



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

TMS-NTC-13049
February 11, 2013

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

Re: Toyota Safety Recall 12V-542 Dealer Notification - Remedy Phase 1

To whom it may concern,

Please find attached the Dealer Notification - Remedy Phase 1 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." with a stylized flourish at the end.

Quality Compliance Assistant Manager

Attachments:

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



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 [2WD (excluding PreRunner)]
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 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

For this Safety Recall, the remedy will be launched in two phases.

- **The 1st Phase will include 2WD vehicles (non-PreRunner).**
- **The 2nd Phase will cover PreRunner and 4WD vehicles. Phase 2 is projected to launch in March 2013.**

Please refer to "**Owner Notification / Safety Recall Launch Timing**" for additional information.

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. Please reference the Technical Instructions for inspection criteria.

As an additional measure of confidence, 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.

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

The owner notification for Phase 1, will commence in early February 2013, approximately one week after the dealer letter.

| Phase | Vehicle's included in Phase | Tentative Owner Mailing Schedule |
|---------|-----------------------------|----------------------------------|
| Phase 1 | 2WD Tacoma Vehicles | Early February 2013 |
| Phase 2 | PreRunner Tacoma Vehicles | TBD |
| | 4WD Tacoma Vehicles | |

*Phase 2 will remain C1V (Interim) in the system until the remedy is available.

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**. 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. If the vehicle is included in Phase 2, we ask the dealer's patience in holding the claim until Phase 2 is launched.

3. Dealer Summary Reports

Phase 1 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.)

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 VIN Range (2WD)

| WMI | Year | VDS Range | |
|-----|------|-----------|-------------------|
| | | VDS | Range |
| 5TE | 2001 | NL42N | Z718168 - Z880440 |
| | | VL52N | Z718280 - Z880441 |
| | | VN52N | Z718355 - Z879914 |
| | 2002 | NL42N | Z000006 - Z145309 |
| | | | Z880445 - Z899978 |
| | | VL52N | Z000013 - Z145315 |
| | | | Z880530 - Z899984 |
| | | VN52N | Z000017 - Z133342 |
| | | | Z881078 - Z898219 |
| | 2003 | NL42N | Z145319 - Z305504 |
| | | VL52N | Z145395 - Z305505 |
| | | VN52N | Z145797 - Z304523 |
| | 2004 | NL42N | Z305510 - Z466783 |
| | | VL52N | Z305639 - Z466782 |
| | | VN52N | Z306177 - Z454172 |

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.

| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| CT | 1,083 | KY | 1,523 | MI | 746 | NY | 2,452 | VA | 3,167 |
| DE | 245 | MA | 2,848 | MN | 640 | OH | 2,379 | VT | 238 |
| IL | 1,356 | MD | 2,268 | NH | 647 | PA | 1,784 | WI | 680 |
| IN | 897 | ME | 473 | NJ | 2,345 | RI | 614 | WV | 321 |

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 | 11 | GA | 207 | MS | 51 | OK | 19 | WA | 91 |
| AL | 71 | HI | 19 | MT | 13 | OR | 56 | WY | 4 |
| AR | 24 | IA | 60 | NC | 479 | SC | 137 | | |
| AZ | 89 | ID | 8 | ND | 5 | SD | 5 | | |
| CA | 438 | KS | 31 | NE | 21 | TN | 260 | | |
| CO | 72 | LA | 37 | NM | 30 | TX | 267 | | |
| FL | 543 | MO | 75 | NV | 33 | UT | 31 | | |

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. |
|-------------------------------------|-------------|------------------------|------|
| Tacoma (2WD Excluding PreRunner) | 04002-11104 | Spare Tire Carrier Kit | 1 |
| | 90080-11180 | Bolt w/Washer | 4 |

Note: Parts replacement will be based upon the inspection criteria. Please refer to the TI for inspection criteria.

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.

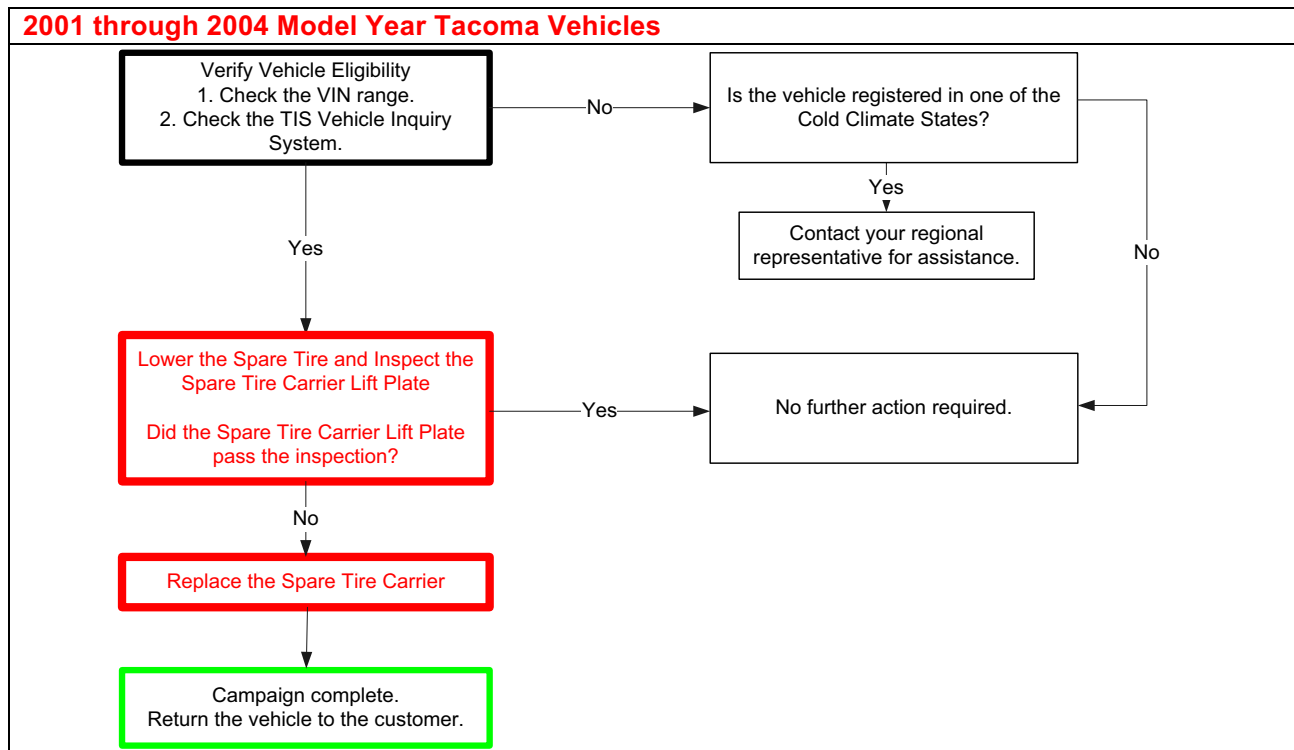
Note: Chemicals, such as Grease, are not eligible for the Monthly Parts Return Program.

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

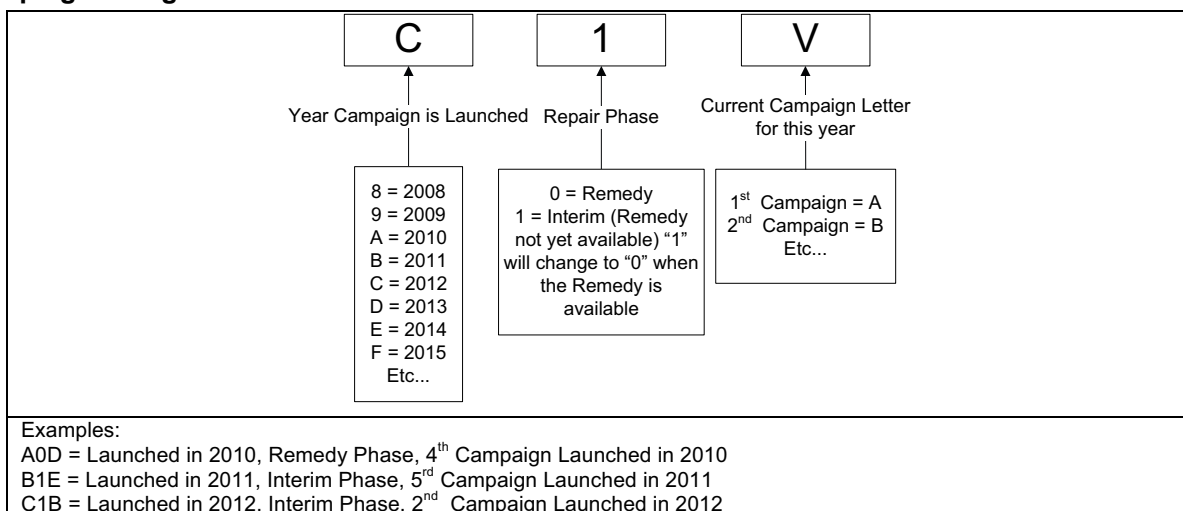


Operation Codes – Phase 1 (2WD Excluding PreRunner)

| 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.

Campaign Designation Decoder



8. 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.

9. 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.)

10. 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 – **Remedy** Notice

2001 through 2004 Model Year Toyota Tacoma Vehicles Phase 1 [2WD (excluding PreRunner)]

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 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 | Tentative Owner Mailing Schedule |
|---------|-----------------------------|----------------------------------|
| Phase 1 | 2WD Tacoma Vehicles | Early February 2013 |
| Phase 2 | PreRunner Tacoma Vehicles | TBD |
| | 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 the customer.

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.

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

Toyota will also be conducting 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.

Owners of subject vehicles in the remaining 30 states will receive a separate 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**.

Q6a: What should owners of the subject vehicles in the remaining 30 states do?

A6a: Owners of 2001 - 2004 model year Tacoma vehicles registered in the remaining 30 states and the United States Territories will receive a separate notification including details on how to obtain an inspection if they desire. Toyota will perform an appropriate remedy at **no charge to the owner**.

Q7: What should owners do if they experience the condition or have immediate concerns about their vehicles?

A7: Owners who have any immediate concerns about this issue are requested to contact their local Toyota dealer for diagnosis and appropriate repair.

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

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

Q8a: Is this condition related to the previous 1998 - 2010 MY Sienna Spare Tire Carrier or 2000 - 2003 MY Tundra Rear Cross-member Recall Campaigns?

A8a: The primary contributors of excessive corrosion are continued prolonged exposure to road salts and other severe cold climate environmental factors in the Cold Climate States as stated in Safety Recalls for Sienna and Tundra. However the Sienna recall campaign was to address corrosion issues on the **Spare Tire Carrier Cable**, and the Tundra recall campaign addressed a rust perforation issue in the **Rear Frame Cross-member**.

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 work 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.

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

[VIN]

URGENT SAFETY RECALL

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

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.

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.

TECHNICAL INSTRUCTIONS

FOR

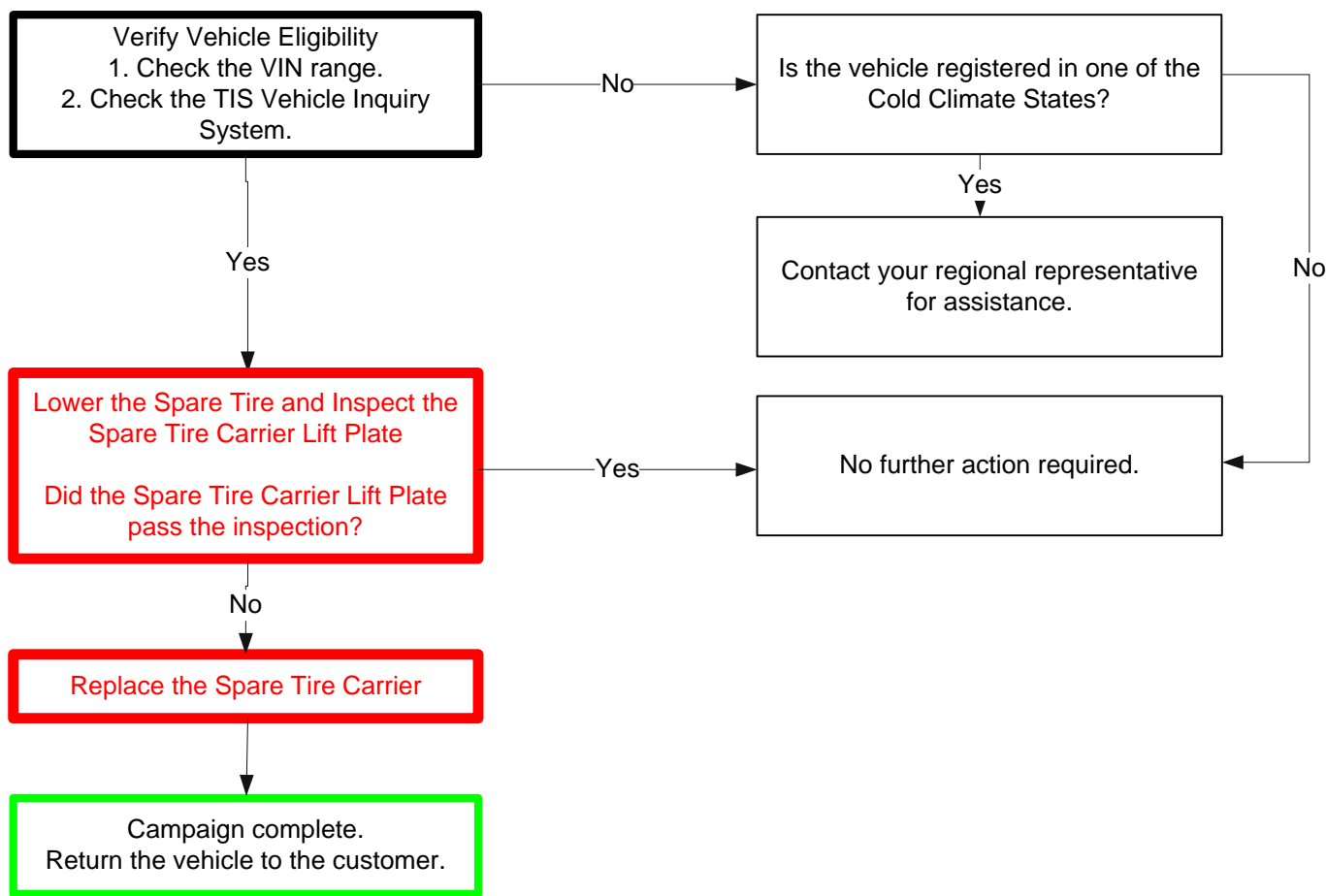
SAFETY RECALL C0V PHASE 1 (2WD NON PRERUNNER)

CERTAIN 2001 THROUGH 2004 MODEL YEAR TACOMA

**CURRENTLY REGISTERED OR ORIGINALLY SOLD IN THE 20 COLD
CLIMATE STATES**

SPARE TIRE CARRIER INSPECTION/REPLACEMENT

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

| WMI | Year | VDS Range | |
|-----|------|-----------|-------------------|
| | | VDS | Range |
| 5TE | 2001 | NL42N | Z718168 - Z880440 |
| | | VL52N | Z718280 - Z880441 |
| | | VN52N | Z718355 - Z879914 |
| | 2002 | NL42N | Z000006 - Z145309 |
| | | | Z880445 - Z899978 |
| | | VL52N | Z000013 - Z145315 |
| | | | Z880530 - Z899984 |
| | | VN52N | Z000017 - Z133342 |
| | | | Z881078 - Z898219 |
| | 2003 | NL42N | Z145319 - Z305504 |
| | | VL52N | Z145395 - Z305505 |
| | | VN52N | Z145797 - Z304523 |
| | 2004 | NL42N | Z305510 - Z466783 |
| | | VL52N | Z305639 - Z466782 |
| | | VN52N | Z306177 - Z454172 |

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

| Part Number | Part Description | Quantity |
|-------------|--|----------|
| 04002-11104 | Spare Tire Carrier Kit (2WD except Pre Runner) | 1 |
| 90080-11180 | Bolt w/Washer | 4 |

B. TOOLS & EQUIPMENT

- Standard Hand Tools
- Torque Wrench
- Screw Jacks

SPECIAL EQUIPMENT

Spare Tire Carrier Wrench

- Offset Wrench which will allow you to torque the spare tire carrier bolts to spec.
 - See section VI.C.1 “Spare Tire Carrier Replacement” for details.

Note: Previously provided in the Dealer’s Service Manger Packet for Campaign C0D.

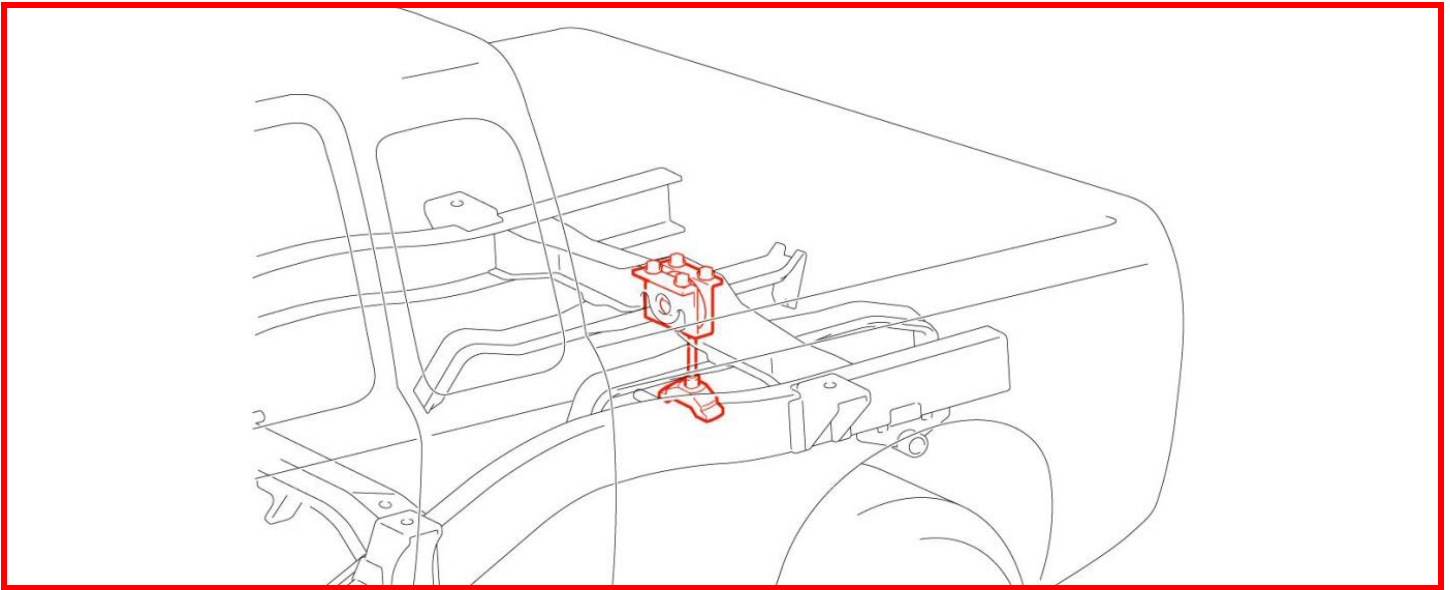


C. MATERIALS

- Shop Cloth
- Wood Pieces (30mm Thick)

IV. BACKGROUND

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.

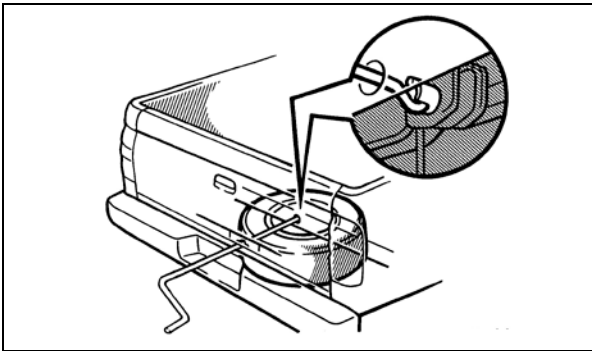


V. SPARE TIRE CARRIER INSPECTION WORK PROCEDURE

A. INSPECT THE SPARE TIRE CARRIER



Perform the Spare Tire Carrier Inspection with the vehicle on the ground to ensure that the spare tire will not fall due to lift plate corrosion.



1. PERFORM FUNCTIONAL CHECK OF THE SPARE TIRE CARRIER

- a) With the vehicle on the ground, lower and raise the spare tire carrier utilizing the tools provided with the vehicle and ensure it is operating properly.
- Note: Do not operate the spare tire carrier with an impact gun because damage will occur to the spare tire carrier.**
- b) Completely lower the spare tire and remove it from the spare tire lift plate.

2. VISUALLY INSPECT THE SPARE TIRE CARRIER LIFT PLATE

Does the top and bottom of the spare tire carrier lift plate have obvious corrosion?

No

YES

Minimal Rust Corrosion



Obvious Rust Corrosion



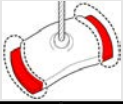
No

**CONTINUE INSPECTION
ON THE NEXT PAGE**

VISUALLY INSPECT THE SPARE TIRE CARRIER LIFT PLATE (Continued)

CONTINUE INSPECTION

Does the spare tire lift plate wheel contact area (Red) have rust corrosion holes or deterioration?



No

Rust, but no Holes/Deterioration



No

Does the bottom edge of the spare tire lift plate have rust/corrosion around the entire perimeter?



No

Rust/Corrosion does not reside on the entire perimeter of the bottom edge



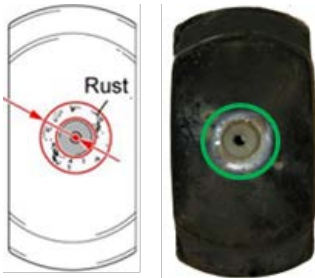
No

Does the top center of the spare tire lift plate (side facing the bed) contain 80% rust/corrosion in the center Area (40mm Diameter)?



No

Rust/Corrosion does not reside on the entire perimeter of the bottom edge



No

Inspection Complete
Reinstall Spare Tire and Return to Customer

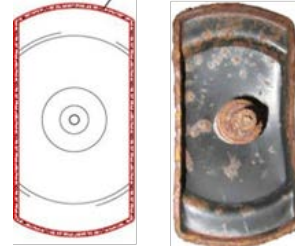
YES

Rust Holes/Rust Deterioration



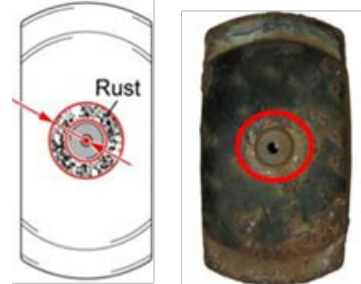
YES

Rust Corrosion Around Entire Edge



YES

80% Rust Corrosion in Center Area

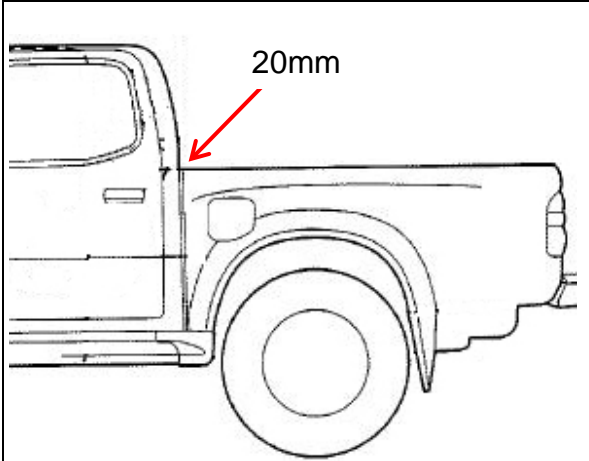


REPLACE THE SPARE TIRE CARRIER

PROCEED TO SPARE TIRE CARRIER
REPLACEMENT (Section VI)

VI. SPARE TIRE CARRIER REPLACEMENT PROCEDURE

A. VEHICLE PREPARATION



1. INSPECT THE BED ASSY

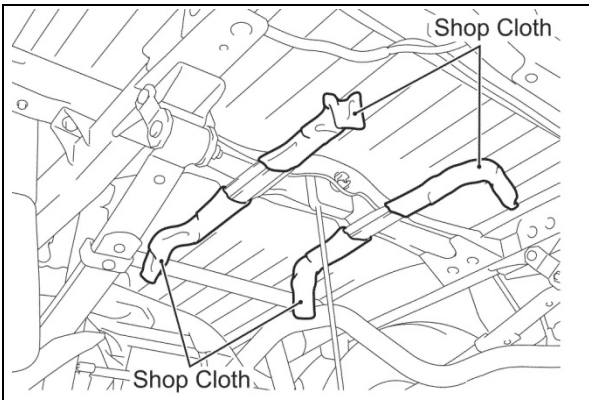
- Confirm the bed has had all heavy loads removed.
- Inspect that there is adequate clearance (20mm) between the cab, bed, and any mounted accessories.



2. PROTECT THE BED AND CAB ASSY

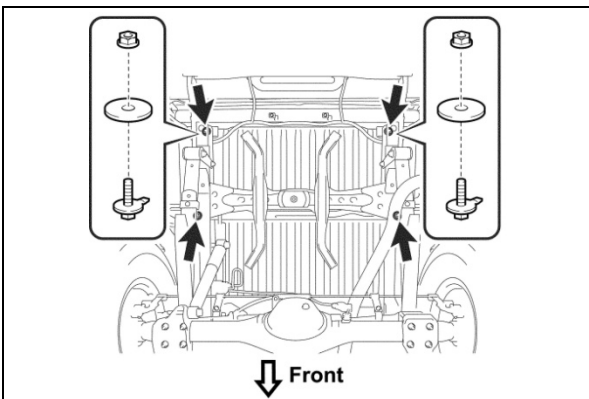
- Place a blanket or pair of fender covers between the cab and bed assy to protect the paint.

B. SPARE TIRE CARRIER REMOVAL



1. COVER THE SPARE TIRE STOPPERS (IF EQUIPPED)

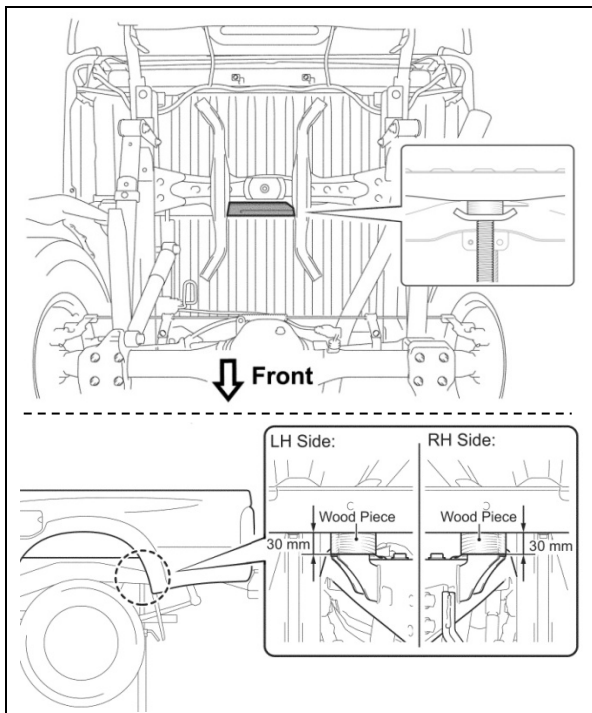
- Place the vehicle on a lift and raise the vehicle
- Wrap the spare tire carrier stoppers with shop clothes to prevent injury.



2. MAKE SPACE FOR THE REMOVAL/INSTALLATION OF THE SPARE TIRE CARRIER BOLTS

- Remove the 2 bolts, 2 nuts, and 2 washers located on the rearward portion of the bed.

Note: it is not necessary to remove the 2 bolts located at the front of the bed.



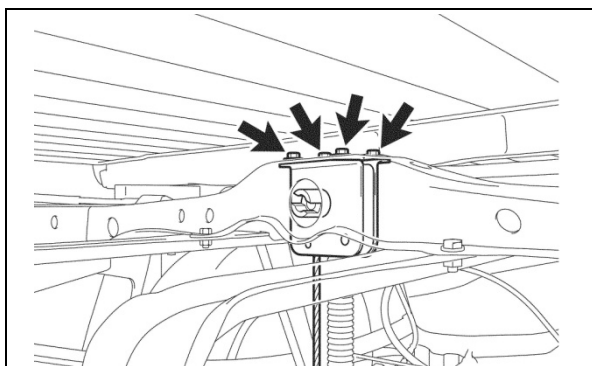
3. LIFT THE BED ASSEMBLY

- Using a screw jack and a wood block as an intermediary lift the bed carefully by approximately 30mm.

- After lifting, place 30mm wood blocks under the left and right middle bed mount/bracket locations as shown.

Note:

- Be careful not to have your finger pinched.
- Ensure not to pinch the wire harness with the wood/shims.
- Do not lift the bed assy too high; otherwise damage could occur to the wire harness, cab, or bed assy.



4. REMOVE THE SPARE TIRE CARRIER

- Remove the 4 bolts holding the spare tire carrier.

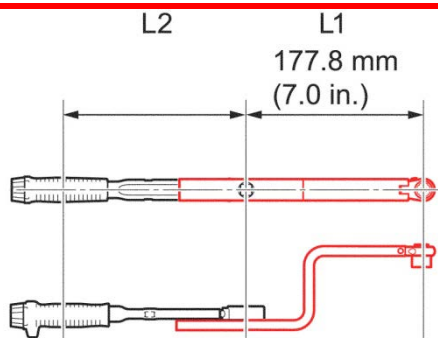
Note: Do not use the spare tire carrier wrench for removal.

C. INSTALL THE SPARE TIRE CARRIER

1. DETERMINE THE CALCULATED TORQUE FOR USING THE SPARE TIRE CARRIER WRENCH



- The calculated torque (C) is the value at which the torque wrench **MUST** be set.
- To determine the calculated torque, **READ**, and **CLOSELY** follow the steps below.



Connect the torque wrench to the Spare Tire Carrier Wrench so that they form a straight line when tightening.

- Measure the length of the torque wrench from the center of the drive to the middle of the handle as shown in the illustration.
- Determine the calculated torque (C) value to set the torque wrench to by referencing the table below.

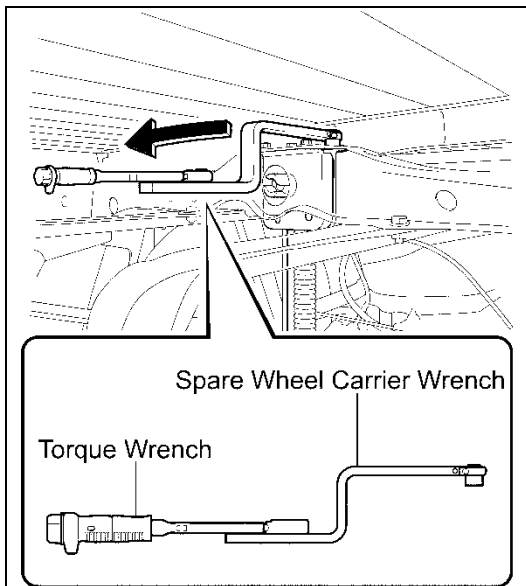
| Torque Wrench (L2) Length (in.) | Calculated Torque (ft·lbf) |
|------------------------------------|-------------------------------|
| 10" | 9 |
| 11" to 14" | 10 |
| 15" to 19" | 11 |
| 20" | 12 |

NOTE: The Spare Tire Carrier Wrench provided **MUST** be used when using the values in the table.

Calculated Torque Formula:

If the spare tire carrier wrench is not available, use the formula below.

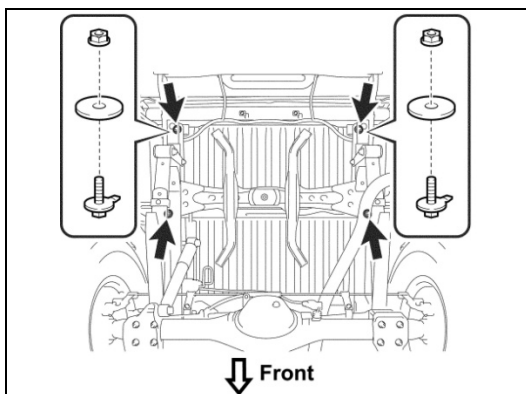
$$C = (15 \text{ ft. lb.}) \times L2 / (L1 + L2)$$



2. INSTALL THE SPARE TIRE CARRIER

- Install the NEW spare tire carrier with the 4 NEW bolts.
- Using the spare tire carrier wrench, torque the 4 bolts evenly in several increments.

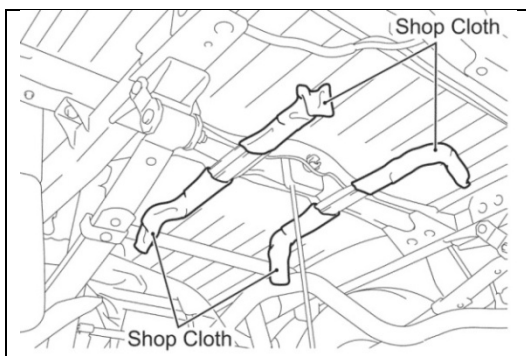
Torque Spec: 15 ft-lbf (20 N·m, 204 kgf-cm)



3. REINSTALL THE BED ASSEMBLY

- Remove the wood/shims and lower the bed assembly back onto the frame.
- Install the 2 bolts, 2 washers and 2 nuts.

Torque Spec: 77lbf (105Nm, 1071 kgf)



4. REMOVE THE PROTECTORS FROM THE SPARE TIRE CARRIER STOPPER

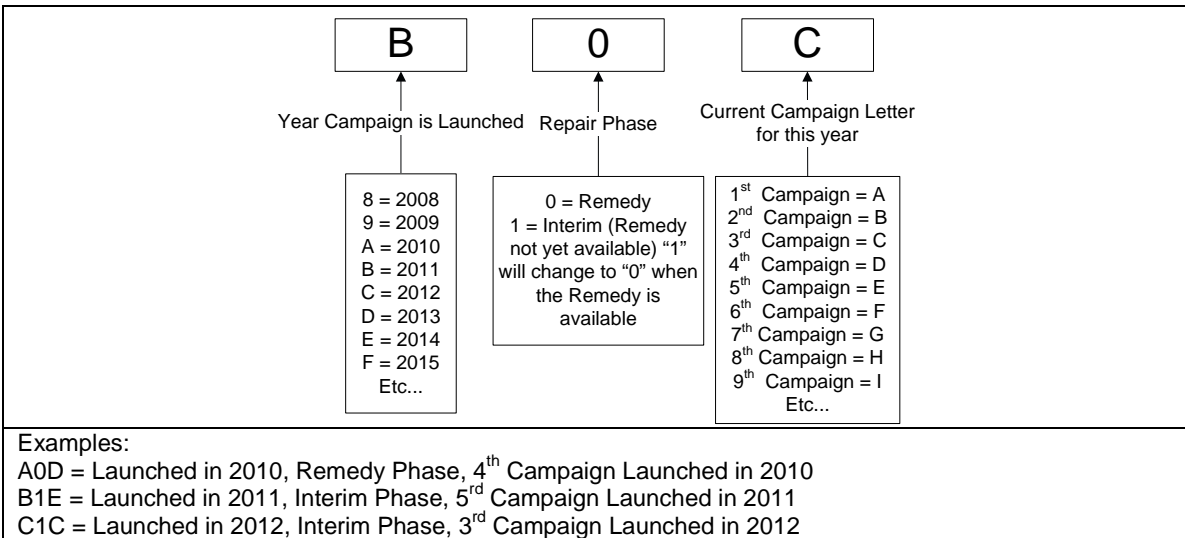
5. REINSTALL THE SPARE TIRE

◀ VERIFY REPAIR QUALITY ▶

- Confirm that all steps of the spare tire carrier lift plate inspection was performed properly
 - Confirm that the bed raising procedure was performed properly
 - Confirm that the spare tire is properly secured before returning the vehicle
- If you have any questions regarding this recall, please contact your regional representative

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Wayne Hutchinson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
February 7, 2013
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall C0V – *Remedy Notification* Phase 1 [2WD (excluding PreRunner)]
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
*******URGENT*******

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

- ***For this Safety Recall, the remedy will be launched in two phases.***
 - ***The 1st Phase will include 2WD vehicles (non-PreRunner).***
 - ***The 2nd Phase will cover PreRunner and 4WD vehicles. Phase 2 is projected to launch in March 2013.***
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Owner Notification

| Phase | Vehicle's included in Phase | Tentative Owner Mailing Schedule |
|----------|-----------------------------|----------------------------------|
| Phase 1 | 2WD Tacoma Vehicles | Early February 2013 |
| Phase 2* | PreRunner Tacoma Vehicles | TBD |
| | 4WD Tacoma Vehicles | |

*Phase 2 will remain C1V (Interim) in the system until the remedy is available. When the remedy is available the designation will be changed to C0V.

Customer and Media 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.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



Safety Recall C0V – **Remedy** Notice

2001 through 2004 Model Year Toyota Tacoma Vehicles Phase 1 [2WD (excluding PreRunner)]

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 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 | Tentative Owner Mailing Schedule |
|---------|-----------------------------|----------------------------------|
| Phase 1 | 2WD Tacoma Vehicles | Early February 2013 |
| Phase 2 | PreRunner Tacoma Vehicles | TBD |
| | 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 the customer.

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.

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

Toyota will also be conducting 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.

Owners of subject vehicles in the remaining 30 states will receive a separate 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**.

Q6a: What should owners of the subject vehicles in the remaining 30 states do?

A6a: Owners of 2001 - 2004 model year Tacoma vehicles registered in the remaining 30 states and the United States Territories will receive a separate notification including details on how to obtain an inspection if they desire. Toyota will perform an appropriate remedy at **no charge to the owner**.

Q7: What should owners do if they experience the condition or have immediate concerns about their vehicles?

A7: Owners who have any immediate concerns about this issue are requested to contact their local Toyota dealer for diagnosis and appropriate repair.

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

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

Q8a: Is this condition related to the previous 1998 - 2010 MY Sienna Spare Tire Carrier or 2000 - 2003 MY Tundra Rear Cross-member Recall Campaigns?

A8a: The primary contributors of excessive corrosion are continued prolonged exposure to road salts and other severe cold climate environmental factors in the Cold Climate States as stated in Safety Recalls for Sienna and Tundra. However the Sienna recall campaign was to address corrosion issues on the **Spare Tire Carrier Cable**, and the Tundra recall campaign addressed a rust perforation issue in the **Rear Frame Cross-member**.

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 work 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.