



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

TMS-NTC-13121
May 24, 2013

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

Re: Toyota Safety Recall 12V-542 Updated Dealer Notification - Remedy Ph 1 & 2

To whom it may concern,

Please find attached the Updated Dealer Notification - Remedy Ph 1 & 2 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.L. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-542 (C0V) Updated Dealer Notification (Remedy Ph1&2)



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 C0V **Remedy Notification Phase 1 & 2**
 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

| | |
|--|---|
| | Update: |
| | <p>5/21/2013 Update to the Warranty Reimbursement Procedure.</p> <p>3/29/2013: We are pleased to announce that Phase 2 (covering PreRunner and 4WD vehicles) is now being launched. The document below has been updated to reference both Phase 1 and 2 of Safety Recall C0V. Noteworthy updates are highlighted in yellow.</p> |

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 and/or currently registered in the following states and the District of Columbia (“Cold Climate States”):

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

Condition

This condition affects certain 2001 through 2004 model year Tacoma vehicles originally sold in and/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.

Remedy

Toyota dealers are requested to visually inspect the condition of the spare tire carrier 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 customer.

As an additional measure of confidence for the customer, dealers are also requested to 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.

Please reference the Technical Instructions for inspection criteria and other information on this remedy.

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

1. Owner Notification / Safety Recall Remedy Launch Timing

| Phase | Vehicle’s included in Phase | Tentative Owner Mailing Schedule |
|---------|-----------------------------|----------------------------------|
| Phase 1 | 2WD Tacoma Vehicles | 2/14/2013 – 3/14/2013 |
| Phase 2 | PreRunner Tacoma Vehicles | Beginning in Early April 2013 |
| | 4WD Tacoma Vehicles | |

Please note that only owners of the covered vehicles will be notified. If a dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. Used Vehicles in Dealer Inventory or Customer Trade-Ins

Toyota requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory or that are acquired through trade-ins that are covered by Safety Recall C0V prior to delivery to the customer or to an auction.

3. Dealer Summary Reports

- Phase 2 Summary Reports containing the number of covered vehicles in your dealership’s primary marketing area have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)
- Phase 1 summary reports were provided previously.

4. 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.

| Phase | Covered Vehicles | Appr. UIO |
|---------|--|-----------|
| Phase 1 | 2001 through 2004 Tacoma 2WD Vehicles | 30,000 |
| Phase 2 | 2001 through 2004 Tacoma PreRunner Vehicles | 21,000 |
| | 2001 through 2004 Tacoma 4WD Vehicles | 115,000 |

Phase 1 & 2 VIN Range

| WMI | MY | VDS | Start | Finish |
|-------|---------|---------|---------|---------|
| 5TE | 2001 | GM92N | Z727245 | Z880431 |
| | | GN92N | Z726201 | Z880433 |
| | | HN72N | Z726498 | Z880444 |
| | | NL42N | Z718168 | Z880440 |
| | | NM92N | Z718261 | Z880427 |
| | | PM62N | Z718416 | Z880351 |
| | | SM92N | Z718295 | Z880439 |
| | | SN92N | Z718166 | Z880436 |
| | | VL52N | Z718280 | Z880441 |
| | | VN52N | Z718355 | Z879914 |
| | | WM72N | Z718164 | Z880443 |
| | | WN72N | Z718395 | Z880438 |
| | 2002 | GM92N | Z000001 | Z145261 |
| | | | Z880738 | Z899998 |
| | | GN92N | Z000190 | Z145313 |
| | | | Z880448 | Z899894 |
| | | HN72N | Z000002 | Z145298 |
| | | | Z880635 | Z899997 |
| | | NL42N | Z000006 | Z145309 |
| | | | Z880445 | Z899978 |
| | | NM92N | Z000233 | Z145312 |
| | | | Z880684 | Z899936 |
| | | PM62N | Z000022 | Z145307 |
| | | | Z880594 | Z899995 |
| | | SM92N | Z000245 | Z145301 |
| | | | Z880594 | Z899972 |
| SN92N | Z000012 | Z145296 | | |
| | Z880783 | Z899646 | | |
| VL52N | Z000013 | Z145315 | | |
| | Z880530 | Z899984 | | |
| VN52N | Z000017 | Z133342 | | |
| | Z881078 | Z898219 | | |
| WM72N | Z000058 | Z145294 | | |
| | Z880620 | Z899904 | | |
| WN72N | Z000019 | Z145305 | | |
| | Z880446 | Z899885 | | |

| WMI | MY | VDS | Start | Finish |
|-------|---------|---------|---------|---------|
| 5TE | 2003 | GM92N | Z145585 | Z305459 |
| | | GN92N | Z145318 | Z305507 |
| | | HN72N | Z145460 | Z305500 |
| | | NL42N | Z145319 | Z305504 |
| | | NM92N | Z145535 | Z305379 |
| | | PM62N | Z145471 | Z305481 |
| | | SM92N | Z145555 | Z305506 |
| | | SN92N | Z145622 | Z305491 |
| | | VL52N | Z145395 | Z305505 |
| | | VN52N | Z145797 | Z304523 |
| | 2004 | WM72N | Z145487 | Z305493 |
| | | WN72N | Z145316 | Z305501 |
| | | GM92N | Z305895 | Z466734 |
| | | GN92N | Z305509 | Z466774 |
| | | HN72N | Z305686 | Z466778 |
| | | NL42N | Z305510 | Z466783 |
| | | NM92N | Z305853 | Z466785 |
| | | PM62N | Z305763 | Z466764 |
| | | SM92N | Z305863 | Z466748 |
| | | SN92N | Z305944 | Z466746 |
| VL52N | Z305639 | Z466782 | | |
| VN52N | Z306177 | Z454172 | | |
| WM72N | Z305789 | Z466757 | | |
| WN72N | Z305508 | Z466784 | | |

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 **verify coverage by confirming through Dealer Daily/TIS.**

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

Approx. UIO by state for vehicles currently registered **and** originally sold in the 20 Cold Climate States (Phase 1 and 2).

| | | | | | | | | | |
|-------|-------|-------|--------|-------|-------|-------|--------|-------|--------|
| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
| CT | 5,507 | KY | 8,183 | MI | 4,355 | NY | 11,758 | VA | 20,290 |
| DE | 1,067 | MA | 13,097 | MN | 3,179 | OH | 9,802 | VT | 3,380 |
| IL | 5,880 | MD | 10,757 | NH | 4,977 | PA | 14,774 | WI | 3,946 |
| IN | 4,139 | ME | 4,068 | NJ | 8,332 | RI | 2,365 | WV | 4,882 |

Approx. UIO by state for vehicles originally sold in **but not** currently registered in the 20 Cold Climate States.

| | | | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|
| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
| AK | 178 | GA | 1,389 | MS | 384 | OK | 232 | WA | 729 |
| AL | 712 | HI | 189 | MT | 286 | OR | 397 | WY | 130 |
| AR | 287 | IA | 414 | NC | 3,856 | SC | 1,035 | | |
| AZ | 538 | ID | 242 | ND | 74 | SD | 90 | | |
| CA | 1,753 | KS | 242 | NE | 150 | TN | 1,890 | | |
| CO | 1,034 | LA | 246 | NM | 268 | TX | 1,371 | | |
| FL | 2,457 | MO | 582 | NV | 200 | UT | 340 | | |

5. Parts Ordering Process (Dealer Ordering Solutions)

Orders can be placed through your dealership’s facing PDC. Please refer to the table below and the Technical Instructions for part number ordering information. The parts will be placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

| Model | Part Number | Part Description | Qty. |
|---------------------------|-------------|------------------------|------|
| 2WD (Excluding PreRunner) | 04002-11104 | Spare Tire Carrier Kit | 1 |
| 4WD & PreRunner | 04002-11204 | Spare Tire Carrier Kit | 1 |
| All | 90080-11180 | Bolt w/Washer | 4 |

Each dealer will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume x PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

| TOYOTA | | | | | | |
|--|---------------------------|---------------------|----------------------|--------------------------|----------------------------|----------------|
| Parts Allocation Report | | | | | | |
| 99999 SAMPLE TOYOTA of NOWHERE | | | | | | |
| The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts. | | | | | | |
| Parts with recent changes will be illustrated from top to bottom with the most recent effective date. | | | | | | |
| If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999. | | | | | | |
| Part Number | Total Allocation Quantity | Allocation Quantity | Allocation Frequency | Total Allocation Shipped | Total Allocation Remaining | Effective Date |
| | | | | | | |
| | | | | | | |

IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

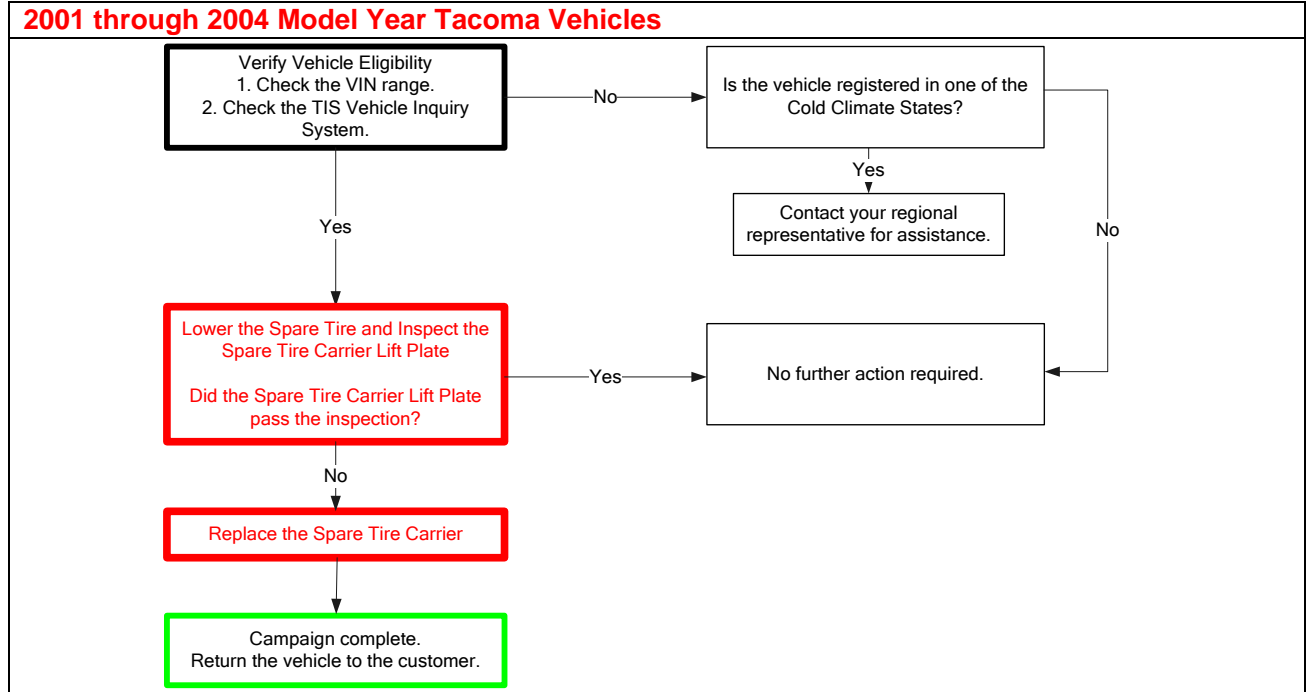
Note: Chemicals, such as Grease, are not eligible for the Monthly Parts Return Program.

6. Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

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

7. Warranty Reimbursement Procedure



Operation Codes – Phase 1 & 2

| Op. Code | Description | Flat Rate Hour |
|----------|---|----------------|
| 2516LA | Perform Spare Tire Carrier Inspection & Functional Test | 0.3 hr/vehicle |
| 2516LB | Inspect and Replace the Spare Tire Carrier | 0.9 hr/vehicle |

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

Note:

The following operation code has been provided to address a limited number of cases where the spare tire may be missing or lost due to corrosion of the lift plate. This operation code provides time for inspection & replacement of the spare tire carrier, along with time to mount and balance the tire.

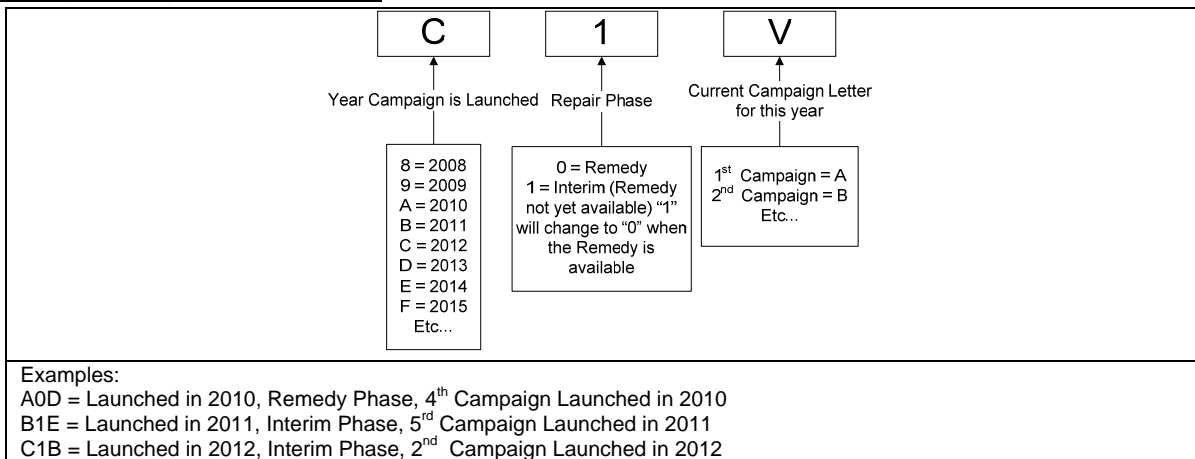
| Op. Code | Description | Flat Rate Hour |
|----------|--|----------------|
| 2516LC | Inspect and replace the spare tire and mount and mount and balance a new spare tire. | 1.4 hr/vehicle |

For cases where the spare tire is missing from the vehicle, due to corrosion of the lift plate, use the following formula for reimbursement. Sublet Type **TY**.

$$\text{Op Code 2516LC} + \text{Tire \& Rim Cost} + \text{Valve Stem, Tire Weights, etc. (max. \$10)} = \text{Claim Cost}$$

Updated 5/21/13

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 only media associates.)

11. 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.

**C0V - Certain 2001 through 2004 Model Year Toyota Tacoma Vehicles
Excessive Corrosion of the Spare Tire Carrier Lift Plate
SAFETY RECALL NOTICE**

[VIN]

Dear Toyota Customer:

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

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.

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?

The remedy for your vehicle is now available. Any authorized Toyota dealer will visually inspect the condition of the spare tire carrier 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 you.

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 you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the spare tire carrier lift plate inspected and, if necessary, replaced. The inspection of the spare tire carrier and its lift plate will take approximately 10 minutes. If the dealer determines 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 your vehicle available for a longer period of time.

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

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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.

If you have moved to another state, but would like to have your vehicle inspected, please contact your local Toyota dealer for assistance.

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.
- 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, 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 repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your 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

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.



Safety Recall C0V – Remedy Notice
2001 through 2004 Model Year Toyota Tacoma Vehicles
Originally Sold In and/or Currently Registered in Specific 20 Cold Climate States
Excessive Corrosion of the Spare Tire Carrier Lift Plate

Frequently Asked Questions

Published Late March, 2013

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

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 – see Q3 for a list of states covered under this campaign). 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.

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 Recall Campaign?

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: The remedy portion for this Safety Recall will be separated into two phases. The table below outlines the details for the two different phases.

| Phase | Vehicle's included in Phase | Owner Mailing Schedule |
|---------|-----------------------------|--|
| Phase 1 | 2WD Tacoma Vehicles | Mid-February 2013 through Mid-March 2013 |
| Phase 2 | PreRunner Tacoma Vehicles | Beginning in Early April 2013 |
| | 4WD Tacoma Vehicles | |

Owner Letters will be mailed out by first class mail.

Any authorized Toyota dealer will visually inspect the condition of the spare tire carrier 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 you.

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 you.

*Based upon Toyota's inspection criteria. For additional information, please contact a Toyota Dealer.

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

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

Toyota will conduct the remedy portion of this campaign in two phases.

| Phase | Vehicle's included in Phase | Production Period | Approximate UIO |
|---------|-----------------------------|-------------------------------------|-----------------|
| Phase 1 | 2WD Tacoma Vehicles | Late Aug. 2000 to Late Aug. 2004 | UIO = 30,000 |
| Phase 2 | PreRunner Tacoma Vehicles | | UIO = 21,000 |
| | 4WD Tacoma Vehicles | | UIO = 115,000 |

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 are critical contributors to the development of excessive corrosion of the Spare Tire Carrier Lift Plate in some vehicles. Therefore, vehicles in non-covered states are unlikely to experience excessive corrosion of the spare tire carrier lift plate.

Q7: What should I do if I experience this condition or have immediate concerns about my vehicles?

A7: If you have immediate concerns about this issue, please contact your local Toyota dealer for diagnosis and, if appropriate, repair.

Q7a: How does Toyota obtain my mailing information?

A7a: Toyota uses an industry provider who works with each state Department of Motor Vehicles (DMV) to receive registration or title information. Please make sure your registration or title information is correct.

Q7b: Do I need my owner letter to have the remedy performed?

A7b: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

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

A8: There are no other Toyota or Lexus vehicle covered by this campaign.

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 I have previously paid for repairs related to this Recall Campaign?

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

Q11: What if I have other concerns with my vehicle?

A11: Customer satisfaction is very important to Toyota. If you have other concerns with your vehicle, we request that you work with your 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.