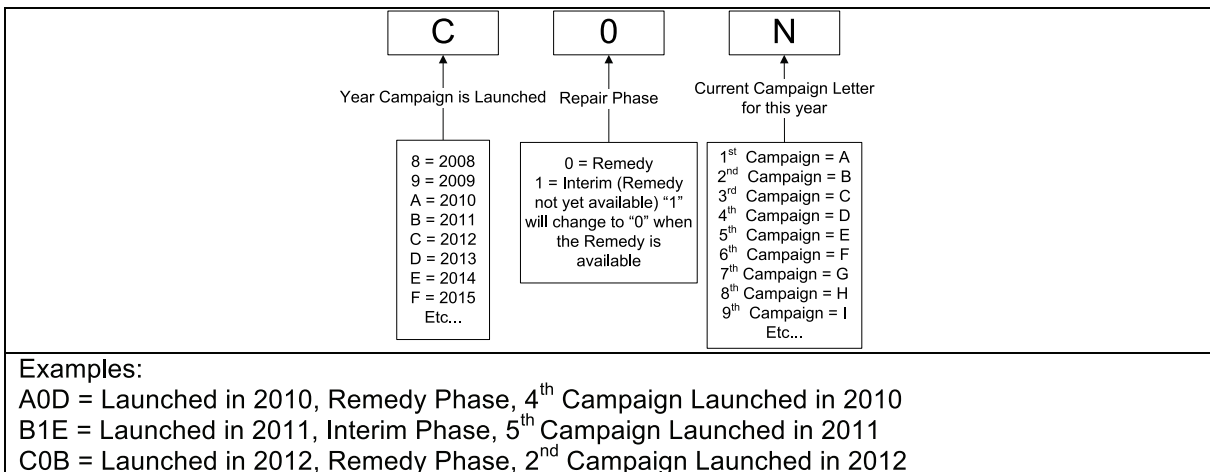
Fuel Tank Strap Weld Nut and Bolt Repair (as needed)

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 cab assembly

Campaign	Cab Type	1	2	3	Op. No.	Flat Rate Hours
BXD	Regular	✓	-	-	2514MA	0.2
	Access	✓	-	✓	2514MB	5.6
	Regular/Access	-	✓	-	2415MC	0.2
	Regular	✓	✓	-	2514MD	0.4
	Access	✓	✓	✓	2514ME	5.8

8. Campaign Designation Decoder



9. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

10. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons, (310) 468-2552, in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to media associates only.)

11. Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

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.



Corrosion-Resistant Compound (CRC) Campaign BXD (formerly B0D) Q&A – Updated 12/31/2012
Certain 2000 through 2003 Toyota Tundra Vehicles
CRC Application to the Rear Cross Member and Adjacent Areas of the Frame

IMPORTANT UPDATE

Toyota dealership in Cold Climate States has been conducting the Corrosion-Resistant Compound (CRC) Campaign for 2000-2003 model year (MY) Tundra vehicles known as “Tundra B0D”. As described in the Tundra B0D Dealer Information Packet, B0D has two components: (1) The Safety Recall -- which includes a CRC application to the **rear** portion of the frame; and (2) A Customer Satisfaction Program to address the potential for greater than expected levels of corrosion to the **front** portion of the frame.

The Customer Satisfaction Program portion of Tundra B0D will end on December 31, 2012, but the Safety Recall will continue for MY 2000-2003 vehicles. The Safety Recall continuation after December 31, 2012 will be referred to as “Tundra BXD”.

Q1: What is the condition for “Tundra BXD”?

A1: On certain 2000 through 2003 model year Tundra vehicles originally sold in and/or registered in cold climate areas with high road salt use (Cold Climate States), excessive corrosion may be exhibited on the Rear Cross-Member of the frame. In rare instances, 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 lines 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 rare instances, the fuel tank may drop to the ground and be dragged or separated from the vehicle. This may create a road hazard, which could cause a crash without prior warning or possibly a fire.

Q2: What is the cause of this condition for “Tundra BXD”?

A2: Exposure to cold climate and high road salt usage conditions is the primary contributor to this condition of greater than expected levels of corrosion. This condition is unrelated to and separate from normal surface rust, which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

Q3: What are the “Cold Climate States” with high road salt usage covered by this Safety Campaign?

A3: The following states and the District of Columbia are covered by this campaign as Cold Climate States:

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

Q4: Which and how many vehicles are covered by this Safety Campaign?

A4: There are approximately 96,000 Tundra (2000 – 2003 model year) vehicles currently registered in or originally sold in the Cold Climate States.

Q5: What is Toyota going to do?

A5: Owners of the covered vehicles were requested to bring their vehicles to a Toyota dealership; the dealership will inspect the vehicle's frame and related components*. The inspection will entail verifying the condition of the Rear Cross-Member, and surrounding components such as the fuel tank mounting system and the brake lines at the proportioning valve (which is mounted on the Rear Cross-Member assembly). 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 and the two fuel tank mounting cross members,* the dealership will apply a corrosion resistant compound (CRC) to these cross-member assemblies and the adjacent areas of the frame (rear portion of the frame).
2. If significant corrosion of the Rear Cross-Member is detected* such that it can no longer safely support the spare tire and/or corrosion damage is found on the adjacent inspected components, these components will be replaced. After replacement, the dealer will apply CRC to the rear portion of the frame.
3. 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 in the area of the Rear Cross-Member), and/or if significant corrosion of either of the fuel tank mounting cross-members is detected,* Toyota will perform an appropriate repair. Please see your dealer for details.

If the vehicles have had the frame assembly replaced, the CRC application is not required, because the replacement frame has adequate corrosion protection.

Fuel Tank Straps will be replaced on all 2000 – 2003 model year Tundra vehicles currently registered in or originally sold in the specific Cold Climate States or the District of Columbia, if the tank straps have not been replaced under a previous campaign.

Q6: Why is Toyota only offering the CRC application to customers whose vehicles are in the Cold Climate States?

A6: Toyota is applying the CRC in areas where vehicles may experience or have experienced prolonged exposure to severe cold climates with high road salt use.

Q7: What should customers do?

A7: Owners of vehicles covered by this campaign should bring their vehicle to a participating Toyota dealer located in one of the Cold Climate States for which authorization to apply the CRC has been obtained. Customers may also contact their local Toyota dealer for additional information. The dealer will inspect the vehicle's frame (including the Rear Cross-Member and surrounding components such as the fuel tank mounting system, the brake lines at the proportioning valve, and spare tire carrier)*. The dealer will then perform any of the applicable repairs and apply the CRC to the rear portion of the frame. In addition, if the Fuel Tank Straps have not previously been replaced, the dealer will replace them as part of this campaign. The work will be performed at **no charge**.

Q8: Are there any other Toyota or Lexus vehicles covered?

A8: This campaign only covers certain 2000 through 2003 model year Toyota Tundra vehicles.

Q8a: Is this condition related to the Tacoma and/or Sequoia rust condition?

A8a: As with Tacoma and Sequoia, the primary contributors to this condition of greater than expected levels of corrosion are severe cold climate conditions and high road salt usage. However, the Tundra is a differently designed vehicle.

Q9: What is the production period of the vehicles covered by this Campaign?

A9: The vehicles covered by this campaign were produced from January 13, 1999 to September 13, 2003.

Q10: How long will the repair take?

A10: The inspection and CRC application will take approximately six hours. If a rear cross-member assembly is replaced at the time of this inspection, the repair will take an additional one and a half hours.

Q10a: Will Toyota provide a rental vehicle until the vehicle is repaired?

A10a: The Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for customer use at no charge for up to 2 days during the repair.

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 any assistance and/or, if applicable, appropriate repair.

Q11a: Does an owner need to receive an owner letter before scheduling an appointment to have the CRC applied to their vehicle's frame?

A11a: Owners of vehicles covered by this campaign do not need an owner letter in order to have the CRC applied to the rear portion of their vehicle's frame. They are requested to contact a dealership in one of the states that are listed and make an appointment.

Q12: What if the rear cross-member is intact, but other areas of the frame exhibit corrosion perforation?

A12: The Safety Recall involves an inspection to verify the condition of the Rear Cross-Member, and surrounding components such as the fuel tank mounting system and the brake lines at the proportioning valve (which is mounted on the Rear Cross-Member assembly). Based upon the inspection, Toyota will take the appropriate action (refer to A5 for details).

Q12a: Didn't Toyota have a Limited Service Campaign which covered other areas of the frame?

A12a: Toyota's enhancements to the warranty coverage on the vehicle's frame were for a limited time. This enhanced coverage expired on **December 31, 2012**.

Q12b: Why did the Limited Service Campaign expire?

A12b: All iron based metallic material will eventually rust.

Q12c: What is Toyota's standard rust perforation warranty coverage? Is the frame covered under this warranty?

A12c: 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. The Limited Service Campaign (LSC A0F) enhanced the coverage for a limited time to support the customer. This LSC A0F has now expired.

Q13: When did Toyota send out owner notifications for vehicles covered by the Tundra Frame Campaigns?

A13: Toyota has mailed multiple notifications to owners using the most up-to-date mailing information. Toyota's primary source of owner's data is obtained from a third party firm that works directly with each state's motor vehicle department. The following reflects the owner mailing dates for each of the Tundra frame campaigns:

- Safety Recall 90M: Mid-March 2010 – Late April 2010
- LSC A0F (Original Mailing): Early August 2010 – Mid-February 2011
- LSC 9SM: Early December 2011 – Early January 2012
- LSC A0F (Extension): Late March 2012 – Late April 2012
- Campaign B0D:

ST	B0D	
	Original Mailing	Remail
CT	Late July 2011 – Late August 2011	Mid-September 2011 – Late September 2011
DC	Late December 2011 – Late December 2011	Mid-September 2011 – Late September 2011
DE	Late September 2011 – Mid-November 2011	Mid-September 2011 – Late September 2011
IL	Mid-December 2011 – Late January 2012	Early October 2011 – Mid-October 2011
IN	Early December 2011 – Early January 2012	Early October 2011 – Mid-October 2011
KY	Mid-October 2011 – Mid-November 2011	Early October 2011 – Mid-October 2011
MA	Late September 2011 – Mid-November 2011	Mid-August 2012 – Late August 2012
MD	Early November 2011 – Late December 2011	Mid-September 2011 – Late September 2011
ME	Early September 2011 – Late September 2011	Mid-August 2012 – Late August 2012
MI	Mid-August 2011 – Late August 2011	Early October 2011 – Mid-October 2011
MN	Mid-August 2011 – Late August 2011	Early October 2011 – Mid-October 2011
NH	Mid-August 2011 – Late August 2011	Mid-August 2012 – Late August 2012
NJ	Late December 2011 – Late January 2012	Mid-September 2011 – Late September 2011
NY	Mid-December 2011 – Mid-February 2012	Mid-September 2011 – Late September 2011
OH	Early December 2011 – Late January 2012	Early October 2011 – Mid-October 2011
PA	Mid-December 2011 – Late January 2012	Mid-September 2011 – Late September 2011
RI	Late November 2011 – Late November 2011	Mid-August 2012 – Late August 2012
VA	Mid-August 2011 – Mid-September 2011	Mid-September 2011 – Late September 2011
VT	Early September 2011 – Late September 2011	Mid-August 2012 – Late August 2012
WI	Early December 2011 – Late January 2012	Early October 2011 – Mid-October 2011
WV	Late August 2011 – Early September 2011	Mid-September 2011 – Late September 2011