



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

TMS-NTC-12313
December 21, 2012

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

Re: Toyota Safety Recall 12V-542 – Dealer Notification - Interim

To whom it may concern,

Please find attached the Dealer Notification - Interim Letter for Toyota Safety Recall 12V-542 on the following Toyota vehicles:

- 2001 through 2004 Model Year Tacoma

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.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-542 (C0V) Dealer Notification (Interim)



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: Safety Recall **COV** – (C1V) **Interim Notification**
2001 through 2004 Model Year Tacoma Vehicles
Originally sold in and/or currently registered in the Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Lift Plate

As previously announced, in November, 2012, 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 2001 through 2004 model year Tacoma vehicles originally sold in/or currently registered in the following states and the District of Colombia (“Cold Climate States”):

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

The purpose of this communication is to inform you that Toyota will be mailing an interim notice to owners of vehicles covered by this Safety Recall. Toyota is continuing to prepare the remedy. We will notify dealerships again at the time of the remedy phase

Condition

This condition affects certain 2001 through 2004 model year Tacoma vehicles originally sold in or currently registered in cold climate areas with high road salt use (Cold Climate States). The spare tire is stored underneath the rear bed of the vehicle and is suspended from the spare tire carrier on a metal lift plate. Under certain environmental and usage conditions, the lift plate could corrode. In limited cases, corrosion of the plate over time could cause it to break, which could result in detachment of the spare tire from the vehicle. Detachment of the spare tire could result in a vehicle crash.

1. Interim Owner Notification

As communicated in the Preliminary Notification in November, Toyota is currently preparing the remedy for this Safety Recall. In the meantime, we are communicating the **interim** actions:

- Toyota will mail an **interim** owner notification in late December, 2012.
- The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available, (3) what to do in the event the condition described above is experienced or if they have immediate concern about the condition.

2. Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, until the remedy is available, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and that Toyota will send them a notification when the remedy is available. If the vehicle currently has the specific condition present, please be sure to diagnose and repair the vehicle prior to customer delivery. Please make sure your state DMV records are updated as soon as possible with the new owner name and address.

3. Timing of Safety Recall (Second) Notification

When the remedy is available, Toyota will send (consistent with parts availability and repair capacity) a second owner notification by first class mail, advising the vehicle owner to make an appointment with their authorized Toyota dealer to have the remedy performed at **no charge**. We anticipate the remedy phase will be available in Early March, 2013.

4. Dealer Summary Reports

Summary Report will be provided in the remedy communication.

5. Number and Identification of Covered Vehicles

There are approximately 166,000 Tacoma vehicles (2001 through 2004 model year) vehicles covered by this Safety Recall in the U.S.

VIN Range information will be provided once preparations are complete and the remedy is launched.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**.

A UIO matrix by state will be provided during the remedy phase.

6. Interim Customer Handling and Replacement Criteria

If a customer contacts your dealership and has experienced the condition as described on the spare tire carrier metal lift plate, dealerships are requested to assist them by setting up an appointment to verify the condition.

If the condition is verified, please assist the customer by replacing the spare tire carrier at **no charge**. The necessary parts can be ordered through your dealerships facing PDC. **At this time Toyota has a very limited number of parts available to support vehicle repairs. Dealers should only order parts for vehicles currently experiencing the specific condition described above. All replaced parts are subject to Warranty Parts Return. Any parts replaced inappropriately will result in a claim debit.**

For these special case customers the following parts may be ordered:

Model	Part Number	Part Description	Quantity
Tacoma	04002-11104	Spare Tire Carrier Kit (2WD except Pre Runner)	1
	04002-11204	Spare Tire carrier Kit (for 4WD and Pre Runner)	1
	90080-11180	Bolt w/Washer	4

The parts have been placed on Manual Allocation Control (MAC); if you require a part that is on MAC you will need to send an email to Quality_Compliance@toyota.com with the following information:

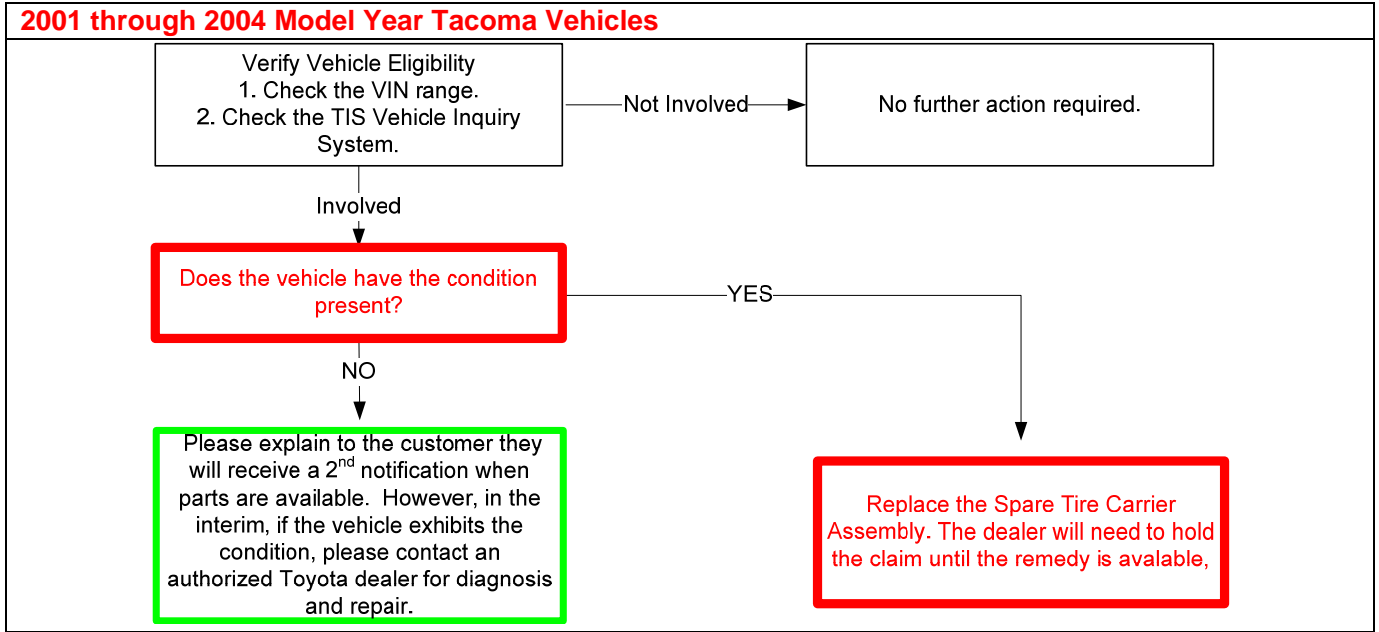
- Subject Line: C1V MAC Release Request (Dealer Code)
- Reason for Replacement
- Dealer Code
- VIN Number
- Part Number and Qty Ordered
- Order Reference Number
- Order Date
- Contact Person

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

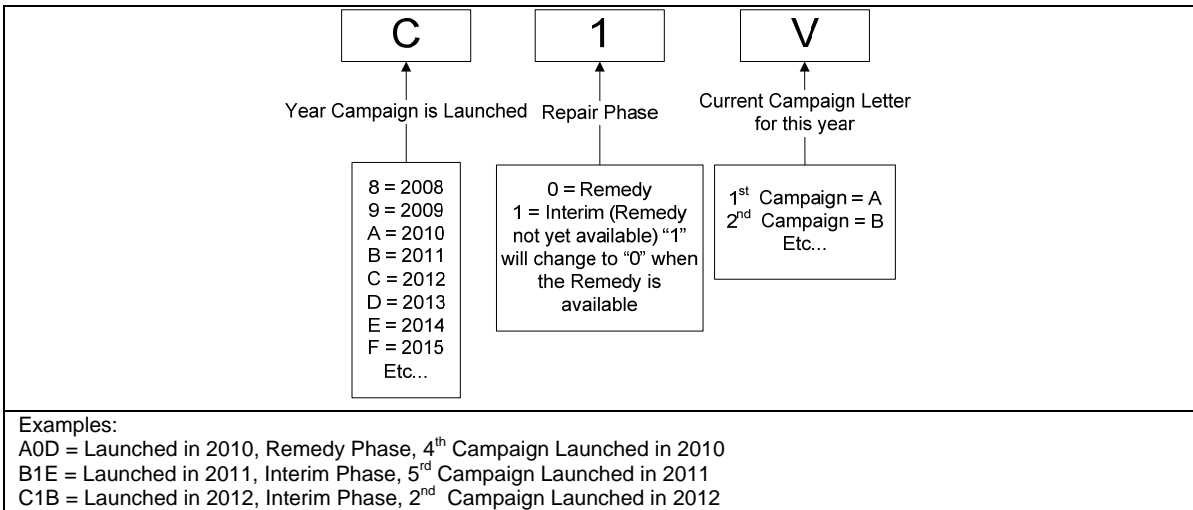
Important Notes:

- **Once you have placed your order DO NOT upgrade or change your order status.**
- **Dealerships must provide the above listed information within 48 hours of order placement, failure to provide the information above will result in an order cancellation.**

7. Interim Warranty Reimbursement Procedure



- It is anticipated that the remedy phase will be launched in Early March, 2013. Warranty operation codes will be provided at the time of remedy launch. In the event your dealership assists a customer prior to the remedy phase being launched, we appreciate your patience in holding the claim until the operation codes are available during the remedy phase.



8. 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 only media associates.)

9. Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

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.

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



Safety Recall C0V (C1V) – Interim Notice
2001 through 2004 Model Year Toyota Tacoma Vehicles
Originally Sold In and/or Currently Registered in the Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Lift Plate

Q1: What is the condition?

A1: This condition affects certain 2001 through 2004 model year Tacoma vehicles originally sold in or currently registered in cold climate areas with high road salt use (Cold Climate States). The spare tire is stored underneath the rear bed of the vehicle and is suspended from the spare tire carrier on a metal lift plate. Under certain environmental and usage conditions, the lift plate could corrode. In limited cases, corrosion of the plate over time could cause it to break, which could result in detachment of the spare tire from the vehicle. Detachment of the spare tire could result in a vehicle crash.

Q2: What is the cause of this condition?

A2: During the manufacture of the lift plate of the spare tire carrier, the plate may not have been sufficiently coated with phosphate. This combined with prolonged exposure to road salts and other environmental factors, could contribute to the development of more than normal rust in the lift plate of some vehicles. 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 Recall?

A3: The following states and the District of Columbia are referred to as the “Cold Climate States”:

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

Q3a: Why are some states contiguous to the Cold Climate States not included?

A3a: Only portions of the listed states above have the cold climate and high road salt usage which can cause this condition. To simplify the administration of this recall campaign and avoid confusion, Toyota has elected to include the entire state rather than a portion.

Q4: What is Toyota going to do?

A4: Toyota will be mailing an interim owner notification in Late December, 2012 in the Cold Climate States. The interim owner notification letter will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available, (3) what to do if the condition described above is experienced or if they have immediate concern about the condition.

Owners of vehicles that are covered by this Safety Recall will receive the second owner notification via first class mail starting in Mid-March, 2013. Once the remedy preparations are complete, any authorized Toyota dealer will inspect the condition of the spare tire carrier and its lift plate. Based on the results of the inspection*, if significant corrosion is found, the spare tire carrier will be replaced at **no charge** to the covered vehicle’s owner.

As an additional measure of confidence, Toyota will also perform a functional test of the spare tire carrier to ensure proper operation. The functional test will also be performed at **no charge** to the covered vehicle’s owner

* For additional information, please contact your local Toyota Dealer.

Q5: Which and how many vehicles are covered by this Recall Campaign?

A5: There were approximately 166,000 Tacoma (2001 - 2004 model year) vehicles originally sold in and/or currently registered in the Cold Climate States.

Model Name	Model Year	Production Period	Number of Vehicles
Tacoma	2001 through 2004	Late August, 2000 to Late August, 2004	Approximately 166,000 units

Q6: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall?

A6: This Safety Recall covers 2001 through 2004 Model Year Tacoma Vehicles original sold in and/or currently registered in the 20 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, and WV

Q7: What is Toyota doing for 2001 through 2004 MY Tacoma vehicles in the 30 Non Cold Climate States?

A7: Owners of subject vehicles in the remaining 30 states will receive a separate campaign notification including details on how to obtain an inspection if they desire. This separate campaign will allow owners to seek the same inspection and provide an appropriate remedy for those vehicles at **no charge**.

Q8: What should owners do if they experience the condition or have immediate concerns about their vehicles?

A8: Owners who have any immediate concerns about this issue are requested to contact their local Toyota dealer for diagnosis and appropriate repair.

Q9: How long will the repair take?

A9: The inspection of the spare tire carrier and its lift plate will take approximately 10 minutes. Based upon the results of the inspection if the spare tire carrier requires replacement, the repair will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: What if an owner has previously paid for repairs related to this Recall Campaign?

A10: Reimbursement consideration instructions will be provided in the Remedy Owner Letter.

Q11: What if an owner has other concerns with the vehicle?

A11: Customer satisfaction is very important to Toyota. If an owner has other concerns with the vehicle, we request the owner works with his/her Toyota dealer and/or the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Certain 2001 through 2004 Model Year Toyota Tacoma Vehicles
Excessive Corrosion of the Spare Tire Carrier Lift Plate
SAFETY RECALL NOTICE (*Interim Notice – C1V*)**

INTERIM NOTICE
We are currently preparing the remedy. We will notify you again when the remedy is ready.

[VIN]

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 2001 through 2004 Model Year Tacoma vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. **We will send you another notification when the preparations are complete.**

What is the condition?

This condition affects certain 2001 through 2004 model year Tacoma vehicles originally sold in or currently registered in cold climate areas with high road salt use (Cold Climate States*). The spare tire is stored underneath the rear bed of the vehicle and is suspended from the spare tire carrier on a metal lift plate. Under certain environmental and usage conditions, the lift plate could corrode. In limited cases, corrosion of the plate over time could cause it to break, which could result in detachment of the spare tire from the vehicle. Detachment of the spare tire could increase the risk of a vehicle crash.

What will Toyota do?

Toyota is currently working on the remedy. You will receive a second owner notification letter when the remedy is available.

What should you do?

We appreciate your patience while we prepare the remedy parts. In the meantime, if you experience the condition described above on the spare tire carrier metal lift plate, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the problem is related to the issue addressed by this Safety Recall, the repair will be performed at **NO CHARGE** to you.

*This Safety Recall involves customers whose vehicles were originally sold in and/or currently registered in the following 20 Cold Climate States and the District of Columbia which have high road salt usage.

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

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or 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, D.C. 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 repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.

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