

USE THE FOLLOWING FILE NAMES TO LOCATE DIFFERENT STATES DATA
RELATING TO THIS SERVICE CAMPAIGN:

CONNECTICUT-----CSC-10030357-0001

MINNESOTA-----CSC-10030357-0002

VERMONT-----CSC-10030357-0003

MAINE-----CSC-10030357-0004

VIRGINIA-----CSC-10030357-0005

W. VIRGINIA-----CSC-10030357-0006

MICHIGAN-----CSC-10030357-0007

Indiana-----CSC-10030357-0008

Maryland-----CSC-10030357-0009

Massachusett-----CSC-10030357-0010

Minnesota-----CSC-10030357-0011

Wisconsin-----CSC-10030357-0012



LSC 90D - LIMITED SERVICE CAMPAIGN 2001 - 2004 MODEL YEAR TACOMA FRAME CORROSION-PREVENTATIVE COMPOUND TECHNICAL INSTRUCTIONS

Please review this entire information packet with your Service and Parts staff. This will familiarize them with the proper step-by-step procedures required to implement this LSC.

INTRODUCTION

Toyota will initiate a Limited Service Campaign (LSC) 90D to inspect and apply a Corrosion-Preventative Compound (specialized protective sealant) to the frames of certain 2001 through 2004 model year Tacoma vehicles WITHOUT RUST CORROSION PERFORATION that are registered in the following states 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

Toyota has received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust corrosion to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames 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.

If the customer's vehicle is registered in AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and the U.S. Territories, the customer will **not** need to do anything at this time. If the customer moves to an area in which the vehicle may experience prolonged exposure to road salts and other environmental factors, they will need to contact any Toyota dealer and make arrangements to have the vehicle inspected and, if appropriate, the specialized protective sealant applied.

OWNER NOTIFICATION

The owner notification will commence approximately one week after the regulatory challenges in the state in which the dealer is located have been addressed. Each dealer will be contacted and provided a packet outlining the individual regulatory requirements in their state prior to starting the Corrosion-Preventative Compound application.

Dealers should apply the specialized protective sealant as outlined in the Technical Instructions section. ***The application should only be performed for vehicles that are registered in the states affected by the LSC and have no signs of rust corrosion perforation.***

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

DEALER/OWNER LISTS

Affected vehicle VIN lists (VIN only, due to changes in Privacy Laws) for the LSC have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

APPLICABILITY PERIOD

This LSC will be available at no cost to the vehicle owners until **October 31, 2010**. All terms of the affected vehicle's Toyota Basic Warranty will remain intact regardless of whether or not the customer takes advantage of the LSC.

AFFECTED VEHICLES

There are approximately **145,000** Tacoma (2001 through 2004 model year) vehicles covered by this LSC. For the affected VIN range, reference the Technical Instructions (TI) section.

Please note that as the regulatory challenges are addressed only owners of the affected vehicles registered in that specific state will be notified. VINs for that specific state will be loaded simultaneously. If a dealer is contacted by an owner of an affected vehicle, who has not yet received a notification, please **verify eligibility for the LSC by confirming through Dealer Daily/TIS**.

A UIO State Matrix is listed to inform dealers of the number of vehicles in their state by model year.

STATE	2001	2002	2003	2004	TOTAL
CT	1,411	1,411	1,378	1,390	5,590
DC	62	73	78	69	282
DE	252	296	298	318	1,164
IL	1,643	1,537	1,385	1,481	6,046
IN	1,142	991	938	887	3,958
KY	2,242	2,124	1,875	1,559	7,800
MA	3,131	3,279	3,496	3,708	13,614
MD	2,543	2,812	2,795	2,869	11,019
ME	881	925	878	1,032	3,716
MI	861	853	798	689	3,201
MN	899	839	707	699	3,144
NH	1,232	1,373	1,331	1,328	5,264
NJ	2,174	2,180	2,259	2,089	8,702
NY	2,960	3,012	3,079	3,249	12,300
OH	2,483	2,339	2,188	2,296	9,306
PA	3,588	3,991	3,751	3,985	15,315
RI	579	596	585	597	2,357
VA	4,750	5,216	5,329	5,489	20,784
VT	772	854	849	952	3,427
WI	1,175	917	858	880	3,830
WV	1,596	1,345	1,225	1,243	5,409
Total	36,376	36,963	36,080	36,809	146,228

MATERIAL ORDERING

Since not all states are included in the LSC, the Corrosion-Preventative Compound materials will be placed on Manual Allocation Control (MAC).

While the materials are on MAC, a representative from TMS Quality Compliance will review each order and contact the dealership's Parts Manager to verify the necessity of the order. This will ensure an adequate and balanced material inventory.

If there are **special** circumstances where a dealer is having difficulty receiving its materials, dealership associates may contact (310) 468-5516 to research their order. The associate should have the following information ready 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

The necessary materials can be ordered through the parts system on Dealer Tire. They will be shipped directly from AMREP. Please refer to the Technical Instructions section for part number information. Please note that only dealers in the Severe Cold Climate States will be able to order Corrosion-Preventative Compound materials once the regulatory challenges in the state are addressed.

- Do not order more than your immediate needs. **THESE MATERIALS ARE NOT FOR RETAIL SALE AND ARE ONLY INTENDED FOR USE AS PART OF THE LSC.** Ensure that the Corrosion-Preventative Compound is stored at room temperature (please refer to the MSDS located in the Appendix).
- The material part number will be drop-shipped from AMREP to your dealer. 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 material to your dealership.

The Corrosion-Preventative Compound will entail sealing the frame with two different Nox-Rust® products. The Nox-Rust® 712AM, a paraffin wax based product, will be applied inside the frame. The Nox-Rust® X-128T, a mineral spirits based wax product, will be applied to the external surfaces. (Do not use the Nox-Rust® name and trademarks without the prior written consent of Daubert Chemicals Company Inc. and Toyota Motor Sales, U.S.A., Inc.)

BEFORE YOU START

Three types of legal requirements apply to the LSC: (1) air pollution control laws; (2) building, zoning and fire codes; and (3) regulated waste requirements. The Getting Started Guide and the Federal, State and Local Requirements Guide review these legal requirements, provide step-by-step instructions for how to comply, and include forms to create and maintain compliance records. These Guides assume that you will conduct the LSC in the vehicle service area of your dealership. If you plan to conduct the LSC in another area (such as in an offsite auto body shop) or in another state, different legal requirements likely will apply; so, please refer to the Getting Started Guide and the Guide to Federal, State and Local Requirements that accompany these Technical Instructions for information about how to conduct the LSC consistent with these different legal requirements.

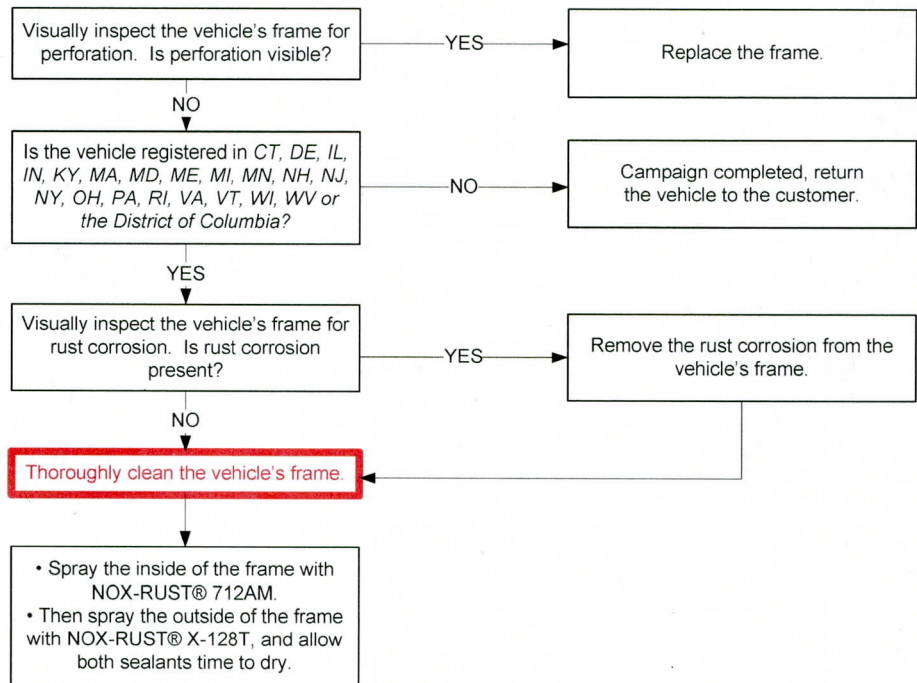
Most dealerships should be able to meet the necessary requirements within two weeks of receiving this package. An LSC 90D Readiness Survey (<http://cleandealer.com>*) has been created to help track each dealership's preparation. Toyota's business partner, KPA, will be contacting each dealership to provide additional assistance. ***Once the LSC 90D Readiness Survey indicates a dealership has met all the necessary requirements, a Special Equipment Kit (spray gun kit) will be mailed to that facility at no charge.***

*Follow the LSC 90D Support link located in the left bottom corner of the webpage.

WARRANTY PROCESSOR INSTRUCTIONS

Please note the following for this LSC:

- This LSC expires on **October 31, 2010**.
- Only vehicles registered in CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV or the District of Columbia are eligible for the application of the Corrosion-Preventative Compound.



Operation Codes:

This activity represents a unique combination of a CSP and a LSC. Therefore a **CSP claim and a LSC claim** will need to be filed for each Corrosion-Preventative Compound Application. Use the correct LSC or CSP designation when filing Operation Codes (see left hand side of table below):

CSP	Op. Code	Description	Flat Rate Hour
ZTH	8630J1	Inspect Frame For Rust Perforation (No Perforation Found)	0.6 Hr/Veh

Note: The flat rate time for Operation Code 8630J1 includes 0.1 hour for campaign administrative cost per unit for the dealership.

And one of the following Op. Codes (based upon your application location)

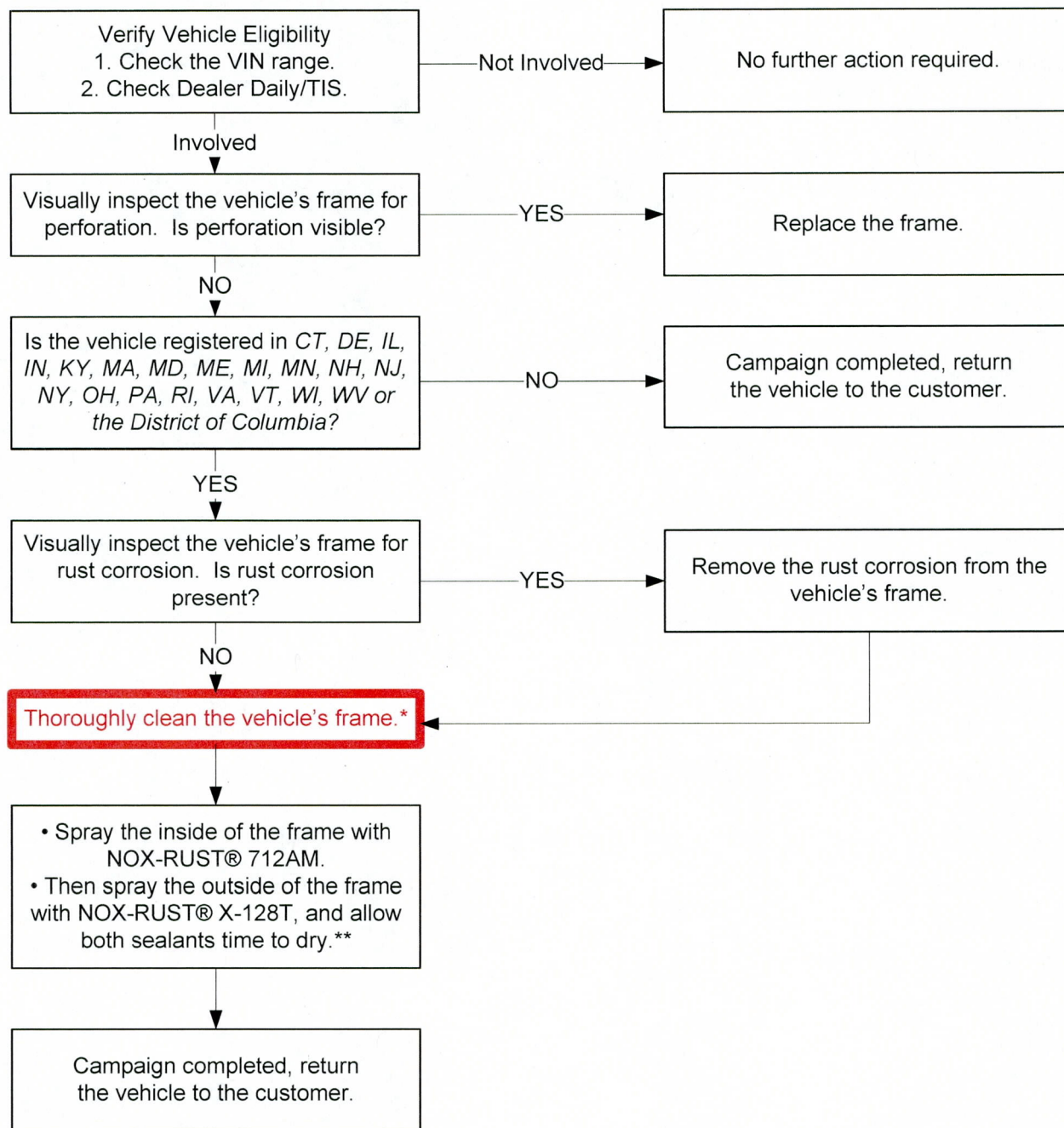
LSC	Op. Code	Description	Flat Rate Hour
90D	8630JM	Apply Corrosion-Preventative Compound By Dealer	3.6 Hr/Veh
or			
90D	8630JN	Apply Corrosion-Preventative Compound By Outside Repair Shop (outside repair shop cost will be included in sublet)	0.0 Hr/Veh (Use Sublet YE)

Allowable Sublets for LSC 90D Claims:

- Rental Car:** Use "RT" sublet type for Op. Code 8630JM or 8630JN. During the Corrosion-Preventative Compound application, customer rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 3 days. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- Materials/Supplies:** Use "YA" sublet type for Op. Code 8630JM or 8630JN. A max. \$36/vehicle cost for LSC prep and application materials/supplies (fire-retardant poly sheeting (tarp), masks, tape, gloves, partition, waste disposal, etc.) will be accepted.
- Outside Repair Shop:** Use "YE" sublet type for Op. Code 8630JN **if using an outside repair shop**. A maximum of 3.6 Hr/Veh x Dlr Labor Rate will apply. State: "Apply Corrosion-Preventative Compound by outside repair shop" in the sublet description. A copy of the outside repair shop order must be stapled to the copy of the Toyota dealer repair order and kept for future reference.

TECHNICAL INSTRUCTIONS

I. OPERATION FLOW CHART



***Note:**

Due to the flash point of the NOX-RUST® materials, allow sufficient time for the vehicle (i.e., the exhaust system) to cool down before beginning the chemical application. By following the FRAME APPLICATION WORK PROCEDURE the vehicle will have additional time to cool before the NOX-RUST® is applied. Please refer to the MSDS for flash point temperatures.

****Note:**

- Keep records to comply with Federal/State/Local regulations and requirements. See the Federal, State and Local Requirements Guide that accompanied these instructions.

II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

NOTE:

Vehicles registered in following states are affected: **CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV or the District of Columbia**

Model	WMI	Year	VIN Range	
			VDS	Range
TACOMA	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 – Z899998
			GN92N	Z000190 – Z899894
			HN72N	Z000002 – Z899999
			NL42N	Z000006 – Z899978
			NM92N	Z000233 – Z899936
			PM62N	Z000022 – Z899995
			SM92N	Z000245 – Z899972
			SN92N	Z000012 – Z899646
			VL52N	Z000013 – Z899990
			VN52N	Z000017 – Z898219
			WM72N	Z000058 – Z899904
			WN72N	Z000019 – Z899885
		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
			WM72N	Z145487 – Z305493
			WN72N	Z145316 – Z305501

AFFECTED VIN RANGE CONTINUED...

NOTE:

Vehicles registered in following states are affected: **CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV or the District of Columbia**

Model	WMI	Year	VIN Range	
			VDS	Range
TACOMA	5TE	2004	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

NOTE:

- Check Dealer Daily/TIS to confirm the VIN is involved in this LSC. This will verify the vehicle is affected and 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

Please be aware that only dealers in CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV, or the District of Columbia will be allowed to order kits for the Corrosion-Preventative Compound.

The necessary kits can be ordered through the Complete Maintenance Care. They will be shipped directly from AMREP. Please refer to the table below and the Technical Instructions for part number information. Dealers should not order chemicals if they do not have any vehicles listed on their dealer reports, or until they have confirmed owner appointment. However, please keep in mind it will take at least 4 business days for kit delivery.

Part Number	Part Description	Quantity
00289-00KIT-DS	Corrosion-Preventative Compound Kit	1
The kit listed above includes the following parts: <ul style="list-style-type: none">• NOX-RUST® 712AM = Internal Frame Application = Qty 2 Liters• NOX-RUST® X-128T = External Frame Application = Qty 3 Liters• These materials are intended for use at dealerships and body shops only. <u>They are not for resale</u>		

1. **When Ordering the Corrosion-Preventative Compound kit please note:**
 - Refer to the Appendix for the Material Safety Data Sheet (MSDS).
 - The Corrosion-Preventative Compound Kit listed will be drop-shipped from AMREP, not your local PDC. Do not order more than your immediate needs, as these materials are non-returnable and non-refundable.
 - Orders for this kit should be placed separately from orders of other drop ship chemicals.
2. **When Storing the Corrosion-Preventative Compound kits please note:**
 - Please 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 materials are stored at room temperature (refer to the MSDS for detailed instructions).

The plugs for the frame holes can be ordered through the dealer's facing PDC. Please refer to the table below for part number information. Dealers should not order parts if they do not have any vehicles listed on their dealer reports, or until they have confirmed owner appointment.

Part Number	Part Description	Quantity
90950-01539	Hole Plug	2
00411-09001	Corrosion-Preventative Compound Information Hang Tag (A quantity of 200 are included in each Service Manager Package)*	1

* Additional Corrosion-Preventative Compound Customer Information Hang Tags can be ordered in packages of 50 through the MDC.

B. SUPPORT MATERIALS

Part Number	Part Description	Quantity per Dealer
00411-08001	LSC 90D Laminated Flowchart (Included in each Service Manager Package)**	1

** Additional LSC 90D Laminated Flowcharts can be ordered by through the MDC.

C. STANDARD TOOLS & EQUIPMENT

- Standard hand tools
- Flat chisel
- Scraper
- Wire brush
- Air nozzle
- Thermometer
- Air coupler (quantity 2)

SPECIAL EQUIPMENT KIT*

The items below have been pre-packaged as a kit, and will be provided at no charge **ONLY** to dealers in the affected states who are involved in this activity and whose 90D Readiness Survey indicates all the necessary requirements have been met. This pre-packaged kit includes a 6 mm internal spray nozzle that will not be used at this time; please **DO NOT** discard it.

- Spray Gun with pressure regulator (quantity = 2) (Each spray gun is the same; please dedicate one for internal and the other for external frame application.)
- External spray nozzle (to be used on the outside of the frame)
- 8 mm internal spray nozzle (to be used on the inside of the frame)
- 6 mm internal spray nozzle (not used at this time; please **DO NOT** discard)

*Once the LSC 90D Readiness Survey (<http://cleandealer.com>**) indicates a dealership has met all the necessary requirements, a Special Equipment Kit will be sent to that facility.

**Follow the LSC 90D Support link located in the left bottom corner of the webpage

D. MATERIALS & SUPPLIES

- Protective eyewear
- Dust mask
- NIOSH-approved respirator for organic vapors and mist control*** (Follow all Federal, state and local environmental, health and safety requirements such as OSHA. Please refer to the MSDS for details on each material.)
- Protective gloves
- Chemical Resistant Gloves (Viton, PVOH, etc.)
- Masking tape
- Fire-retardant poly sheeting (tarp) or covering (if you can not purchase from a local supplier, contact A Plus Environmental at 562-483-1060.)
- Plastic (Saran Wrap) sheet (for spray gun storage)
- 7ft rain gutters (quantity = 2)
- Rain gutter end caps (quantity = 4)
- Wire
- Partitions (The type, size and number of partitions used will depend on each dealer's facility.)
- Shop cloth/paper towels
- Bucket (quantity = 8)
- Funnel (quantity = 2)



Example of a NIOSH-approved respirator

*****NOTE:**

- The MSDS for both 712AM and X-128T located in the Appendix instruct applicators to use a "NIOSH-approved respirator for organic vapor and mist to control exposure where ventilation is inadequate."
- It is up to the individual dealership to ensure compliance with OSHA regulations.
- If you require further assistance in regards to NIOSH approved respirators, we have found 3M® to be a useful reference/source.

3M® Technical Assistance:	1-800-243-4630
3M® Customer Service:	1-800-328-1667
3M® Web Site:	www.3m.com/occsafety

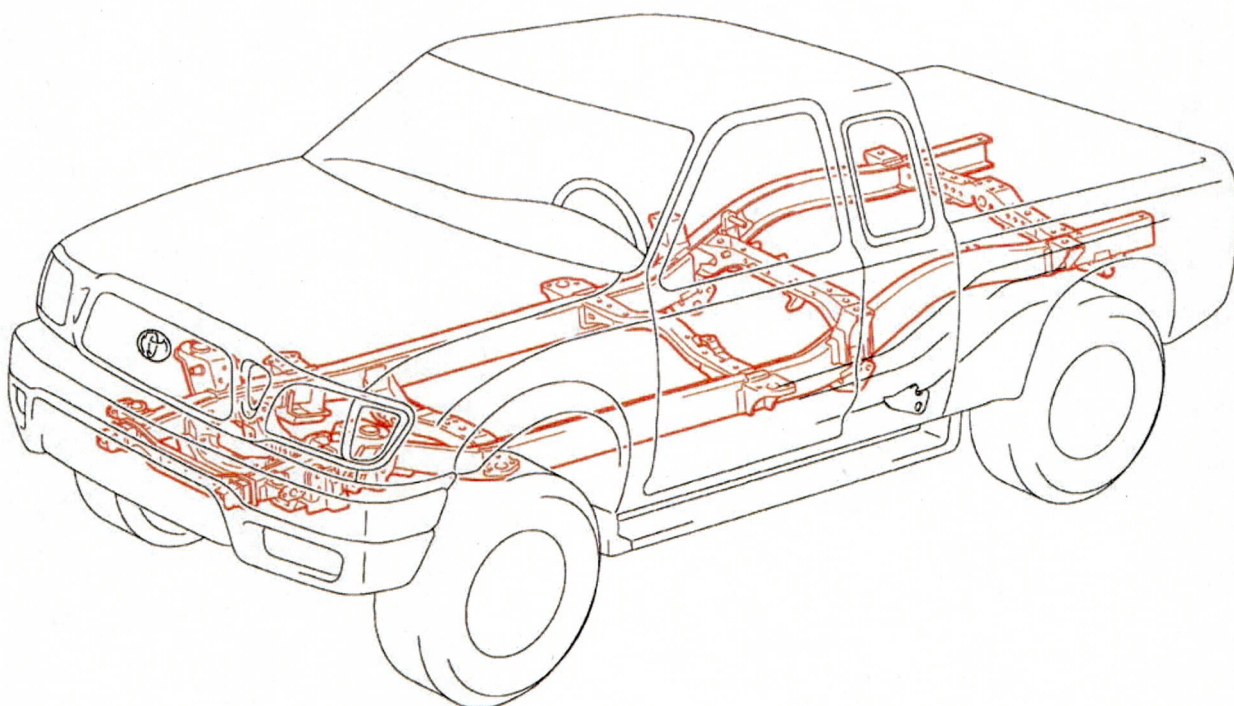
IV. BACKGROUND AND COMPONENTS

Toyota received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust corrosion to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames 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.

- The Corrosion-Preventative Compound application process involves spraying the internal and external surfaces of the Tacoma's frame with a specialized protective sealant material. Please follow all instructions provided to the dealership in the Getting Started Guide and the Federal, State and Local Requirements Guide.

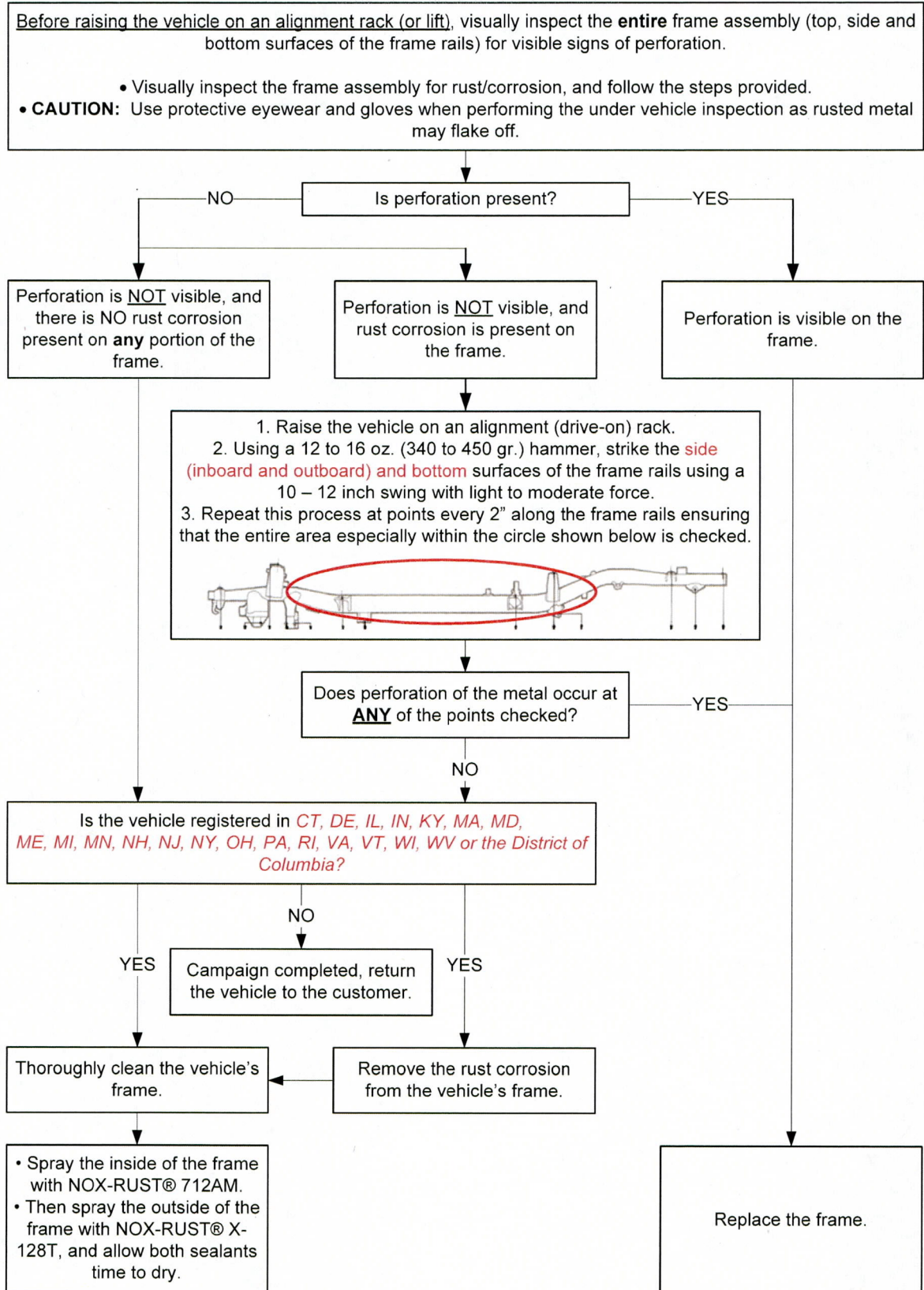


Important Reminder: Because of variations in State laws, dealerships conducting the LSC in certain States may require government approvals prior to starting the LSC. Depending upon the state, dealerships also may be subject to restrictions on the number of vehicles to which the LSC materials can be applied in any single day, week or month. Please refer to the Getting Started Guide and the Federal, State and Local Requirements Guide that accompany these Technical Instructions for important information about any such approvals or restrictions that may apply to your dealership. Your dealership must adhere strictly to these requirements.



V. VEHICLE INSPECTION WORK PROCEDURE

A. FRAME RUST CORROSION PERFORATION INSPECTION



NOTE: Please reference the laminated flowchart for more details, and for pictures illustrating the frame's condition used in the judgment process.

VI. FRAME APPLICATION WORK PROCEDURE



Important Reminder: Because of variations in State laws, dealerships conducting the LSC in certain States may require government approvals prior to starting the LSC. Depending upon the state, dealerships also may be subject to restrictions on the number of vehicles to which the LSC materials can be applied in any single day, week or month. Please refer to the Getting Started Guide and the Federal, State and Local Requirements Guide that accompany these Technical Instructions for important information about any such approvals or restrictions that may apply to your dealership. Your dealership must adhere strictly to these requirements.



Due to the flash point of the NOX-RUST® materials, allow sufficient time for the vehicle (i.e., the exhaust system) to cool down before beginning the application process. By following the FRAME APPLICATION WORK PROCEDURE the vehicle will have additional time to cool before the NOX-RUST® is applied. Please refer to the MSDS for flash point temperatures.

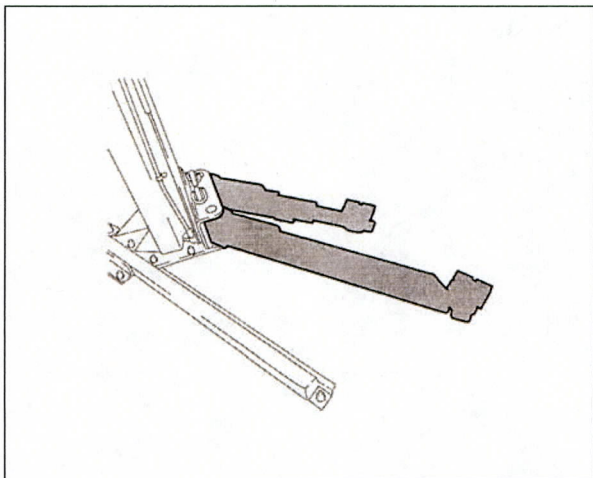
A. WORK AREA SETUP (SUGGESTED)

1. INITIAL SETUP CONSIDERATIONS & GUIDELINES

- a) Work with your Service Manager to locate a dedicated work area and lift with the following requirements.
 - i. In well ventilated area.
 - ii. Away from other vehicles to minimize the possibility of overspray.
 - iii. In a location that can be sectioned off by partitions.
 - iv. In an area that provides sufficient distance from neighboring stalls*

Please note area set up may vary depending on dealership layout. The following information is just one example of how an area might be set up for frame Corrosion-Preventative Compound application. Be sure to work with your Service Manager when locating a dedicated work area. If more assistance is needed, please contact your regional representative.

*The X-128T has a vanilla scent added that may be noticeable by others working around the spray area. Toyota is currently working to remove the vanilla scent in the near future.

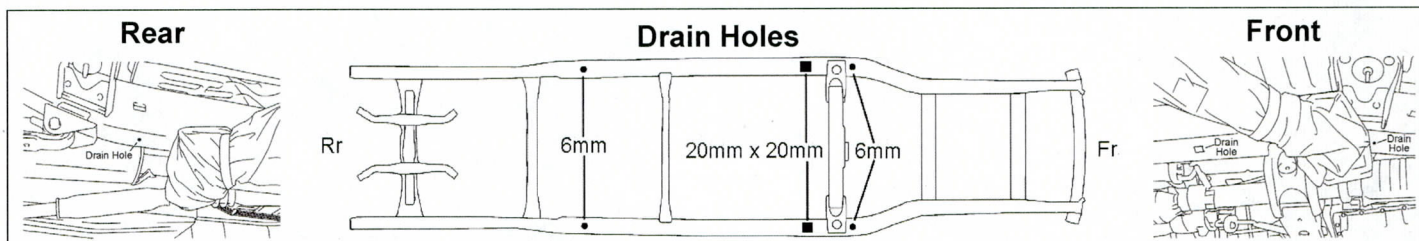


2. MASK THE LIFT SWING ARMS

- a) Cover the lift swing arms with fire-retardant poly sheeting (tarp).
- b) Secure the tarp with masking tape.

NOTE:

- A two post lift swing arm is shown for reference purposes.
- Inspect the tarp on a daily basis for damage (cuts, tears, etc.) and replace as necessary.
- Dispose of old traps in the same manner as other regulated waste at your dealership. Refer to the Dealer Information Packet for more info.



3. PREPARE THE VEHICLE

- It may be necessary to pressure wash the vehicle's frame, depending on its cleanliness.
Please note that time has been allotted to pressure wash the frame in the flat rate time.
- Record the radio presets and disconnect the negative (-) battery cable.
- Place the vehicle on the lift and raise it up.

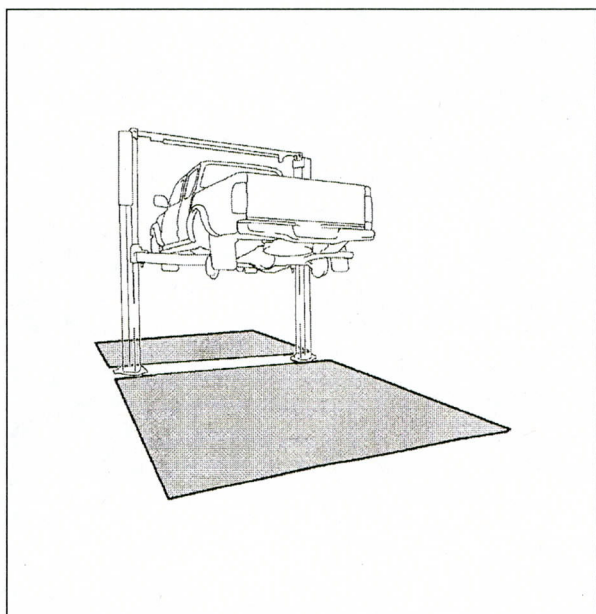
NOTE:

DO NOT cover the frame's drain holes when positioning the swing arms (see illustration above).

- Remove the rear wheels.
- Remove the spare tire.
- Remove the engine under cover.
- Cover any identifying label (i.e., VIN label, etc.) on the frame with tape.
- Cover the driveshaft(s) with fire-retardant poly sheeting (tarp) and secure with masking tape.

NOTE:

Overspray onto the driveshaft may cause vehicle vibration.



4. WORK AREA SETUP

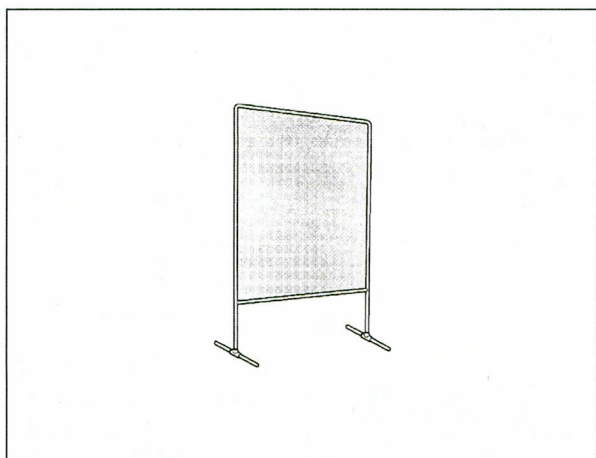
- Cover any exposed section(s) of the lift with fire-retardant poly sheeting (tarp), and secure with masking tape.
- Place the tarp(s) beneath the vehicle as shown in the illustration to protect the floor.

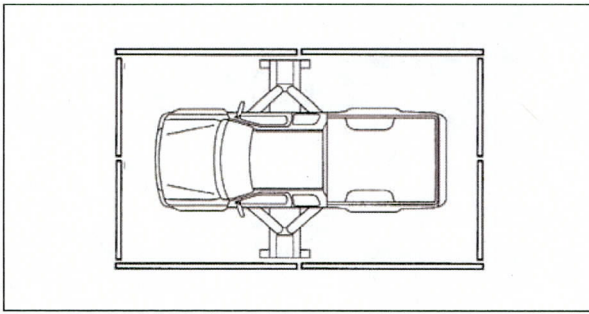
NOTE:

- When laying out the tarp on the floor, be sure it is secure and does not create a slipping hazard when walked upon.**
 - Inspect the tarp on a daily basis for damage (cuts, tears, etc.) and replace as necessary.**
 - Dispose of old tarps in the same manner as other regulated waste at your dealership. Refer to the Dealer Information Packet for more info.**
 - A two post lift swing arm is shown for reference purposes.**
- Setup partitions according to the facility needs of your dealership.

NOTE:

- The type, size and number of partitions used will depend on each dealer's facility.**
- Partitions should minimize any overspray to nearby stalls, while ensuring adequate ventilation.**
- Inspect the partition(s) on a daily basis for damage (cuts, tears, etc.) and repair/replace as necessary.**
- Dispose of used partitions in the same manner as other regulated waste at your dealership. Refer to the Dealer Information Packet for more info.**



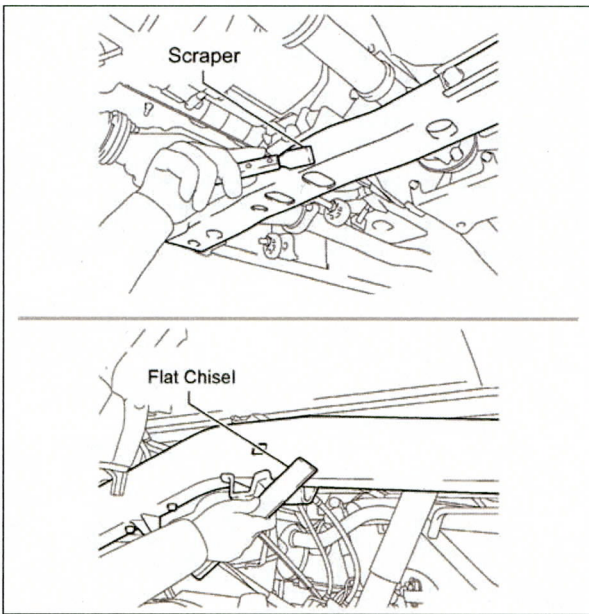


- d) Position the partitions around the vehicle to prevent overspray, as shown in the illustration.

NOTE:

- The partitions shown are just an example of what can be used.
- A two post swing arm lift is shown for reference purposes.

B. RUST REMOVAL PROCESS



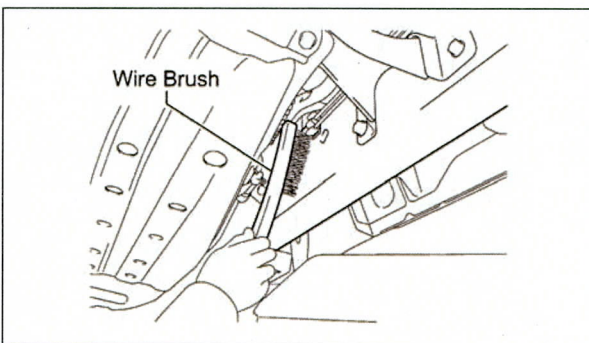
1. REMOVE THE FRAME RUST

- a) Remove the rust from the frame using a scraper and/or flat chisel.

NOTE:

- DO NOT scratch or remove the identifying labels (i.e., VIN label, etc.) from the frame.
- Make sure to wear protective eyewear, gloves and a dust mask when performing this step.
- Please reference the laminated flowchart for pictures illustrating the frame's appearance before and after the rust removal process.

C. CLEANING THE FRAME

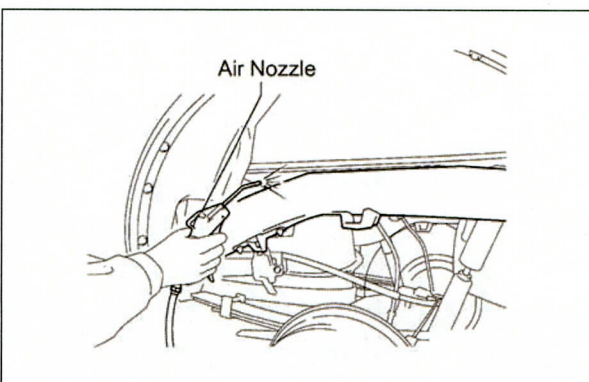


1. CLEANING THE FRAME

- a) Using a wire brush, remove any debris and/or rust from the frame.

NOTE:

- DO NOT scratch or remove the identifying labels (i.e., VIN label, etc.) from the frame.
- Make sure to wear protective eyewear, gloves and a dust mask when performing this step.

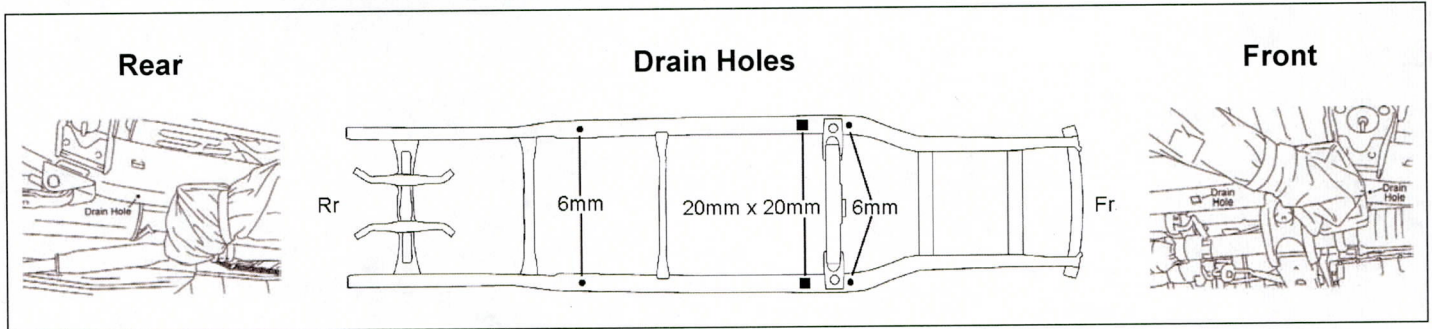


- b) Using an air nozzle, remove any dirt, debris, rust flakes and water residue from the frame.

NOTE:

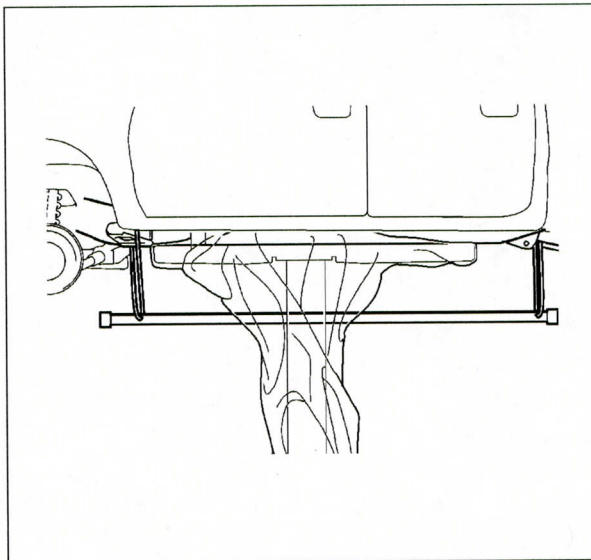
- Make sure to wear protective eyewear when performing this step.
- A slightly wet frame surface is acceptable when applying the frame Corrosion-Preventative Compound.

D. SPRAYING FRAME CORROSION-PREVENTATIVE COMPOUND



1. CLEAN OUT, THEN PLUG THE DRAIN HOLES

- Using a pick or small screwdriver poke the 20 mm x 20 mm square opening and the two 6 mm drain holes located on the left and right sides of the frame to remove any dirt or debris that may be lodged in the holes.
- Plug the 20 mm x 20 mm square opening and the two 6 mm drain holes located on the left and right sides of the frame with shop cloths/paper towels.



2. SETTING UP THE RAIN GUTTER (IF USED)

- Using the rain gutters and 4 end caps, create two 7 ft assemblies that will catch the frame Corrosion-Preventative Compound as it drips from the frame rails.
- Using wire, hang the 2 rain gutters beneath the drainage holes (3 per frame rail) on the left and right frame rails as shown in the illustration.

NOTE:

- DO NOT** hang the rain gutters from the frame.
- If rain gutters are not used, please place buckets under the drainage holes (3 per frame rail).
- Locate any other location(s) on the frame rails where dripping may occur. Place a bucket under these locations.

3. SETTING UP THE SPRAY GUN FOR NOX-RUST® 712AM INTERNAL FRAME APPLICATION

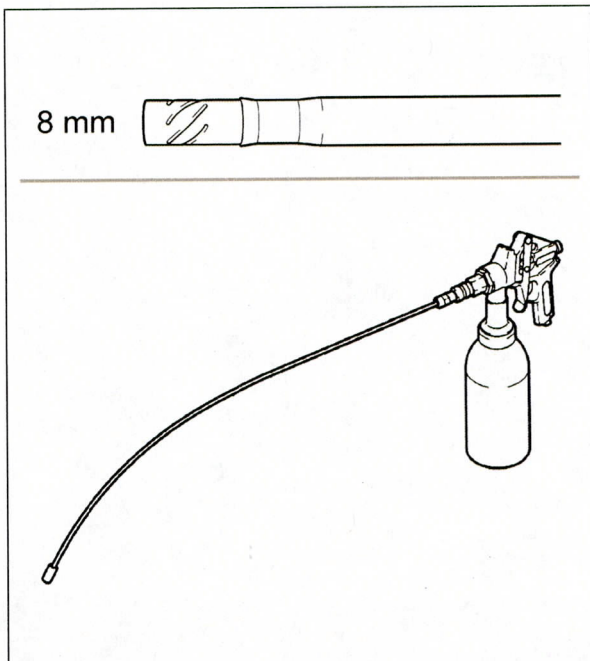
NOTE:

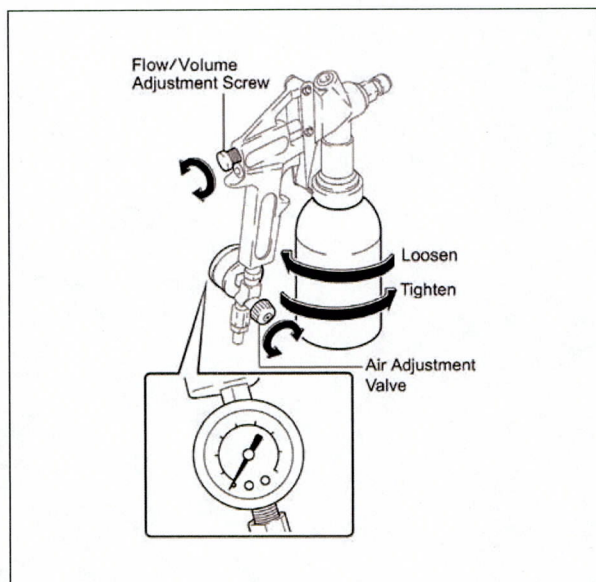
Use a dedicated spray gun for the NOX-RUST® 712AM (712AM) internal frame application.

- Check the temperature of the 712AM. If the 712AM is below 72° F, place the 712AM container in a bucket of hot water (<104° F) for 15 minutes and allow it to warm so the proper viscosity is achieved. **Then shake the 712AM container well so that the contents are mixed thoroughly, as settling may occur as it sits.**
- Fill the dedicated bottle with 712AM, and attach the spray gun.
- Connect the spray gun to the air hose.
- Connect the 8 mm spray nozzle, as shown in the illustration.

NOTE:

DO NOT use the 6 mm spray nozzle.

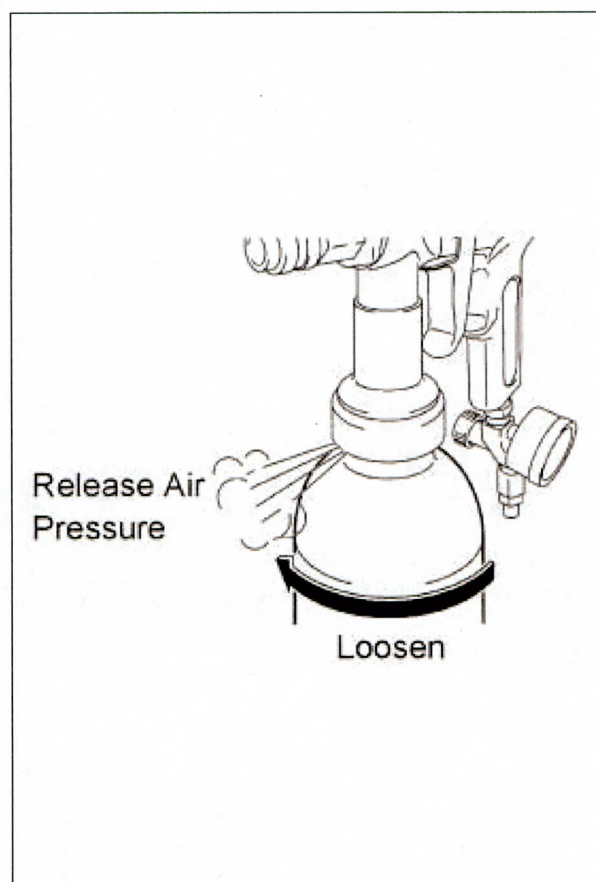




- e) Adjust the spray gun nozzle flow/volume. Turn the adjustment screw to the fully closed position (clockwise). Then loosen the adjustment screw 4 complete turns.
- f) Adjust the air pressure regulator. Place the nozzle in a clean empty box or pail and fully press the spray gun trigger, and adjust the air pressure to 72.5 psi. Recycle the amount sprayed out and use it during the application process.

NOTE:

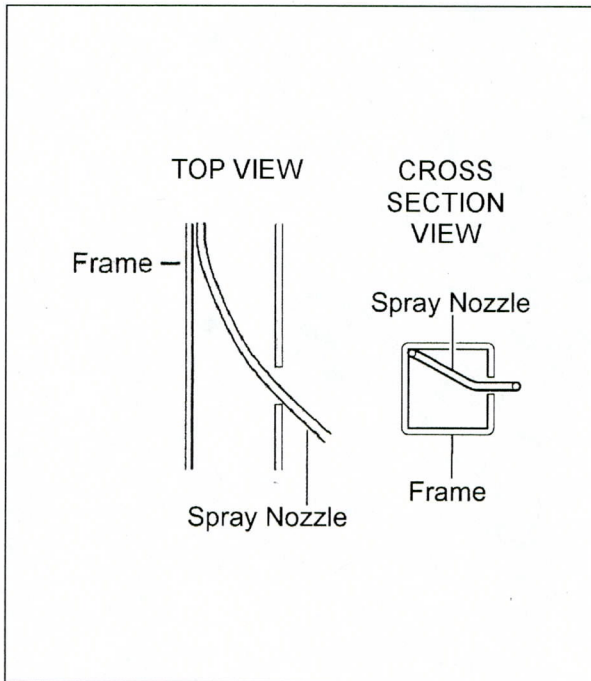
- **DO NOT** bend the spray nozzle.
- **Make sure to wear protective eyewear, impervious gloves (Viton, PVOH, etc.) and refer to the MSDS located in the Appendix when performing this step.**



- g) During the 712AM internal frame application process it will be necessary to refill the spray gun after completing each frame rail. To do this, disconnect the air hose and slowly loosen the spray gun bottle until the internal air pressure is released out of the threads on the bottle's neck. Once the pressure has been released the bottle can be removed from the spray gun.

NOTE:

- **DO NOT** remove the spray gun bottle until the pressure has been released.
- **DO NOT** pull the spray gun trigger when the pressure has not been released, as doing so will cause the 712AM to backflow out of the air inlet.
- Just prior to filling the spray gun bottle with the 712AM, thoroughly shake the one liter kit container(s).
- Each frame rail requires one liter of 712AM. Make sure to use the entire first liter on the first frame rail, and the entire second liter on the second rail.
- Make sure to pour and use all residual 712AM that may remain in the one liter kit containers.

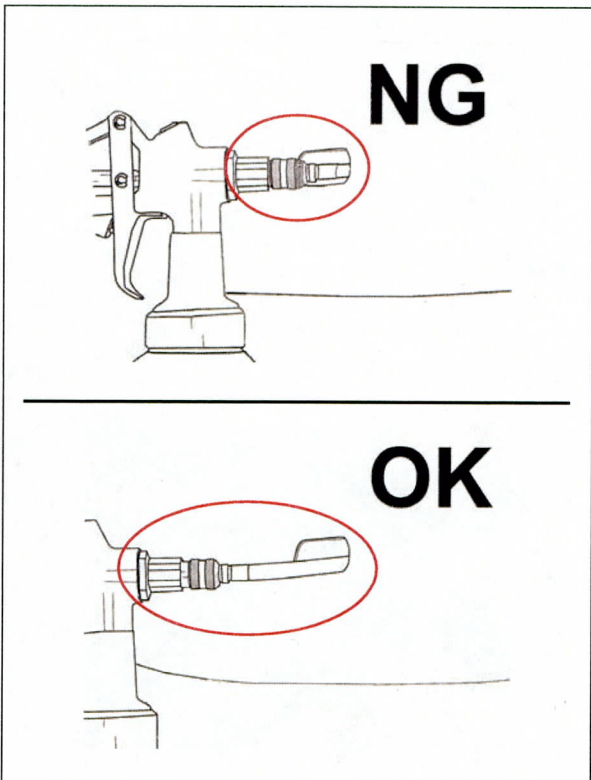


4. NOX-RUST® 712AM INTERNAL FRAME APPLICATION

- Insert the spray nozzle into the selected holes located throughout the frame. Begin at the front of the vehicle on the right frame rail. Reference the next two pages for the locations of each hole.
- Insert the nozzle so it contacts the upper edge of the opposite side (see illustration), and push it in a specified distance as shown on the next two pages.
- Start applying the 712AM inside the frame rail, and slowly pull the nozzle out at 0.3 to 0.5 m/sec (depending on location) while spraying. For 712AM internal frame insertion point & depth, and application speed, reference the next two pages.

NOTE:

- DO NOT** bend (i.e., kink) the spray nozzle.
- Make sure to wear protective eyewear, chemical resistant gloves (Viton, PVOH, etc.) and refer to the MSDS located in the Appendix when performing this step.**



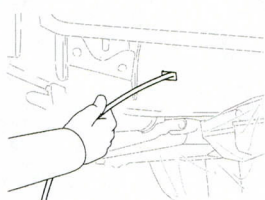
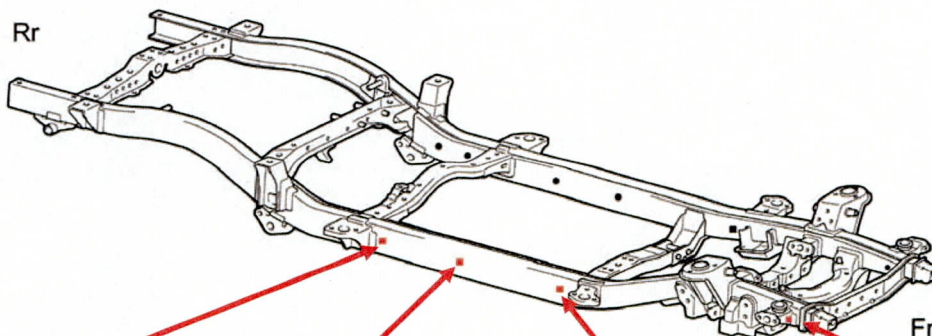
NOTE:

- Make sure the quick coupler on the spray gun does not come into contact with the frame when applying the 712AM. Contacting the frame with the quick coupler may lead to a hose disconnection.**

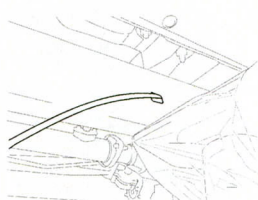
NOX-RUST® 712AM INTERNAL FRAME APPLICATION (CONTINUED...) **OUTBOARD FRAME RAIL NOZZLE INSERTION POINT & DEPTH, AND 712AM APPLICATION SPEED**

NOTE:

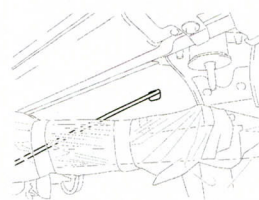
- Follow all MSDS guidelines for the 712AM which can be found in the Appendix.
- Only outboard rail nozzle insertion points are shown. See following page for inboard rail nozzle insertion points.
 - Only one side is shown. Outside frame rail nozzle insertion points are the same on both sides.
- Make sure to repeat the 712AM application on the opposite frame rail so that both frame rails are sealed.
 - Follow the application speed directions to apply the sealant to the inside of the frame rail.
- Make sure to wear protective eyewear, chemical resistant gloves (Viton, PVOH, etc.) and refer to the MSDS located in the Appendix when performing this procedure.
 - The exact insertion point locations may vary depending on the cab configuration.
 - Tape can be placed on the spray nozzle to reference correct insertion depth.



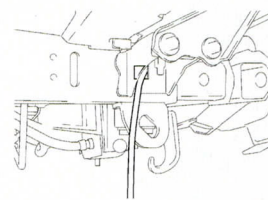
- Insert nozzle as far as it will go towards the front of the frame.
- Slowly pull out the nozzle at an application speed of 0.3 m/sec (12 in/sec)



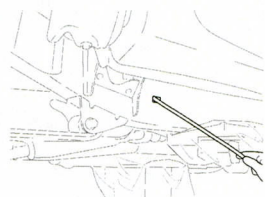
- Insert nozzle as far as it will go towards the front of the frame.
- Slowly pull out the nozzle at an application speed of 0.3 m/sec (12 in/sec)



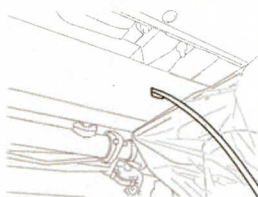
- Insert nozzle as far as it will go towards the front of the frame.
- Slowly pull out the nozzle at an application speed of 0.5 m/sec (20 in/sec)



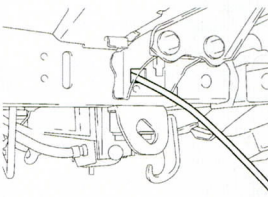
- Insert nozzle 5 cm (2 in.) towards the front of the frame.
- Slowly pull out the nozzle at an application speed of 0.5 m/sec (20 in/sec)



- Insert nozzle as far as it will go towards the rear of the frame.
- Slowly pull out the nozzle at an application speed of 0.3 m/sec (12 in/sec)



- Insert nozzle as far as it will go towards the rear of the frame.
- Slowly pull out the nozzle at an application speed of 0.3 m/sec (12 in/sec)



- Insert nozzle as far as it will go towards the rear of the frame.
- Slowly pull out the nozzle at an application speed of 0.5 m/sec (20 in/sec)

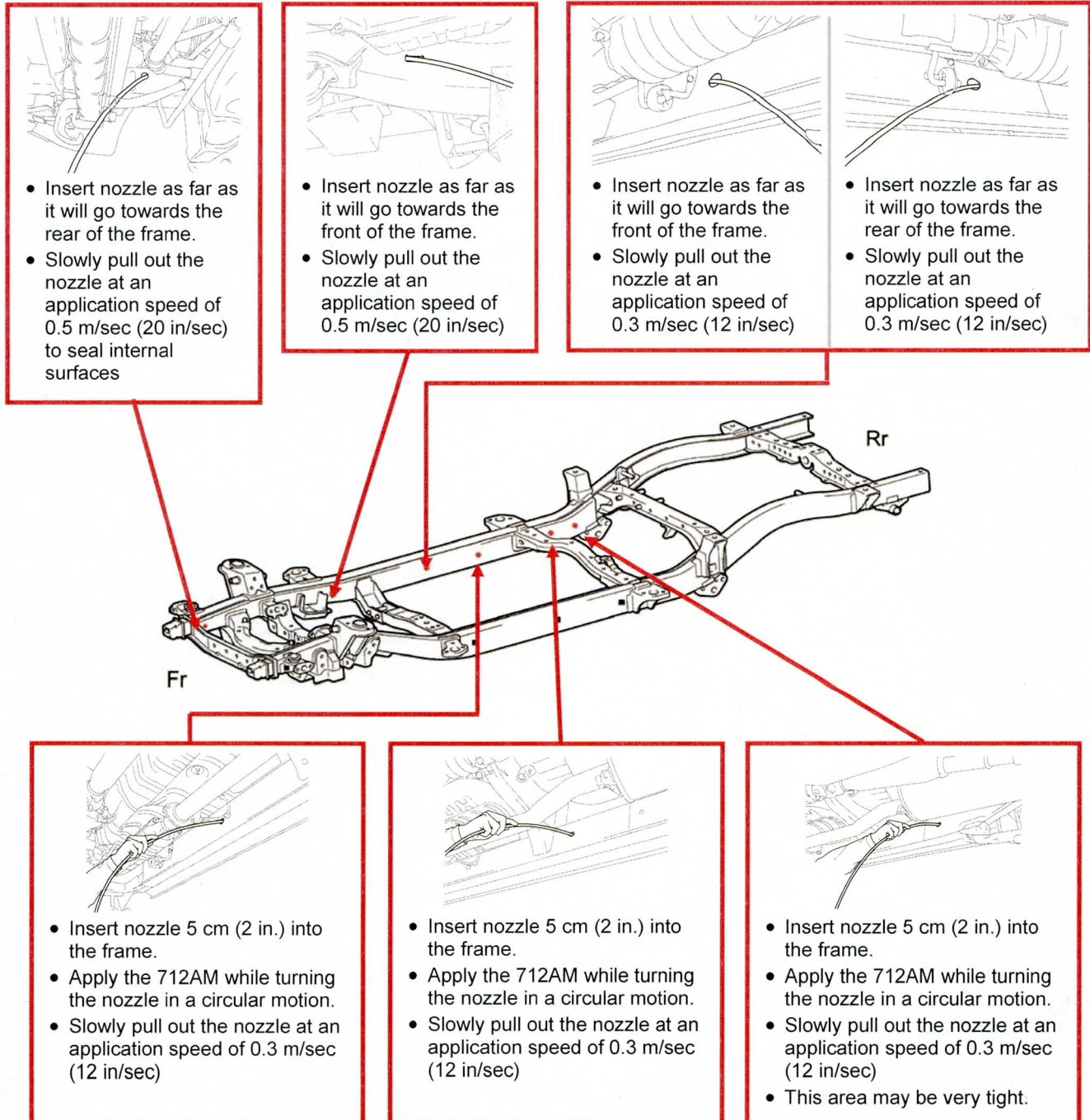
Note: m/sec = meters/second

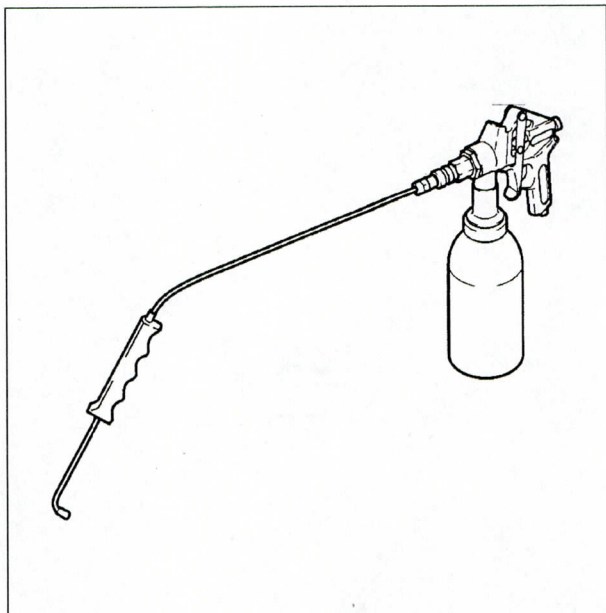
NOX-RUST® 712AM INTERNAL FRAME APPLICATION (CONTINUED...)

INBOARD FRAME RAIL NOZZLE INSERTION POINT & DEPTH, AND 712AM APPLICATION SPEED

NOTE:

- Follow all MSDS guidelines for the 712AM which can be found in the Appendix.
- Only inboard rail nozzle insertion points are shown. See the previous page for the outboard rail insertion points.
 - Only one side is shown. Inside frame rail nozzle insertion points are the same on both sides.
- Make sure to repeat the 712AM application on the opposite frame rail so that both frame rails are sealed.
 - Follow the application speed directions to apply the sealant to the internal surface of the frame rail.
- Make sure to wear protective eyewear, chemical resistant gloves (Viton, PVOH, etc.) and refer to the MSDS located in the Appendix when performing this procedure.
 - The exact insertion point locations may vary depending on the cab configuration.
 - Tape can be placed on the spray nozzle to reference correct insertion depth.





5. SETTING UP THE SPRAY GUN FOR NOX-RUST® X-128T EXTERNAL FRAME APPLICATION

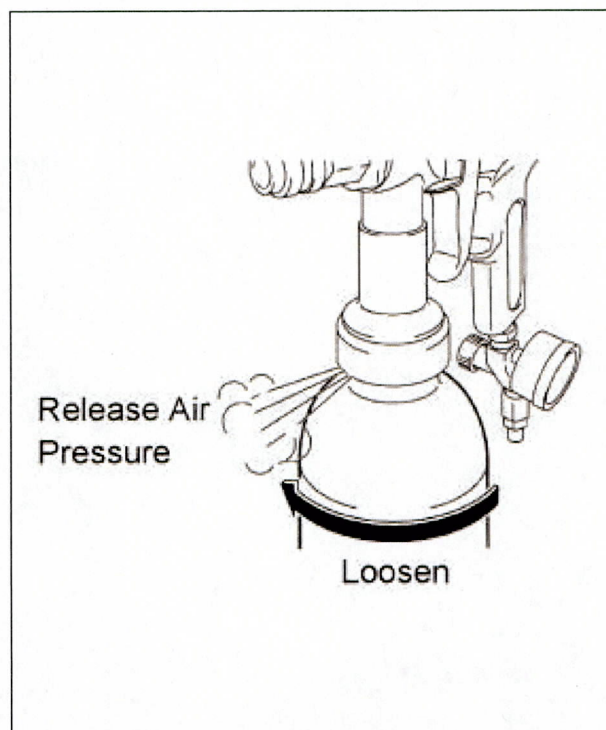
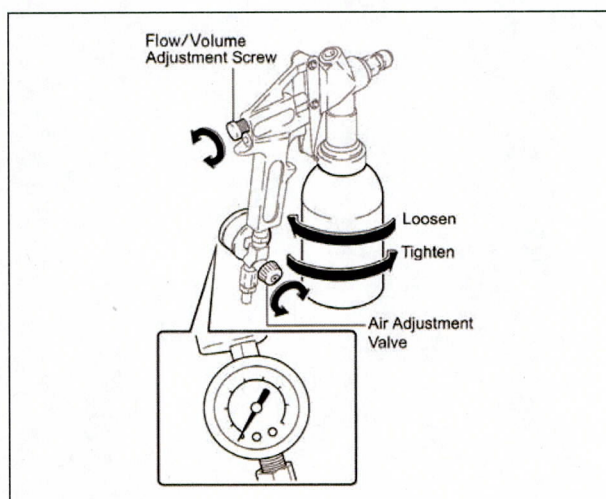
NOTE:

Use a dedicated spray gun for the NOX-RUST® X-128T (X-128T) external frame application.

- Check the temperature of the X-128T. If the X-128T is below 72° F, place the **X-128T container** in a bucket of hot water (<104° F) for 15 minutes and allow it to warm so the proper viscosity is achieved. **Shake the X-128T container well so that the contents are mixed thoroughly, as settling may occur as it sits.**
- Fill the dedicated bottle with NOX-RUST® X-128T, and attach the spray gun.
- Connect the spray gun to the air hose.
- Connect the external frame rail spray nozzle, as shown in the illustration.
- Adjust the spray gun nozzle flow/volume. Turn the adjustment screw to the fully closed position (clockwise). Then loosen the screw 4 full turns.
- Adjust the air pressure regulator. Place the nozzle in a clean empty box or pail and fully press the spray gun trigger, and adjust the air pressure to 50 psi. Recycle the amount sprayed out and use it during the application process.

NOTE:

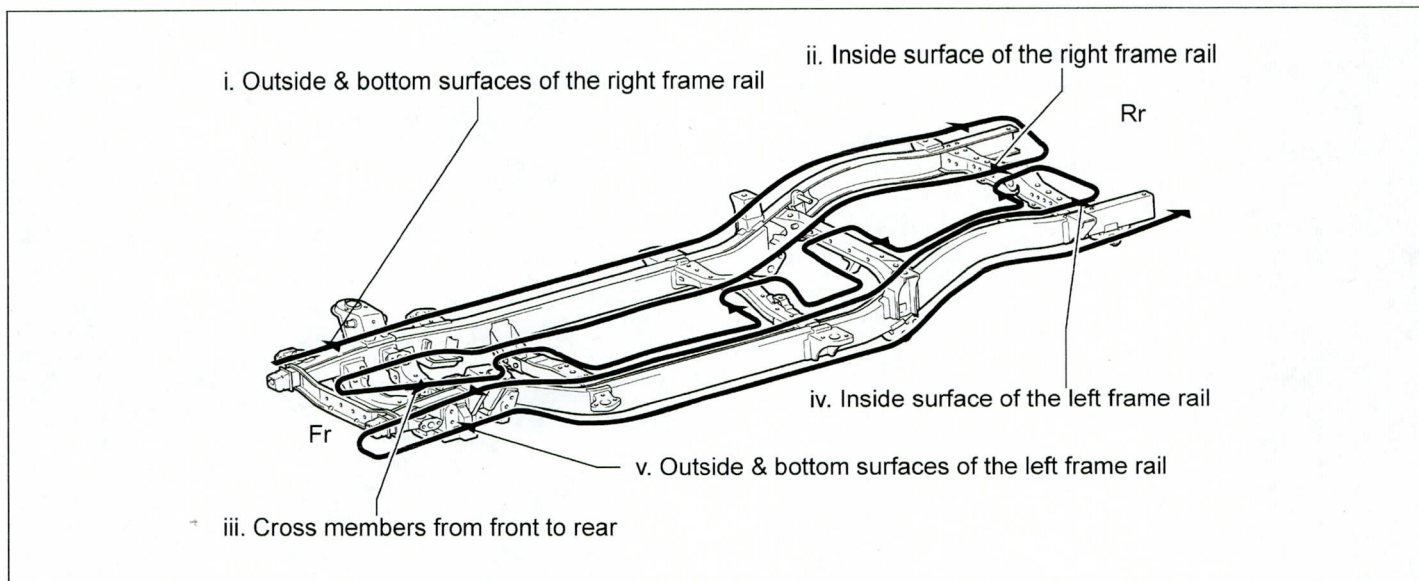
- Make sure to wear protective eyewear, chemical resistant gloves (Viton, PVOH, etc.) and refer to the MSDS located in the Appendix when performing this step.**



- During the X-128T external frame application process it will be necessary to refill the spray gun. To do this, disconnect the air hose and slowly loosen the spray gun bottle until the internal air pressure is released out of the threads on the bottle's neck. Once the pressure has been released the bottle can be removed from the spray gun.

NOTE:

- DO NOT remove the spray gun bottle until the pressure has been released.**
- DO NOT pull the spray gun trigger if the pressure has not been released, as doing so will cause the X-128T to backflow out of the air inlet.**
- Just prior to filling the spray gun bottle with the X-128T, thoroughly shake the one liter kit containers.**
- Apply all 3 liters of X-128T. If any X-128T is remaining it may be necessary to re-spray some sections of the frame.**
- Make sure to pour and use any residual X-128T that may remain in the one liter kit container.**

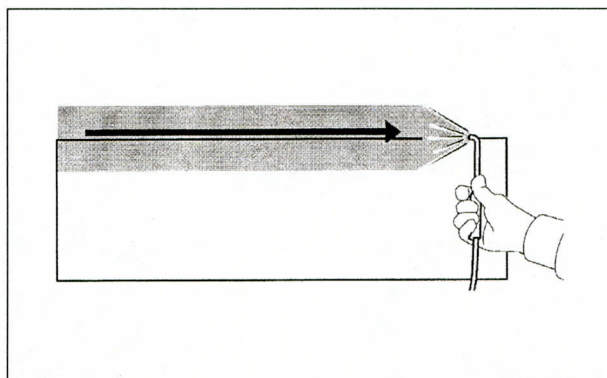


6. NOX-RUST® X-128T EXTERNAL FRAME APPLICATION

NOTE: Make sure to wear protective eyewear, chemical resistant gloves and refer to the MSDS located in the appendix when performing this procedure.

- Using a shop cloth, wipe off any 712AM that may be on external frame surfaces. If this is not done the X-128T may have difficulty adhering to these areas.
- Before beginning, please review the X-128T external frame application flow/order, as shown in the illustration above and as listed below. Follow the application speed directions to apply the sealant to the exterior of the frame rail.

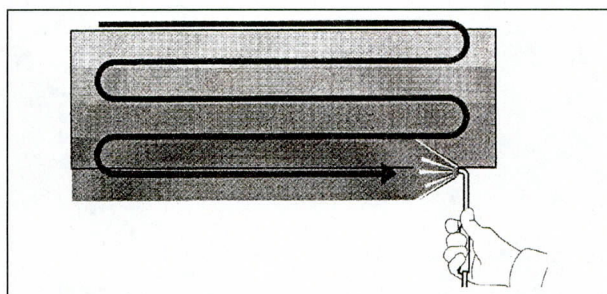
- Outside & bottom surfaces of the right frame rail (starting at the front of the vehicle)
- Inside surface of the right frame rail (starting with the rear of the vehicle)
- Cross members from front to rear (starting from the front of the vehicle)
- Inside surface of the left frame rail (starting with the rear of the vehicle)
- Outside & bottom surfaces of the left frame rail (starting at the front of the vehicle)



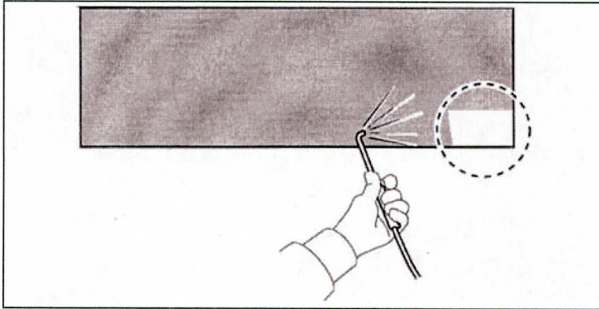
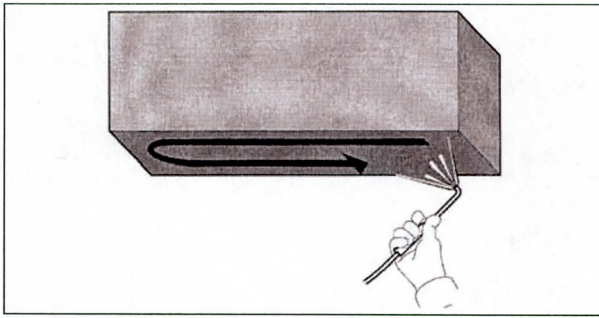
- Start in the top left corner of the section you are spraying. Position the spray nozzle 20 to 25 cm (8 to 10 in.) away from the frame surface. Then apply the X-128T to the outside frame rail moving the nozzle at a constant speed of 0.1 m/sec (4 in/sec).

NOTE:

Make sure to wear protective eyewear, chemical resistant gloves (Viton, PVOH, etc.) and refer to the MSDS located in the Appendix when performing this step.



- Without stopping, move down and reverse direction as shown in the illustration until the section is completed. Slightly overlap each pass by 1.3 cm (0.5 in.) so no gaps appear.

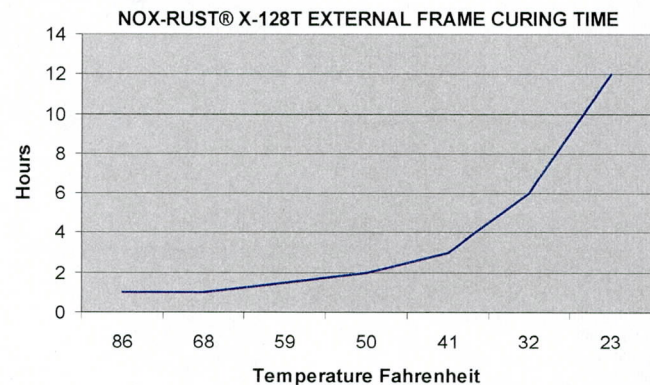
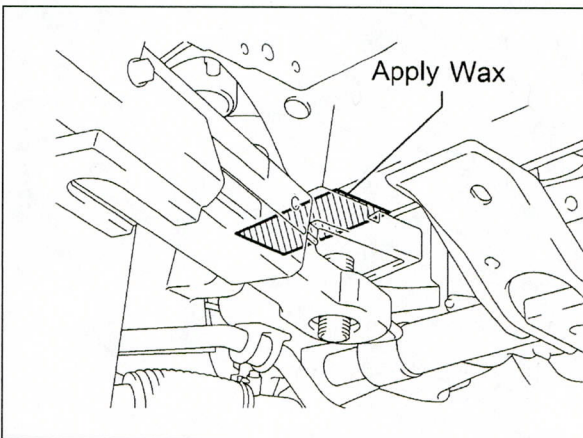


- e) Once the outside surface of the frame rail section you are working on has been completed, without stopping, spray the bottom side as shown in the illustration.
- f) Spray the remaining frame and cross member surfaces in the same manner.

- g) After the entire frame has been completed, inspect and spray any areas that may have been missed.

NOTE:

- **Wipe off any X-128T overspray from the exhaust components.**



- h) Unplug the 3 drain holes (20 mm x 20 mm & two 6 mm), allowing the 712AM to drip out of the frame and onto the rain gutter assembly (if used), bucket or other container.
- i) Remove the tarp from the driveshaft.
- j) Reinstall the engine under cover.
- k) Reinstall the rear tires and torque to specification as outlined in the appropriate repair manual.
- l) Reinstall the spare tire.
- m) Remove the rain gutter assemblies (if used), bucket or other container.
- n) Lower the vehicle to the ground.

- o) Remove any rust from the area of the frame that was covered by the lift points. Clean this area and apply the X-128T.
- p) Make sure that both liters of the 712AM and all 3 liters of the X-128T have been applied. If any remains it may be necessary to re-spray some sections of the frame.

NOTE:

Make sure to wear protective eyewear, chemical resistant gloves (Viton, PVOH, etc.) and refer to the MSDS located in the Appendix when performing this step.

- q) Remove the tape covering the identifying labels (i.e., VIN label, etc.) on the frame.
- r) Reconnect the negative (-) battery cable and reprogram the radio station's presets.
- s) Allow the vehicle to cure for the specified time based on the ambient temp. (Refer to chart above).
- t) After the vehicle has cured for the correct amount of time and before the customer picks up the vehicle, insert a plug (P/N 90950-01539) into each of the 20 mm x 20 mm hole.
- u) Place a Corrosion-Preventative Compound Information Hang Tag on the rearview mirror.

7. STORING THE SPRAY GUN (Spray Guns do not require cleaning if they are properly stored)

- a) Spray Gun Storage (when the spray guns are not in use follow the procedure outlined below)
 - 712AM Internal Frame Application Spray Gun:
 - Remove the air hose from the spray gun.
 - Loosen the spray gun from the canister to release the air pressure. To minimize exposure to the air, once the air pressure is released retighten the spray gun to the canister.
 - Leave the spray nozzle on the spray gun and place the originally equipped nozzle cap on the tip.
 - X-128T External Frame Application Spray Gun:
 - Remove the air hose from the spray gun.
 - Loosen the spray gun from the canister to release the air pressure. To minimize exposure to the air, once the air pressure is released retighten the spray gun to the canister.
 - Leave the spray nozzle on the spray gun and wrap the nozzle end in a plastic sheet. Fasten the plastic (Saran Wrap) sheet with a rubber band.

8. RECORD-KEEPING AND OTHER REQUIREMENTS

- a) **IMPORTANT: Most states have specific record-keeping requirements that apply to the LSC. Please refer to the Air Regulation, Air Recordkeeping Sections of the Federal, State and Local Requirements Guide for additional information and to make sure that your dealership can satisfy these legal requirements before starting the LSC.**
- b) **Some states and/or localities impose additional requirements, such as fire code permitting obligations. Please refer to the Federal, State and Local Requirements Guide for additional information and to make sure that your dealership can satisfy these legal requirements before starting the LSC.**

VII. APPENDIX

A. NOX-RUST® 712AM & NOX-RUST® X-128T DISPOSAL

The NOX-RUST® 712AM & NOX-RUST® X-128T used in the application of the frame Corrosion-Preventative Compound as well as any materials, such as tarps with residue, must be disposed of in the same manner as other regulated hazardous waste at your dealership and in accordance with all applicable local, state, and federal regulations. Please refer to the Dealer Information Packet for additional information.

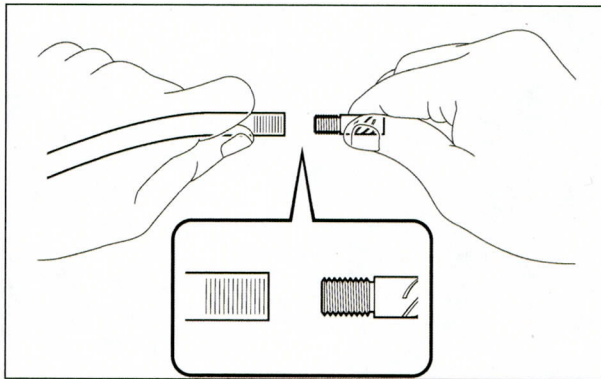
B. REPLACEMENT OF 712 AM APPLICATOR NOZZLE

1. REMOVE AND INSTALL SPLIT TIP

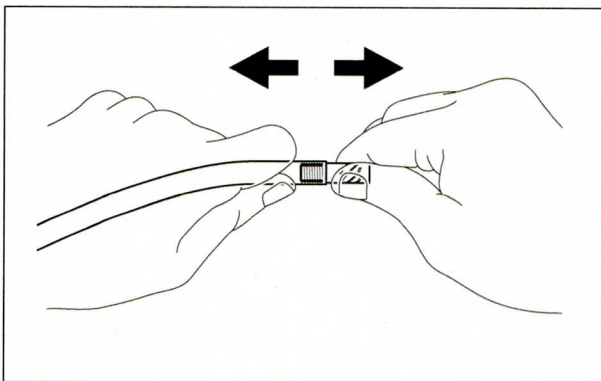


Slit Tip 8 mm

In the event the tip separates from the hose, follow these procedures for repair.

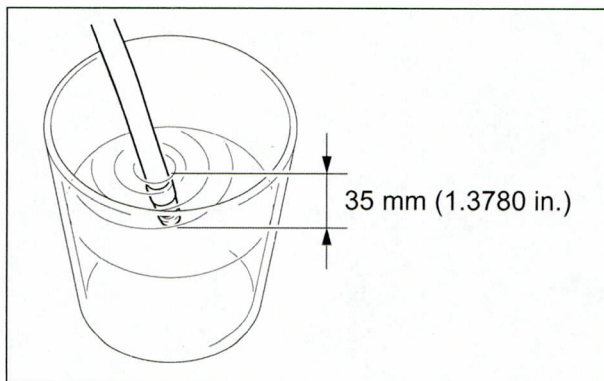
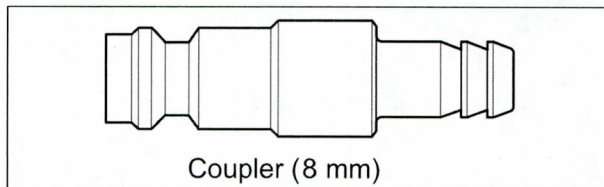


- a) Twist and remove the slit tip from the nozzle hose.
- b) Screw the slit tip onto a **NEW** nozzle hose at the slit tip connection



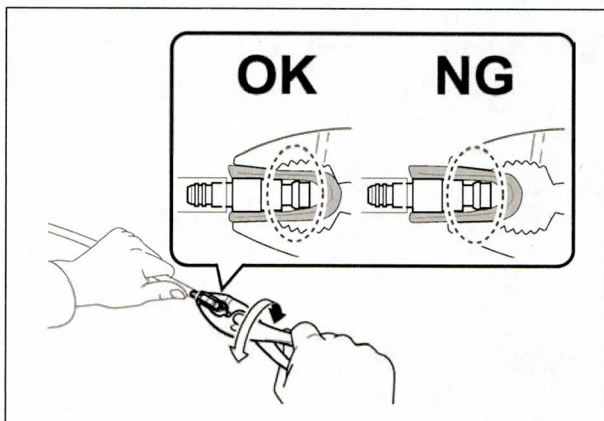
- c) Holding both the slit tip and the nozzle hose pull to ensure the tip is securely attached.

2. REMOVE AND INSTALL COUPLER (for 8mm)



- a) Immerse the entire coupler in 70°C (158° F) or hotter water for 10 seconds. This will loosen the coupler and allow it to be removed more easily.

WARNING: Wear insulated gloves, as the water is hot.

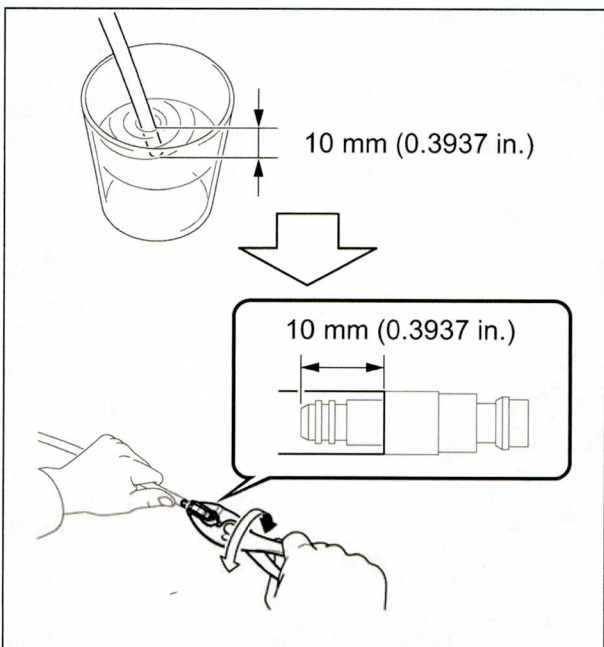


- b) Immediately after removing the coupler from the hot water, twist and remove the coupler from the nozzle hose using pliers and a paper towel.

Note:

- Place the paper towel between the pliers and the coupler to avoid damaging the coupler.
- Be careful to place the pliers so as to not damage the connection joint for the spray guns.
- The coupler and nozzle hose may be hot.

- c) Hold and remove coupler.



- d) Immerse approximately 10mm (0.3937 in.) of the coupler connection (non-threaded) end on a NEW nozzle hose in 70°C (158°F) or above hot water for 10 seconds.
- e) Immediately after removing the nozzle hose from the hot water, rotate and insert the coupler into the nozzle hose.

NOTE:

- The coupler should be inserted all the way into the nozzle hose to ensure it will not detach.
- Re-immersing the nozzle hose into hot water if the nozzle hose cools and the coupler cannot be inserted.
- The coupler and nozzle hose may be hot.

- f) Once the nozzle hose has cooled to room temperature, hold both the coupler and nozzle hose and pull to ensure that the coupler does not detach.

C. MSDS SHEETS

- NOX-RUST® 712AM..... page 27
- NOX-RUST® X-128T..... page 31

MATERIAL SAFETY DATA SHEET

MANUFACTURED BY PARKER INDUSTRIES

Nox-Rust® is a registered trademark of Daubert Chemical Company and is used pursuant to license.

DAUBERT CHEMICAL COMPANY
4700 SOUTH CENTRAL AVENUE
CHICAGO, ILLINOIS 60638
TELEPHONE: (708) 496-7350
FAX: (708) 496-7367

EMERGENCY CONTACT:
CHEMTREC (800) 424-9300

HMIS HAZARD RATING

HEALTH	1
FIRE	1
REACTIVITY	0
PERSONAL PROTECTION	B

Date of Review:
Date of Preparation: November 14, 2007

Revised: March 11, 2009
By: R. Lauterbach

SECTION 1: PRODUCT IDENTIFICATION

Product Name: **Nox-Rust® 712AM**
Chemical Family: Petroleum oil/additive blend
Material Usage: Corrosion Preventive Compound

EMERGENCY OVERVIEW: Petroleum oil-based product. When product burns it releases typical hydrocarbon products of combustion. Refer to Section 3 for health effects and to Section 5 for fire hazard data.

SECTION 2: HAZARDOUS INGREDIENTS

Component	Wt%	Recommended Exposure Limits (TWA)
Microcrystalline wax CAS #64742-42-3	5-10	ACGIH TLV: 2 mg/m ³ OSHA PEL: 2 mg/m ³
Petroleum distillates, solvent dewaxed heavy paraffinic CAS #64742-65-0	5-15	ACGIH TLV: 5 mg/m ³ OSHA PEL: 5 mg/m ³
Sulfonic acids, petroleum, Calcium salts, overbased CAS #68783-96-0	5-15	ACGIH TLV: 5 mg/m ³ (oil mist) OSHA PEL: 5 mg/m ³ (oil mist)
White mineral oil, petroleum CAS #8042-47-5	50-60	ACGIH TLV: 5 mg/m ³ (oil mist) OSHA PEL: 5 mg/m ³ (oil mist)
Bentonite, quaternary ammonium compound modified CAS# 68953-58-2	0.3-1.0	Not established

NOX-RUST® 712AM MSDS (CONTINUED...)

Soybean oil polymer with isophthalic acid and pentaerythritol CAS# 66071-86-1	0.4-4	Not established
Castor oil, dehydrated, polymerized CAS# 68038-02-8	5-15	Not established
Calcium Carbonate CAS #471-34-1	5-10	OSHA PEL: 5 mg/m ³ (respirable fraction) OSHA PEL: 15 mg/m ³ (total dust) ACGIH TLV: 10 mg/m ³ (¹²¹ nuisance dust)

¹²¹ This component poses a hazard only if a dust is formed, i.e., by sawing, sanding, drilling, etc.

SECTION 3: HEALTH HAZARD INFORMATION

Primary Routes of Entry: Skin absorption, eyes (splashing).

Acute Effects: May cause eye irritation and reversible skin irritation. Prolonged skin exposure may cause dermatitis or oil acne. Breathing mists may cause dizziness or pulmonary irritation.

Chronic Overexposure:

Carcinogenicity: None of the components of this product are listed as carcinogens by NTP, IARC, or OSHA 1910(Z).

Pre-Existing Medical Conditions Aggravated by Exposure: Exposure may aggravate pre-existing respiratory or skin problems.

SECTION 4: FIRST AID PROCEDURES

Inhalation (mist): Move victim to fresh air and call emergency medical care. If not breathing, give artificial respiration; if breathing is difficult, give oxygen.

Eyes: In case of contact with material, immediately flush eyes with running water for at least 15 minutes. Seek immediate medical attention.

Skin: Wash skin with soap and water. Remove and isolate contaminated clothing and shoes at the site.

Ingestion: DO NOT INDUCE VOMITING. Consult a physician. If vomiting occurs spontaneously, keep head below hips to prevent aspiration of liquid into the lungs.

SECTION 5: FIRE AND EXPLOSION HAZARD DATA

Flash Point: >200°C (TCC)

Explosive Limits: LEL: N/A UEL: N/A

EXTINGUISHING MEDIA: Small Fires: Dry chemical, CO₂, water spray, or regular foam. Large Fires: Water spray, fog, or regular foam. Move container from fire area if you can do it without risk. Apply cooling water to sides of containers that are exposed to flames until well after fire is out. Stay away from ends of tanks. For massive fire in cargo area, use unmanned hose holder or monitor nozzles. If this is impossible, withdraw from area and let fire burn. Withdraw immediately in case of rising sound from venting safety device or any discoloration of tank due to fire.

Special Firefighting Protection/Emergency Action: Fire may produce irritating or poisonous gases. Positive pressure self-contained breathing apparatus (SCBA) and structural firefighters' protective clothing will provide limited protection. Keep unnecessary people away; isolate hazard area and deny entry. Stay upwind; keep out of low areas. Isolate for 1/2 mile in all directions if tank, rail car or tank truck is involved in fire. If runoff from fire control occurs, notify the appropriate authorities.

Unusual Fire/Explosion Hazards: Combustible material; may be ignited by flames. Container may explode in heat of fire.

Products of Combustion: Carbon monoxide, carbon dioxide, oxides of sulfur, miscellaneous hydrocarbons.

SECTION 6: SPECIAL PRECAUTIONS AND SPILL/LEAK PROCEDURES

Steps to be taken in case Material is Released or Spilled: Shut off ignition sources; no flares, smoking or flames in hazard area. Stop leak if you can do it without risk.

Small Spills: Take up with sand or other noncombustible absorbent material and place into containers for later disposal.

Large Spills: Dike far ahead of liquid spill for later disposal.

SECTION 7: SAFE HANDLING INFORMATION

Precautions To Be Taken In Handling/Storage: Store in cool, well-ventilated area. Keep away from flames. Never use a torch to cut or weld on or near container.

Other Precautions: Never wear contaminated clothing. Launder or dry clean before wearing. Discard oil-soaked shoes. Wash thoroughly with soap and water (waterless hand cleaner may be helpful in removing residues) after use and before smoking or eating. Avoid excessive skin contact.

SECTION 8: EXPOSURE CONTROLS

Respiratory Protection: NIOSH-approved respirator for organic vapor and mist to control exposure where ventilation is inadequate.

Ventilation: General and local exhaust.

Personal Protective Equipment: Protective Gloves: Impervious gloves (Viton, PVOH, etc.) Eye Protection: Safety glasses with sideshields or chemical goggles. Other Protective Clothing or Equipment: If splashing is anticipated, wear rubber apron and boots or other protective equipment to minimize contact.

SECTION 9: REACTIVITY HAZARD DATA

Stability: Stable

Incompatibility: Strong acids, oxidizing agents.

Hazardous Decomposition Products: Carbon monoxide, carbon dioxide, oxides of sulfur, miscellaneous hydrocarbons.

Hazardous Polymerization: Will not occur.

SECTION 10: PHYSICAL AND CHEMICAL PROPERTIES

Color:	Tan
Appearance:	Viscous Liquid
Odor:	Oil
Boiling Point (initial):	NA
Evaporation Rate (n-Butyl Acetate=1):	<<1
Vapor Pressure (mmHg @ 20°C):	3.4
Vapor Density (air=1):	NA
Solubility in Water:	Not Determined
Specific Gravity:	.9-1.0
pH:	Not Applicable
Percent Volatile by Volume:	0

SECTION 11: DISPOSAL CONSIDERATIONS

Waste Disposal Methods: Dispose of in accordance with state, local and federal regulations. Materials may become a hazardous waste through use. If permitted, incineration may be practiced. Consider recycling solvent.

SECTION 12: REGULATORY INFORMATION

Volatile Organic Content: (EPA Method 24)

VOC per gallon:

0.165 lbs/gal

EPA Hazardous Waste Number(s) (40CFR Part 261):

D001

EPA Hazard Category (40CFR Part 370):

DELAYED (CHRONIC)

SARA TITLE III

This product contains the following TOXIC CHEMICALS subject to the *Reporting Requirements of Sec. 313 of Title III of the Superfund Amendments and Reauthorization Act of 1986, and of 40CFR Part 372:*

CHEMICAL	CAS NO.	WT %
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NONE

This product contains the following EXTREMELY HAZARDOUS SUBSTANCE(S) subject to the *Emergency Planning Requirements under Sec. 301-303 (40CFR Parts 300 and 355) and Emergency Release Notification Requirements under Sec. 304:*

CHEMICAL	CAS NO.	WT %	RQ/TPQ Lbs
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NONE

(CERCLA LIST) This product contains the following HAZARDOUS SUBSTANCE(S) subject to *Emergency Release Notification Requirements under Sec. 304 (40 CFR Part 302):*

CHEMICAL	CAS NO.	WT %	Final RQ Lbs
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NONE

CALIFORNIA PROPOSITION 65

This product may contain trace quantities of the following chemicals that are identified by the State of California under the Safe Drinking Water and Toxic Reinforcement Act of 1986 ("Proposition 65") as either a carcinogenic or reproductive hazard:

CHEMICAL	CAS NO.	Estimated Concentration %
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NONE

Although the information contained herein is believed to be reliable, it is furnished without warranty of any kind. This information is not intended to be all-inclusive as to the manner and conditions of use, handling, and storage.

MATERIAL SAFETY DATA SHEET

DAUBERT CHEMICAL COMPANY

4700 SOUTH CENTRAL AVENUE
CHICAGO, ILLINOIS 60638
TELEPHONE: (708) 496-7350
FAX: (708) 496-7367

EMERGENCY CONTACT:
CHEMTREC (800) 424-9300

HMIS HAZARD RATING

HEALTH	1
FIRE	2
REACTIVITY	0
PERSONAL PROTECTION	D

Date of Review:

Date of Preparation: August 1, 2008

Revised: December 4, 2008

By: M. Longo

SECTION 1: PRODUCT IDENTIFICATION

Product Name: **NOX-RUST® X128T**
Chemical Family: Petroleum Solvent/Additive Blend
Material Usage: Corrosion Preventive Compound

EMERGENCY OVERVIEW: Petroleum solvent-based product with solvent odor. Combustible liquid; when product burns it releases typical hydrocarbon products of combustion. Refer to Section 3 for health effects and to Section 5 for fire hazard data.

SECTION 2: HAZARDOUS INGREDIENTS

Component	Wt%	Recommended Exposure Limits (TWA)
Aliphatic Petroleum Solvent CAS #64742-88-7 and/or #64742-47-8 and/or #8052-41-3	40-50	OSHA PEL: 100 ppm ACGIH TLV: 100 ppm ACGIH STEL: 200 ppm
Petroleum Hydrocarbon (Petrolatum) CAS #8009-03-8	20-25	OSHA PEL: 2 mg/m ³ ACGIH TLV: 2 mg/m ³ (for fumes)
Petroleum Wax CAS #64742-42-3	6-10	OSHA PEL: Not Established ACGIH TLV: 2 mg/m ³ (fumes)
⁽¹⁾ Calcium Carbonate CAS #1317-65-3 and/or CAS #471-34-1	2-4	OSHA PEL: 5 mg/m ³ (respirable fraction) OSHA PEL: 15 mg/m ³ (total dust) ACGIH TLV: 10 mg/m ³ ⁽²⁾ (nuisance dust)
⁽¹⁾ Carbon Black CAS #1333-86-4	<1	OSHA PEL: 3.5 mg/m ³ ⁽²⁾ (nuisance dust) ACGIH TLV: None Established

⁽¹⁾See Section 3.

⁽²⁾This component poses a hazard only if the liquid dries and a dust is formed.

SECTION 3: HEALTH HAZARD INFORMATION

Primary Routes of Entry: Inhalation, skin absorption.

Acute Effects: Excessive inhalation may produce dizziness, nausea, headache, and incoordination. May cause severe eye irritation and reversible skin irritation. Prolonged skin exposure may cause dermatitis or oil acne. Breathing mists may cause dizziness or pulmonary irritation.

Carcinogenicity: Calcium carbonate, the product itself, is not listed by NTP, IARC, or OSHA as a carcinogen. There are no reported health effects associated with prolonged exposure to pure calcium carbonate. This product contains variable quantities of crystalline silica (quartz), which is considered a hazard by inhalation. IARC has classified crystalline silica as probably carcinogenic for humans (2A). This classification is based on the findings of laboratory animal studies that were considered to provide sufficient evidence and data from human epidemiological studies that were considered to provide limited evidence for carcinogenicity. Crystalline silica is also a known cause of silicosis, a noncancerous lung disease. NTP and OSHA have not classified crystalline silica as a carcinogen.

Carbon black has been classified by IRAC as a Category 2B (known animal carcinogen, possible human carcinogen) material. This was based on the results of rat inhalation studies of carbon black, despite the lack of parallel evidence on humans or other animal species.

Pre-Existing Medical Conditions Aggravated by Exposure: Exposure may aggravate pre-existing respiratory or skin problems.

SECTION 4: FIRST AID PROCEDURES

Inhalation: Move victim to fresh air and call emergency medical care. If not breathing, give artificial respiration; if breathing is difficult, give oxygen.

Eyes: In case of contact with material, immediately flush eyes with running water for at least 15 minutes. Seek immediate medical attention.

Skin: Wash skin with soap and water. Remove and isolate contaminated clothing and shoes at the site.

Ingestion: DO NOT INDUCE VOMITING. Consult a physician. If vomiting occurs spontaneously, keep head below hips to prevent aspiration of liquid into the lungs.

SECTION 5: FIRE AND EXPLOSION HAZARD DATA

Flash Point: 105°F. (TCC)

Explosive Limits:

LEL: 0.6

UEL: 7.0

EXTINGUISHING MEDIA: Small Fires: Dry chemical, CO₂, water spray, or regular foam. Large Fires: Water spray, fog, or regular foam. Move container from fire area if you can do it without risk. Apply cooling water to sides of containers that are exposed to flames until well after fire is out. Stay away from ends of tanks. For massive fire in cargo area, use unmanned hose holder or monitor nozzles. If this is impossible, withdraw from area and let fire burn. Withdraw immediately in case of rising sound from venting safety device or any discoloration of tank due to fire.

Special Firefighting Protection/Emergency Action: Fire may produce irritating or poisonous gases. Positive pressure self-contained breathing apparatus (SCBA) and structural firefighters' protective clothing will provide limited protection. Keep unnecessary people away; isolate hazard area and deny entry. Stay upwind; keep out of low areas. Isolate for 1/2 mile in all directions if tank, rail car or tank truck is involved in fire. If runoff from fire control occurs, notify the appropriate authorities.

Unusual Fire/Explosion Hazards: Flammable/combustible material; may be ignited by heat, sparks or flames. Vapors may travel to a source of ignition and flash back. Container may explode in heat of fire. Vapor explosion hazard indoors, outdoors or in sewers. Runoff to sewer may create fire or explosion hazard.

Products of Combustion: Carbon monoxide, carbon dioxide, oxides of sulfur, miscellaneous hydrocarbons.

SECTION 6: SPECIAL PRECAUTIONS AND SPILL/LEAK PROCEDURES

Steps to be taken in case Material is Released or Spilled: Shut off ignition sources; no flares, smoking or flames in hazard area. Stop leak if you can do it without risk.

Small Spills: Take up with sand or other noncombustible absorbent material and place into containers for later disposal.

Large Spills: Dike far ahead of liquid spill for later disposal.

SECTION 7: SAFE HANDLING INFORMATION

Precautions To Be Taken In Handling/Storage: Store in cool, well-ventilated area. Keep away from flames, sparks or hot surfaces. Never use a torch to cut or weld on or near container. Empty containers can contain explosive vapors.

Other Precautions: Never wear contaminated clothing. Launder or dry clean before wearing. Discard oil-soaked shoes. Wash thoroughly with soap and water (waterless hand cleaner may be helpful in removing residues) after use and before smoking or eating. Avoid excessive skin contact.

SECTION 8: EXPOSURE CONTROLS

Respiratory Protection: NIOSH-approved respirator for organic vapor and mist to control exposure where ventilation is inadequate.

Ventilation: General and local exhaust.

Personal Protective Equipment: Protective Gloves: Impervious gloves (Viton, PVOH, etc.) Eye Protection: Safety glasses with sideshields or chemical goggles. Other Protective Clothing or Equipment: If splashing is anticipated, wear rubber apron and boots or other protective equipment to minimize contact.

SECTION 9: REACTIVITY HAZARD DATA

Stability: Stable

Incompatibility: Strong acids, oxidizing agents.

Hazardous Decomposition Products: Carbon monoxide, carbon dioxide, oxides of sulfur, miscellaneous hydrocarbons.

Hazardous Polymerization: Will not occur.

SECTION 10: PHYSICAL AND CHEMICAL PROPERTIES

Color:	Black
Appearance:	Viscous Liquid
Odor:	Petroleum Solvent
Boiling Point (initial):	>300°F
Evaporation Rate (n-Butyl Acetate= 1) :	<1
Vapor Pressure (mmHg @ 20°C):	3.4
Vapor Density (air= 1) :	>1
Solubility in Water:	Negligible
Specific Gravity:	0.88
pH:	Not Applicable
Percent Volatile by Volume:	53

SECTION 11: DISPOSAL CONSIDERATIONS

Waste Disposal Methods: Dispose of in accordance with state, local and federal regulations. Materials may become a hazardous waste through use. If permitted, incineration may be practiced. Consider recycling solvent.

NOX-RUST® X-128T MSDS (CONTINUED...)

SECTION 12: REGULATORY INFORMATION

Volatile Organic Content: (Calculated Values)

VOC per gallon: 3.5 lbs/gal
VOC per gallon minus exempt solvents and water: 3.5 lbs/gal
EPA Hazardous Waste Number(s) (40CFR Part 261): D001
EPA Hazard Category (40CFR Part 370): DELAYED (CHRONIC)
FIRE HAZARD (COMBUSTIBLE)

SARA TITLE III

This product contains the following TOXIC CHEMICALS subject to the *Reporting Requirements of Sec. 313 of Title III of the Superfund Amendments and Reauthorization Act of 1986, and of 40CFR Part 372:*

CHEMICAL	CAS NO.	WT %
NONE		

This product contains the following EXTREMELY HAZARDOUS SUBSTANCE(S) subject to the *Emergency Planning Requirements under Sec. 301-303 (40CFR Parts 300 and 355) and Emergency Release Notification Requirements under Sec. 304:*

CHEMICAL	CAS NO.	WT %	RQ/TPQ Lbs
NONE			

(CERCLA LIST) This product contains the following HAZARDOUS SUBSTANCE(S) subject to *Emergency Release Notification Requirements under Sec. 304 (40 CFR Part 302):*

CHEMICAL	CAS NO.	WT %	Final RQ Lbs
Aliphatic Petroleum Solvent	64742-88-7, 64742-47-8, 8052-41-3	40-50	100

CALIFORNIA PROPOSITION 65

This product may contain trace quantities of chemicals that are identified by the State of California under the Safe Drinking Water and Toxic Reinforcement Act of 1986 ("Proposition 65") as either a carcinogenic or reproductive hazard:

CHEMICAL	CAS NO.	Estimated Concentration %
Crystalline Silica (Naturally occurring in mined calcium carbonate)	14808-60-7	.03 max

Carbon Black 1333-86-4 <1
(Crystalline Silica and carbon black only present hazards as respirable particles of 10 microns or less. Both are bound in the coating and will not be released as respirable particles.)

Although the information contained herein is believed to be reliable, it is furnished without warranty of any kind. This information is not intended to be all-inclusive as to the manner and conditions of use, handling, and storage.

**2001 through 2004 Model Year Tacoma Frame Rust Perforation
Warranty Enhancement Notification**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota will offer an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

What is the condition?

Toyota has received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in these vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames 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.

What will Toyota do?

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience with and confidence in your vehicle. To assure you that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage on your vehicle's frame for this specific condition, subject to the terms and conditions of this Letter. Please see the "What Should I Do?" and "Warranty Enhancement Details" section of this letter for limitations and details.

What should I do?

If your vehicle is registered in the following states or the District of Columbia:

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

Toyota will inspect the condition of your vehicle's frame and apply a corrosion-resistant treatment. This treatment will enhance the corrosion protection of your Tacoma's frame against severe cold climate conditions and high road salt exposure. Any Toyota dealer located in the states listed above will be happy to conduct this inspection and treatment at **no charge** until **10/31/2010**. Please note that completion of this service before the expiration date is a condition of maintaining the extended warranty if your vehicle is registered in one of these states.

Please contact the Toyota dealer and make an appointment to have your Tacoma's frame inspected and a corrosion-resistant treatment applied before **10/31/2010**. Please present this Letter to the Toyota dealer at your appointment. The treatment may take one or two days. During the corrosion-resistant treatment process, your Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge while the vehicle is being treated.

Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary.

If your vehicle is registered in the following states:

- AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories

You do not need to do anything at this time. Please insert this Letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

If you move to an area in which your vehicle may experience prolonged exposure to road salts and other environmental factors, please contact any Toyota dealer and make arrangements to have your vehicle inspected and, if appropriate, treated.

What if perforation of the vehicle's frame caused by rust exists on my vehicle?

If your Tacoma's frame is perforated by rust, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this Letter to the Toyota dealer when you bring the vehicle in for your appointment.

After inspection and confirmation of the perforation condition, Toyota will repair the frame according to the perforation level and, if necessary, apply the corrosion-resistant treatment to prevent rust advancement.

Based upon the condition of your specific vehicle and replacement parts/frame availability, Toyota may determine to repurchase your vehicle rather than to repair it. If we decide to repurchase your vehicle, we will offer the following:

- Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition, subject to the terms and conditions set forth below. The offer will be based on the terms and conditions stated in the Warranty Enhancement Details. In the event of a repurchase, your Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 30 days.

Warranty Enhancement Details

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust, provided that you adhere to the terms and limitations specified in this letter.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed in this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) You must demonstrate that your vehicle is operable, has been operated regularly over the preceding twelve months and has a valid and current registration or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be driveable and, in any event, are not eligible for the full frame repair or repurchase consideration. (In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery); and (5) If your vehicle is registered in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, WI, WV, VA, VT or the District of Columbia a Toyota dealer must inspect and apply appropriate corrosion-resistant treatment to a vehicle with a non-perforated frame prior to October 31, 2010.

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 2001 through 2004 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted in this letter) for this specific condition before receiving this Letter, please contact Toyota at 1-888-270-9371.

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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

Tacoma CSP

Dealership Operations Guide

Warranty Enhancement – Customer Support Program (CSP) Tacoma
Frame Rust Corrosion Perforation On Certain 2001 Through 2004
Model Year Tacoma Vehicles

for Customer-Owned Vehicles in Severe Cold Climate States

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



February 2009

Note: Direct marketing of warranty or this Customer Support Program is strictly prohibited (Policy No. 5.21). Non-compliance with this policy will result in an immediate claim debit.

The Tacoma CSP Dealership Operations Guide was developed through the collaborative effort of involved business partners to assist Toyota Dealerships in building consistency into administration of the Tacoma Customer Support Program.

This operations guide describes the flow of activity from a customer's inquiry to coordination activities with Toyota Region Field Staff to warranty claim submission and strives to:

- Provide a consistent and satisfying customer experience.
- Minimize total process cycle time to increase throughput of Tacomas through inspection and frame replacement.
- Minimize opportunities for miscommunication between business partners which causes delays.

The Tacoma CSP Dealer Best Practice and Procedure describes important operational elements that will maximize customer satisfaction with the Tacoma CSP. The Dealership Process Map and Work Instructions are provided for use as is or can be customized to suit a Dealership's existing processes to build consistency in program administration. Storage and Key Control Board examples will assist Dealerships in the initial set-up of the storage facility, staging area and key storage. This operations guide, tools and references are also available through TIS under "featured content" and under TIS Reference Information - Service Operations / Parts Group; keyword - CSP.

Content

- Tacoma CSP Dealer Best Practices
- Dealership Process Map and corresponding Work Instructions
- Q & A Customer Support Program (CSP) Warranty Enhancement for Frame Rust Perforation on Certain 2001 – 2004 Model Year Tacoma

Tools

- Technical Inspection / ASM Delivery Checklist
- Toyota Storage and Key Control Boards
- 2001 to 2004 Tacoma Frame Replacement Visual Tracking
- ISG Web-Portal Input Form

References Included

- 2001-2004 Model Year Tacoma Frame Inspection For Rust Perforation
- 2001 through 2004 Model Year Tacoma Vehicles, Customer Support Program (CSP) for Frame Rust Perforation Dealership Customer Handling Procedure following Vehicle Inspection
- Dealership announcement: Customer Support Program (CSP) – Warranty Enhancement for Frame Rust Perforation on Certain 2001 – 2004 Model Year Tacoma
- Dealership announcement: 01 - '04 Model Year Tacoma Frame Rust Perforation Customer Support Program (CSP), Phase II - Frame Replacement
- Warranty Policy Bulletin #POL08-04 Warranty Enhancement – Customer Support Program (CSP) Tacoma Frame Rust Corrosion Perforation on Certain 2001 Through 2004 Model Year Tacoma Vehicles.

References Not Included

- Supplemental Technical Instructions For Customer Support Program (CSP) 2001 Through 2004 Model Year Tacoma Frame Replacement

Best Practice,
Operational Elements

2001-2004 Tacoma Frame Replacement Dealer Best Practices

Background

In our continuing efforts to assure the best in customer satisfaction, Toyota is enhancing its Tacoma Customer Support Program (CSP) and introducing an **additional phase** of the program to include 2001-2004 Tacoma models. This additional phase of the program contains specific inspection and repair procedures depending on Model Year and location of the vehicle; these procedures may include Frame Replacement ("FR").

Owner Notification

The first customer letters to 2001-2004 Tacoma owners will be mailed out starting mid-December, 2008 and **will continue on a rolling basis**. This letter asks the customer to come in for an inspection if their vehicle is registered in the "Severe Cold Climate States" listed. For all other states, the letter advises that, unless the vehicle's frame is perforated, **the customer does not need to take any action at this time** and should place the letter with their Owner's Manual and store in glove box.

1. DETERMINE VEHICLE ELIGIBILITY

Qualification

It is **EXTREMELY IMPORTANT** to correctly qualify the customer by Model Year before proceeding with any type of action. There are distinctly different courses of action depending on whether the customer falls into the **01-04MY** "Severe Cold State" vs. "Non – Severe Cold State" areas.

- If a 01-04MY Tacoma customer calls with letter and has vehicle registered in CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV or District of Columbia, schedule an appointment for an inspection.
- If a 01-04MY Tacoma customer calls with letter and has vehicle registered in AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories, advise that **no action is necessary at this time** and to keep their notification letter in glove box with Owner's Manual.
- **NOTE: IN ALL CASES WHERE THE CUSTOMER IS REPORTING RUST OR OTHER PROBLEMS, SCHEDULE CUSTOMER FOR AN INSPECTION REGARDLESS OF STATE REGISTERED**

Customer Handling

Since you may be receiving a high volume of calls once the letter is received, it's important to have a process in place to avoid miscommunication and Service Drive interruption. Additional call volume may also be generated by customers who have not received a letter but have heard about the program and have questions.

- Assign a dedicated ASM to handle customer inquiries and CSP appointment scheduling.
- If Customer is not comfortable looking for perforation without Dealership assistance and requests a vehicle inspection, check VIN at Dealer Daily / TIS for Limited Service Campaign LSC 80D to confirm vehicle eligibility and that frame repair has not been done previously by another dealer.

Note: Warranty reimbursement will not be made if frame repair was already performed by another dealer.

2. SETTING UP THE WORK TEAM

Reassemble your CSP Working Team from previous CSP program or set up a new **CSP Project Management Team** and identify members and responsibilities.

- Include representation from all involved departments (Porters, ASM, Administration, Shop, and Parts) to meet daily/weekly to review results and to kaizen the process.
- Identify Outside Project Partners such as TRAC, Car Rental Agencies, Facing PDC, Security Service, Safety Contractor, Maintenance Contractors and tow truck operators, etc.
- Identify responsibilities of project team leader and members. Ideally, the Service Manager should be the project team leader, the foreman or a master technician should be the technical team leader and a designated ASM should be the customer service team leader.

Identify Your Experts:

- Identify an experienced ASM to designate as the CSP ASM Lead. This person should be fully trained in assisting CSP customers in FR Warranty Policy and Procedures and provide cross training to other designated CSP ASMs. Instruct all service drive associates to refer all CSP customers to CSP ASMs. The CSP ASM Lead should be responsible for making sure that CSP Dealership Operations Guides and other CSP support materials are available to assist customers.
- Identify Customer Care Advocates to handle CSP phone inquiries and walk-ins.

3. PUTTING PROCESSES IN PLACE.

- Implement a written dealer CSP process using the FR Process Map and Work Instructions as a guide.
- Train team members on the process. Use role play training.

- Confirm the process is in place and working.
- The CSP Process Map should be visible and made available to the CSP Team Members.
- The Project Leader should meet with the Coordinator to review daily CSP work activities and plan future work loads.
- Arrange availability of sufficient loaner vehicles. Some customers will need to have a comparable work truck loaner.
- Arrange more rental vehicles through TRAC or other rental car companies as needed.
- In States with over 30 day Lease Contracts, make sure rental car company includes all billing (30 day and plus) before submitting warranty claim.

PROCESS STEPS (Please refer to the Process Map and Work Instructions)

I. Qualify Inquiring Customers

- Please refer to the **Warranty Policy Bulletin POL08-04**.

II. Schedule Inspection Appointments

- Dealer should designate a dedicated person (i.e. ASM) to manage FR service appointments.
- Service Manager should set up an Appointment Scheduler based on shop FR capacity (Setting Customer Expectations) and Frame/Parts Kit availability. Please refer to the **Tacoma Frame Replacement Visual Control Chart** in the Tools section of this guide.

III. Perform Write Up

- ASM needs to verify the Tacoma is eligible for CSP.
- ASM should perform a Walk Around to verify the exterior body and interior condition of the Tacoma using a Walk-Around Checklist and have the customer sign off on documented damage. A sample copy is enclosed in the Tools section of this guide.
- ASM should use the Frame Inspection Op Code. **Refer to Warranty Policy POL08-04**.

IV. Perform Inspection

- Technician should inspect vehicle per CSP – **Warranty Enhancement for Frame Rust Perforation TC08-018**
- If perforation is found, Technician should use the Technician Inspection/ASM Delivery Checklist to document the Vehicle Operation, Exterior and Interior condition and attach to the Repair Order. A sample copy is enclosed in the Tools section of this guide.

V. Consult With Customer

- ASM should explain FR process to customer using the Operations Process Map for reference.
- Review the Technician Inspection/ASM Delivery Checklist findings and additional repair work or scheduled maintenance that may be required with the customer. Consider this opportunity to discount labor cost to the customer for the additional work while the vehicle is already disassembled.
- Ask for customer's approval to perform additional work, document customer's decision on the R.O. and ask for customer's signature.
- Set up loaner vehicle. **Refer to the Warranty Policy POL08-04.**
- If Customer elects to remain in own vehicle, document the R.O. with a statement that reads, "Customer advised eligible for complimentary loaner vehicle per CSP (extended warranty). Customer declined offer of loaner and elected to remain in own vehicle."
- Make sure all Safety equipment per OSHA and local requirement is available for the job. Please refer to the **CSP 2001-2004 Model Year Tacoma Frame Replacement Supplemental Technical Instructions.**

VI. Ordering & Storing Parts

- Designate a Frame Replacement Parts person to be responsible for parts ordering, status checking, receiving, storage and dedicated support to the FR production team.
- Please refer to the **CSP 2001-2004 Model Year Tacoma Frame Replacement Supplemental Technical Instructions** for parts ordering details.
 - a. Parts Department uses the http://www15.inno-tech.com/toyota_zth site to look up parts for the eligible VIN. This site is also accessible through TIS.
 - b. Order the Parts Kits and related parts via the normal Parts Ordering System. Enter the VIN into the "remarks" field.
 - c. Frame part should be ordered only after confirming availability of the part kits and related parts. Track ETA on the MAC. This will facilitate JIT delivery of the frame part for production and minimize storage space requirement and production rescheduling due to parts availability.
 - d. If Frame/Parts Kit is not available for frame replacement within 30 days, check:
 - If customer will wait, obtain DSPM's approval to extend loaner if applicable.
 - If customer cannot wait, contact DSPM for further options.
- **Parts & Supplies Storage**
 - a. Frames will be drop shipped during business operating hours. Dealer will be contacted/notified in advance by carrier to confirm delivery date, time, and delivery address.
 - b. If Dealer would like frame delivered to location other than Dealer address, carrier will fax letter requesting signature from Parts Manager

authorizing carrier to deliver to designated location. Please refer to the **Tacoma Frame Delivery Re-Route Authorization Form** for details.

- c. Some deliveries will have a fork-lift available for handling the bulky frame part and some deliveries will be via LTL delivery where dealership personnel must be available to assist with off-loading frame to dealership. Your dealership will be notified by appropriate carrier and carrier will advise which delivery method prior to delivery.
- d. Dealership must designate a holding and storage area near the FR work area for the frame and parts kit.

VII. Perform Frame Replacement



Visually inspect both the vehicle interior and exterior. Note any damage found during the visual inspection prior to begin work.

As you disassemble the vehicle you may encounter parts that are in need of replacement, which are not covered by this repair procedure. If this is the case, please take the time to inform the customer that these parts can be replaced with minimal labor cost.

- Identify Frame Replacement Technicians and set up the appropriate teams. It is recommended to work in teams of two with a B (or above) technician and a C or D technician assisting.
- Second shift and weekend production may be cost and time effective for the FR operation as well as being convenient for customers, especially for work truck owners.
- Work Place Safety - Please refer to the **CSP 2001-2004 Model Year Tacoma Frame Replacement Supplemental Technical Instructions** for Safety Checklist & Precautions when draining the fuel system.
- Shop Foreman or a Master Technician should perform final QA Inspection.

VIII. Perform Active Delivery With Customer

- CSP ASM should perform Active Delivery to explain the Frame Replacement Process. Use the Technician Inspection/ASM Delivery Checklist in the Tools section of this guide to verify the pre-Frame Replacement vehicle condition.
- Add value to the delivery by doing a walk around with the customer and pointing out all the new parts that were installed on the new frame.
- Follow up with the customer to make sure there are no problems with the repair.

4. FACILITY & EQUIPMENT

Frame Replacement Requirement

- Please refer to the **CSP 2001-2004 Model Year Tacoma Frame Replacement Supplemental Technical Instructions** for:
 - ⇒ Tools & Equipment
 - ⇒ Supplemental Tools & Equipment
 - ⇒ Supplies
 - ⇒ Workplace Safety
- Two working stalls should be adjacent to each other for easy parts transfer.

- Minimum two working stalls and an open space or stall for cab, bed and parts kits temporary work storage.
- Have storage bins available to hold parts for reinstalling on new frame.
- Engine hoist will be needed for engine removal.
- Make hand trucks available to move parts kits.
- Contact region if tripods are needed to work with above ground hoists.
- If tripods are needed to work with in-ground hoists, please contact the Toyota Approved Dealer Equipment customer service representative at 1-800-368-6787.

5. PLANNING & TRACKING (PDCA)

Use the Frame Replacement Visual Control Chart to:

- Provide dealership & regional management with daily tracking of the FR Operations Status by RO and customer.
- Track and control loaner vehicle availability.
- Track & confirm parts and frame availability.
- Maximize efficiency and reduce wasted time and efforts.

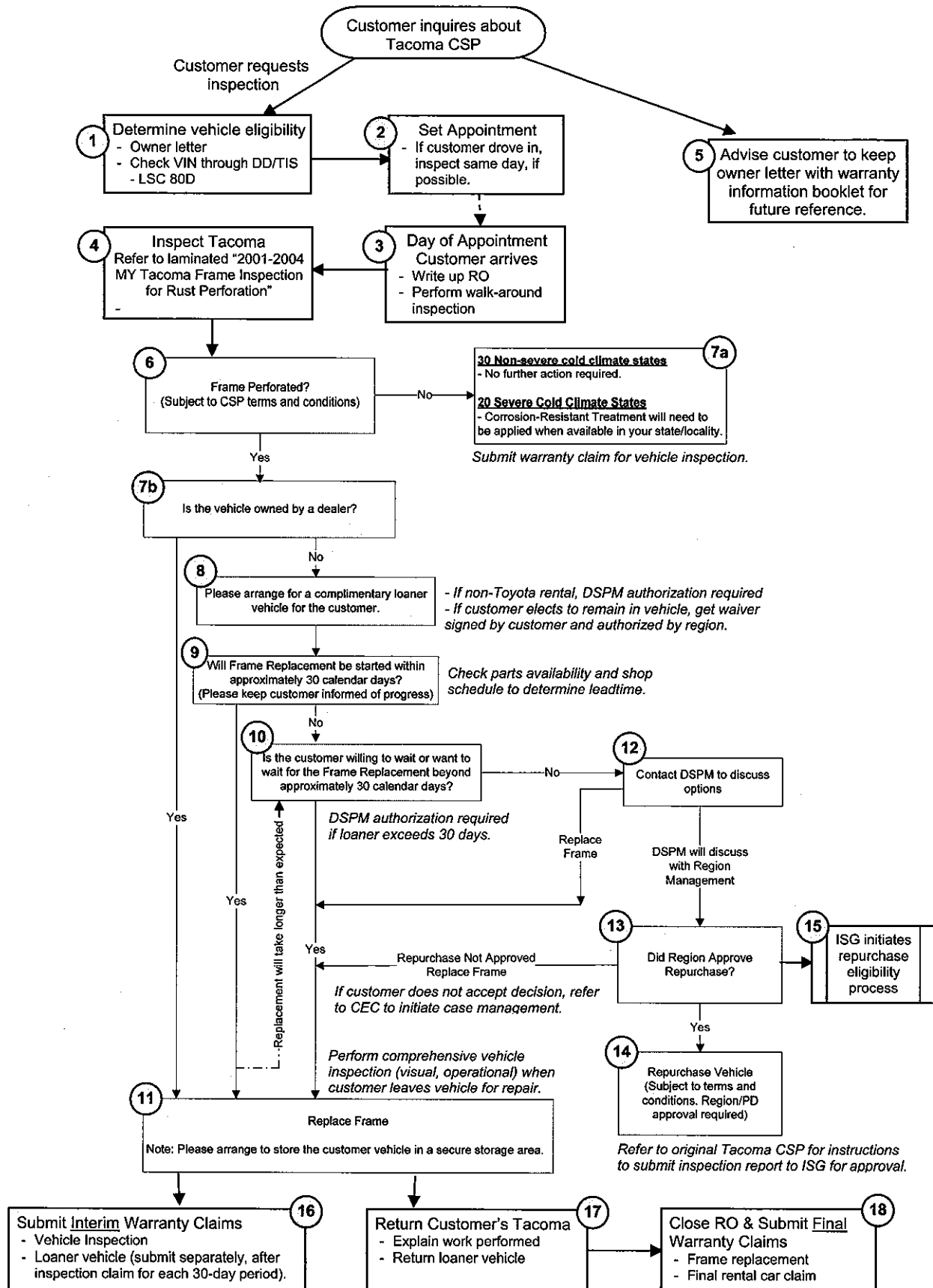
2001 to 2004 Tacoma Frame Replacement Visual Tracking (Vehicle Pending FR Only)															District:			
Dealer:		Dealer Code:		Dealer Contact:		Region:		Program Tracking										
RO #	Date	Customer Name	Yr/Model	VIN	ASM	Inspect. Date	Loaner Out Date	Loaner Return Date	Parts Kit ETA - Flag >30 days	Frame ETA - Flag >30 days	Other Options (W or R)*	Sch'd FR Date(s)	Active Delivery Date	# of Loaners Out	# of Loaners Available	Total FR Pending	Total FR Completed	
1																		
2																		
3																		
4																		
5																		
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* W - Customer will wait for Parts/Frame (Extend Loaner if applicable); R - Repurchase per Region

**Process Map &
Work Instructions**

2001-2004 MY Tacoma CSP Dealership Operations Process

Frame Repair / Replacement Process for Customer-Owned Vehicles in Severe Cold Climate States



2001-2004 MY Tacoma CSP Dealership Operations Work Instructions

Frame Repair / Replacement Process for Customer-Owned Vehicles in Severe Cold Climate States


Customer Inquiry

Step	Work Instructions
1	<p><i>Customer handling activities performed by Tacoma CSP trained ASM.</i></p> <p>Customer inquires about Tacoma CSP and requests vehicle inspection.</p> <p>Determine vehicle eligibility.</p> <ul style="list-style-type: none">• Ask Customer if they received their Owner letter.• Also check VIN at Dealer Daily / TIS for Limited Service Campaign LSC 80D to confirm vehicle eligibility and that frame repair has not been done previously by another dealer. Note: Warranty reimbursement will not be made if frame repair was already performed by another dealer.• Refer to Warranty Policy Bulletin #POL08-04 for additional information.

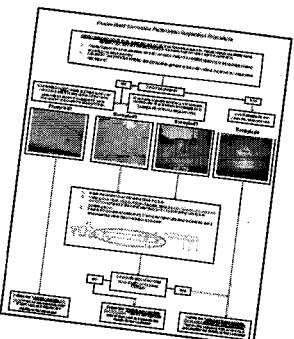

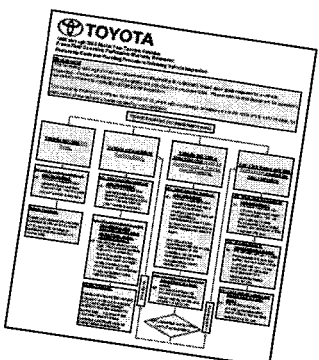
Set the Appointment




Step	Work Instructions
2	<p>Set the appointment.</p> <ul style="list-style-type: none">• If Customer drove into the Dealership, inspect same day if possible. Otherwise,• Schedule next available appointment for inspection that meets Customer's requirement.• Ask Customer:<ul style="list-style-type: none">✓ If loaner vehicle is needed if perforation is found.✓ To remove personal items before appointment.✓ To bring Owner letter.• ASM may also schedule an appointment for a non-eligible Tacoma inspection if the Customer persists with a request for inspection.

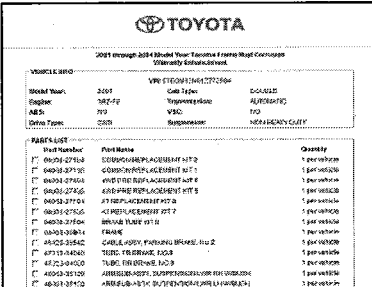
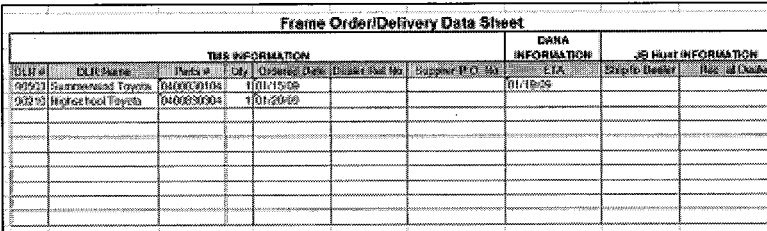


Day of the Appointment




Step	Work Instructions
3	<p>Customer arrives.</p> <ul style="list-style-type: none">• Greet Customer.• Confirm that Customer has an appointment.• Write up RO. <div><p>Use the Visual Tracking tool in the Tools section of this guide to follow a customer's vehicle from the initial write-up of an RO for inspection through to the completion of frame repair. It can be used to monitor vehicle progress throughout the process providing visibility of the frame repair process, outstanding loaners, and parts order status.</p></div> <ul style="list-style-type: none">• Perform walk-around inspection to note any damage and ask Customer to sign it.• Explain the inspection process to the Customer, how long it takes and that the ASM will contact Customer with the inspection results.



Vehicle Inspection and Frame Replacement


Step	Work Instructions
4	<p>Technician inspects for rust perforation of vehicle's frame.</p> <ul style="list-style-type: none"> • Refer to laminated "Frame Rust Corrosion Perforation Inspection Procedure". • Technician inspects for additional repair work that may be needed. • Technician reviews the inspection results with the ASM.  <p>ASM explains inspection results to Customer</p> <ul style="list-style-type: none"> • Refer to laminated "2001 through 2004 Model Year Tacoma Vehicles Customer Support Program (CSP) for Frame Rust Perforation Dealership Customer Handling Procedure following Vehicle Inspection" for proper explanation of inspection results. <ul style="list-style-type: none"> ✓ Vehicle exhibits NO rust. ✓ Vehicle only exhibits surface rust. ✓ Vehicle exhibits a condition that must be examined by a Toyota representative. ✓ Vehicle's frame exhibits perforation caused by rust corrosion. • If vehicle's frame requires examination by a Toyota representative, offer Customer a complimentary loaner vehicle until secondary inspection is completed. • If additional repair work or maintenance is required, review with Customer and ask for Customer's approval. Document Customer's decision on the R.O. and ask for Customer's signature. <div data-bbox="406 1270 1388 1407">  <p>Consider this opportunity to discount labor cost to the customer for the additional work while the vehicle is already disassembled.</p> </div>  <p>ASM contacts DSPM/FTS for secondary inspection if perforation is unclear.</p>
5	<p>If Customer does not request a vehicle inspection and called for information only, advise Customer to keep Owner letter with warranty information booklet for future reference.</p> <ul style="list-style-type: none"> • Inform Customer that warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date. Customer should still have their vehicle's frame inspected periodically such as during routine maintenance.

Step	Work Instructions
6	<p>Is the vehicle's frame perforated?</p> <p>If vehicle's frame is <u>perforated</u>:</p> <ul style="list-style-type: none"> • Explain to Customer that availability of frame repair parts will be checked and that someone will get back to the Customer with a leadtime for repair. • Offer the Customer a complimentary loaner vehicle during the waiting period and until their vehicle is repaired. • Confirm that Customer's personal items are removed from vehicle. <div data-bbox="406 457 1388 688" style="border: 1px solid black; padding: 5px;">  <p>Perform in-depth vehicle inspection, document on the Technical Inspection / ASM Delivery checklist (in the Tools section of this guide) and ask Customer to sign it.</p> <ul style="list-style-type: none"> ✓ Visual – body damage, etc. ✓ Operational – engine, transmission, radio, cruise control, etc. </div>
7a	<p>If vehicle's frame is <u>not perforated</u>, advise Customer to keep Owner letter with warranty information booklet for future reference.</p> <ul style="list-style-type: none"> ✓ Inform Customer that warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date. Customer should still have their vehicle's frame inspected periodically such as during routine maintenance. ✓ Submit warranty claim for vehicle inspection – refer to Warranty Policy Bulletin #POL08-04 for instructions.
7b	<p>If vehicle's frame is perforated AND the vehicle is owned by a dealer, frame will be replaced. Vehicle repurchase is NOT an option.</p>
8	<p>Arrange complimentary loaner vehicle for Customer.</p> <ul style="list-style-type: none"> • Review loaner policy and insurance requirement with Customer. <div data-bbox="422 1285 1388 1480" style="border: 1px solid black; padding: 5px;">  <p>If Customer elects to remain in own vehicle, document the R.O. with a statement that reads, "Customer advised eligible for complimentary loaner vehicle per CSP (extended warranty). Customer declined offer of loaner and elected to remain in own vehicle."</p> </div> <p>All efforts should be made to place the Customer in a Toyota loaner vehicle. If a Toyota loaner vehicle is not available, DSPM authorization is required.</p> <p>After the inspection claim has been submitted, provide the Customer with a loaner vehicle and submit a second warranty claim for the rental. Note: The first 30 rental days do not require DSPM authorization. Refer to Warranty Policy Bulletin #POL08-04 for claim submission procedure and additional information.</p> <div data-bbox="414 1749 1380 1885" style="border: 1px solid black; padding: 5px;">  <p>A rental claim must be submitted every thirty days of rental expense, and should not exceed the maximum of 97 days.</p> </div>

Step	Work Instructions
9	<p>Will frame replacement be started within approximately 30 calendar days?</p> <ul style="list-style-type: none"> Parts department checks availability of frame, parts kits and other required parts. Use the parts lookup website http://www15.inno-tech.com/toyota_zth with the VIN to obtain the frame replacement parts list. Refer to the MAC report to view current leadtimes and backorder lengths for frame. Compare "Ordered Date" and "Rec. at Dealer" date to approximate leadtime. Check availability of all other parts kits and other required parts through parts order system. Use the information to estimate a start date for frame replacement and communicate information to ASM.   <ul style="list-style-type: none"> ASM checks shop capacity schedule to determine if frame replacement can be started within approximately 30 calendar days. <p>If frame replacement can be started within approximately 30 calendar days (all parts are available for delivery and shop capacity is available within approximately 30 calendar days),</p> <ul style="list-style-type: none"> Parts department orders parts through Dealer Daily (normal method) using the parts list obtained at the parts lookup website. <div style="border: 1px solid black; padding: 10px; margin-top: 10px;">  <p>Do not order the frame for delivery until all other parts are confirmed to be available at the same time. This method ensures that the limited initial supply of vehicle frames will be allocated only to orders for which all parts are available to complete a frame replacement.</p> </div> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;">  <p>Frame assemblies and associated parts kits are not returnable under any circumstance. As a result, orders should be reviewed carefully prior to placing them on Dealer Daily.</p> </div> <ul style="list-style-type: none"> ASM reserves shop capacity to ensure that frame replacement can be started when parts arrive. ASM informs Customer of estimated start date and leadtime to complete frame repair and asks Customer to keep loaner until repair is complete.
10	If frame replacement cannot be started within approximately 30 calendar days, will Customer wait for frame replacement beyond approximately 30 calendar days?

Step	Work Instructions
	<ul style="list-style-type: none"> • ASM estimates probable start date based on parts availability and shop capacity. • ASM informs Customer of estimated start date and leadtime to complete frame repair and asks Customer if they will keep the loaner and wait. • If Customer <u>will wait</u>, <ul style="list-style-type: none"> ✓ Parts department orders parts through Dealer Daily (normal method) using the parts list obtained at the parts lookup website. <div data-bbox="402 432 1365 625">  <p>Do not order the frame for delivery until all other parts are confirmed to be available at the same time. This method ensures that the limited initial supply of vehicle frames will be allocated only to orders for which all parts are available to complete a frame replacement.</p> </div> <div data-bbox="402 653 1365 814">  <p>Frame assemblies and associated parts kits are not returnable under any circumstance. As a result, orders should be reviewed carefully prior to placing them on Dealer Daily.</p> </div> <ul style="list-style-type: none"> ✓ ASM reserves shop capacity to ensure that frame replacement can be started when parts arrive. ✓ ASM obtains DSPM authorization to extend rental beyond 30 days. ✓ ASM keeps Customer informed of any delays. If at any time Customer is not willing to wait any longer, follow process in step 12 to contact DSPM to discuss options. • If Customer <u>will not wait</u>, ASM informs Customer that DSPM will be contacted to discuss options and that someone will contact them as soon as possible.
11	<p>Replace Frame</p> <ul style="list-style-type: none"> • Technician refers to "Supplemental Technical Instructions for Customer Support Program (CSP), 2001 Through 2004 Model Year Tacoma Frame Replacement" for detailed procedures. <p>Vehicle storage and staging Porter Prepares and Stores the Tacoma</p> <ul style="list-style-type: none"> • Prepare Tacoma for Storage <ul style="list-style-type: none"> ✓ Assign a parking location and indicate on the Storage Control Chart. ✓ Assign a key tag corresponding to the parking space # on the Key Control Board. <div data-bbox="402 1570 1365 1709">  <p>Use the Tacoma Storage Control Board and Key Control Board examples provided in the Tools section of this guide.</p> </div> <ul style="list-style-type: none"> ✓ Write the parking location # on the windshield with waterproof chalk on the passenger side of the windshield (do not restrict driver's side view). • Store the Tacoma <ul style="list-style-type: none"> ✓ Check the parking space chart and retrieve keys for blocked units as needed.

Step	Work Instructions
	<ul style="list-style-type: none"> ✓ Move Tacoma to the assigned parking space. ✓ Check for Customer personal items left behind and turn off all lights before locking up. ✓ Returns all keys to the key board. ✓ Notes parking space # on the RO. • Coordinator files RO by Customer's last name in a secured location.
12	<p>ASM contacts DSPM to discuss options if Customer will not wait beyond approximately 30 days for frame replacement.</p> <ul style="list-style-type: none"> • Reason for delay of frame replacement (parts, shop capacity) • Customer situation (special loaner vehicle requirements)
13	<p>Does Region approve repurchase?</p> <p>If Region <u>approves</u> repurchase, inform Customer that vehicle inspection report will be submitted for repurchase eligibility, then go to step 14 to initiate repurchase eligibility process. Refer to original Tacoma CSP for details of the repurchase process.</p> <div data-bbox="418 827 1382 1052" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  <p>If prompted by the Customer to provide an estimated repurchase value for their vehicle, inform Customer that the inspection report is being submitted for approval and that no estimate of value can be provided at this time. Please inform the Customer they will be contacted by the Toyota Care Center within 10-15 days for further discussion.</p> </div> <p>If Region <u>does not approve</u> repurchase, inform Customer that frame will be repaired. If applicable, explain resolution of:</p> <ul style="list-style-type: none"> • Parts availability or shop capacity. • Special loaner vehicle requirements. • Other resolution determined by Region. <p>If Customer is dissatisfied with repurchase decision, contact the Region for direction.</p>
14	<p>Coordinator initiates vehicle repurchase process through ISG. Refer to original Tacoma CSP and the dealer letter mailed on December 5th, 2008 for vehicle repurchase procedures.</p> <ul style="list-style-type: none"> • ASM informs Customer that inspection report is being submitted for approval and that Tacoma eligibility for repurchase will be determined by ISG. Vehicles deemed eligible may take up to 30 days to process. • Collect information required for repurchase on the ISG Web-Portal Input form in the Tools section of this guide. • ASM submits warranty claims for vehicle inspection and administration fees for repurchase process. Refer to Warranty Policy Bulletin #POL08-04 for claim submission procedure. <div data-bbox="418 1797 1382 1934" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  <p>A vehicle inspection claim must be submitted separate and prior to submission of a claim for administration fees for repurchase process</p> </div>

Step	Work Instructions
15	<p>ISG initiates repurchase eligibility process.</p> <ul style="list-style-type: none"> • Submit vehicle inspection report into ISG web portal to initiate process. • Refer to original Tacoma CSP for details of the Tacoma Repurchase Process.
16	<p>ASM submits <u>interim</u> warranty claims. Refer to Warranty Policy Bulletin #POL08-04 for claim submission procedure.</p> <ul style="list-style-type: none"> • Vehicle inspection – after decision to replace frame or repurchase vehicle, submit warranty claim using appropriate opcode. • Rental vehicle – submit warranty claim separately, after submission of vehicle inspection claim, for each 30 days of rental expense. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">  <ul style="list-style-type: none"> ✓ A vehicle inspection claim must be submitted separate and prior to submission of the first vehicle rental claim. ✓ A rental claim must be submitted every thirty days of rental expense, and should not exceed the maximum of 97 days. </div>

Return Customer's Tacoma

Step	Work Instructions
17	<p>Return Customer's Tacoma after frame replacement.</p> <ul style="list-style-type: none"> • Contact Customer to notify that frame repair is complete and ask Customer to return vehicle loaner. • When Customer arrives, perform Active Delivery and explain the work performed. • Return loaner vehicle.
18	<p>ASM closes RO & submits <u>final</u> warranty claims.</p> <ul style="list-style-type: none"> • If a Rental Company was used, Coordinator closes out the rental, making sure that all billings are correct and accounted for before submitting the Warranty Claim. Refer to Warranty Policy Bulletin #POL08-04 for procedure to submit rental vehicle claim. • Submit warranty claim for frame replacement. Refer to Warranty Policy Bulletin #POL08-04 for claim submission procedure.

Support Tools



TACOMA



TECHNICAL INSPECTION / ASM DELIVERY CHECKLIST

VEHICLE OPERATION

IN OUT

- ☐ ☐ **Audio System**
 - Controls and operation
- ☐ ☐ **Automatic Limited-Slip Differential (Auto LSD)**
 - Controls and operation
- ☐ ☐ **Cargo Bed**
 - Tailgate operation
 - Deck rail system
 - Fixed cargo tie-down points
 - 115-volt/400-watt power outlet
- ☐ ☐ **Climate Control**
 - Controls and operation
- ☐ ☐ **Clutch-Start Cancel Switch**
 - Controls and operation

IN OUT

- ☐ ☐ **Cruise Control**
 - Controls and operation
- ☐ ☐ **Downhill Assist Control (DAC)**
 - Controls and operation
- ☐ ☐ **4-Wheel-Drive System**
 - Controls and operation
- ☐ ☐ **Headlamps**
 - Controls and operation
- ☐ ☐ **Hill-Start Assist Control (HAC)**
- ☐ ☐ **Interior Lighting**
 - Illuminated entry system
 - Maplights

IN OUT

- ☐ ☐ **Limited-Slip Rear Differential (LSD)**
 - Controls and operation
- ☐ ☐ **Locking Rear Differential**
 - Controls and operation
- ☐ ☐ **Overhead Console**
- ☐ ☐ **Rear Side Doors**
 - Child protector door locks
- ☐ ☐ **Windshield Wipers**
 - Mist cycle and washer
 - Intermittent and variable intermittent functions

EXTERIOR

IN OUT

- ☐ ☐ **ABS/EBD/VSC/TRAC**
- ☐ ☐ **Active Traction Control**
- ☐ ☐ **Alarm/Immobilizer/Anti-Theft System**
- ☐ ☐ **Fuel Cap**

IN OUT

- ☐ ☐ **Outside Mirrors**
 - Controls and operation
- ☐ ☐ **Remote Keyless Entry**
 - Confirmation beep on/off

IN OUT

- ☐ ☐ **Rear Window**
- ☐ ☐ **Roof Rack System**
- ☐ ☐ **Tire Condition**

INTERIOR

IN OUT

- ☐ ☐ **Airbags**
- ☐ ☐ **Rearview Mirror**
- ☐ ☐ **Cup and Bottle Holders**
- ☐ ☐ **LATCH/Child Restraint System**
- ☐ ☐ **Power Door Locks**
- ☐ ☐ **Power Outlets**
- ☐ ☐ **Power Windows**

IN OUT

- ☐ ☐ **Remote Hood Release**
- ☐ ☐ **Seatbelts**
- ☐ ☐ **Seats—Front**
- ☐ ☐ **Seats—Rear**
- ☐ ☐ **Steering Wheel**
 - Tilt and telescopic adjustment
 - Audio controls

IN OUT

- ☐ ☐ **Tire Pressure Monitor System (TPMS)**
- ☐ ☐ **Warning Lights and Service Indicators**

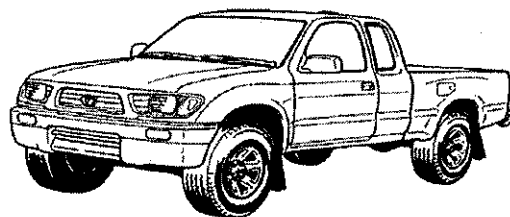
VEHICLE WALK-AROUND

VIN

MODEL

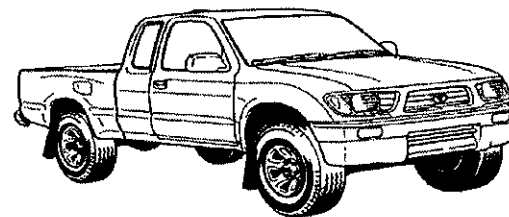
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LIC. #



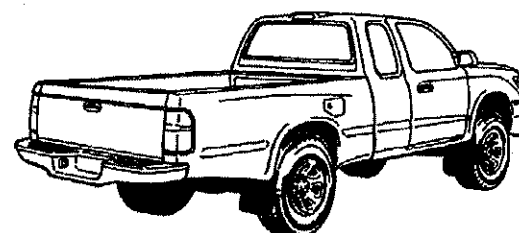
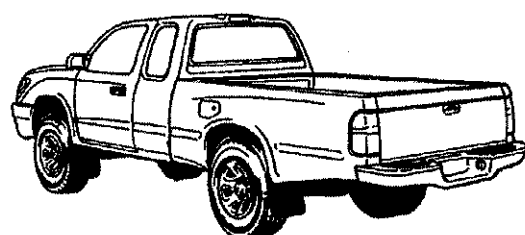
LEFT FRONT TIRE

LEFT REAR TIRE



RIGHT REAR TIRE

RIGHT FRONT TIRE



SPARE TIRE

Technician

Date

ASM

Date

Customer

Date

2001 to 2004 Tacoma Frame Replacement Visual Tracking (Vehicle Pending FR Only)

Dealer:

Dealer Code:

Dealer Contact:

Region:

District:

															Program Tracking			
	RO #	Date	Customer Name	Yr/Model	VIN	ASM	Inspect. Date	Loaner Out Date	Loaner Return Date	Parts Kit ETA - Flag >30 days	Frame ETA - Flag >30 days	Other Options (W or R)*	Sch'd FR Date(s)	Active Delivery Date	# of Loaners Out	# of Loaners Available	Total FR Pending	Total FR Completed
1																		
2																		
3																		
4																		
5																		
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* W - Customer will wait for Parts/Frame (Extend Loaner if applicable); R - Repurchase approved by Region

Tacoma Storage Control Board

Dedicated Staging Area

Area Convenient for
Inspection & Carrier Pickup

Carrier

Row A to Z (Best not to have more
than 4 to a Column)

Column 01 to 99

A01A	A02A	A03A	A04A	A05A
A01B	A02B	A03B	A04B	A05B
A01C	A02C	A03C VIN# XXX	A04C	A05C
A01D	A02D	A03D	A04D	A05D

Loc A03C is assigned to
VIN # XXX. The Hang
Tag is with the key.
Optional – Hang key with
tag to the push cup
holder screw.

Number Sequence

Example: A 03 B

1st digit = Lot Number

2nd & 3rd digit =
Column Number

4th digit = Row
Number

A30B means in Lot A,
Column # 3, and Row
B.

Staging

Parking Lot Map

Instruction: Visual Storage Control

1. Construct a perforated board Storage Control Board and lay out the parking spaces as above. **Use a thick clear plastic cover to protect the surface.**
2. Set the numbering sequence to identify Lot #, Column #, and Row #. Use a **permanent marker** to mark the location #. Provide a scaled down copy for Carrier drivers and Porters. This will reduce wasted time in storing, staging, and retrieving.
3. Use a push pin or cup holder screw for each parking space to hold a **small key tag with the storage space #.**
4. Attach the hang tag to the key ring after assigning the storage location. **Optional – hang the keys on the push pin/cup holder screw to eliminate setting up a separate key control board. All keys must be kept secure. Ensure that a system is in place to control access and keys can be located at all times.**
5. Empty tag means the space is occupied. Key Tag means the location is available. Remember to erase the VIN or Customer Name when the storage space is re-opened.
6. Count open slots daily and update the CSP Daily Doc for storage availability.

Tacoma Key Control Board

Store in Secure Area

	0	1	2	3	4	5	6	7	8	9
0	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
8	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
9	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Numbering Options:

1. By RO number – last two digits – may occasionally have more than one set on a hook.
2. By Last Name (Alpha by column; i.e. A-C, D-F etc..)
3. By last two digits of VIN (like #1 layout)

RO# 123456

Example

Instruction: Key Control Board

1. Construct a perforated board Kay Control Board and lay out the Keys as above.
2. Set the location per the Numbering Options. Keep in mind there may be two sets of keys on the same hook. It is important that VIN # & Customer Name info is on the Key Tag.
3. Attaching the Storage Control Tag with location # will eliminate a lot of wasted time and facilitate in retrieving the vehicle.

ISG Web-Portal Input Form

(REPURCHASE ONLY)

Follow the CSP instructions to determine if the frame should be replaced. Once your R/PD representative concurs with and approves of a repurchase, this form should be used to collect the necessary information for input to the ISG web-portal.

Δ Indicates a required field

Case Information

Submission Date Δ RO# Δ

Dealer Name Δ Dealer Code Δ

Frame replacement is not feasible due to the following:

Parts Availability Issues (Check one) Δ Repair Shop Capacity Issues (Check one) Δ

Yes

No

Yes

No

R/PD Authorization # Δ

Approver Name Δ

R/PD Comments Δ

Owner Information

First Name Δ

Last Name Δ

Address 1 Δ

Address 2

City Δ

State Δ

Zip Code Δ

Home Phone Δ

Work Phone Δ

Cell Phone

Email

Vehicle at Dealership? Y N

Is the vehicle operable? Y N Δ

Is vehicle registration current? Y N Δ

PLEASE FAX A COPY OF THE CUSTOMER'S
CURRENT REGISTRATION TO ISG @ 1-866-799-4851

Zip Code the vehicle is registered in Δ

Is Customer in a loaner Vehicle? Y N Δ

If Yes, date customer was put in a loaner Δ

Q & A



Customer Support Program (CSP)

Warranty Enhancement for Frame Rust Perforation on Certain 2001 – 2004 Model Year Tacoma

Q1: What is the condition?

A1: A small number of '01 through '04 model year Tacomas operated in severe cold climate areas with high road salt use (*Severe Cold Climate States*) were reported to exhibit excessive rust causing perforation of the frame. Toyota investigated these reports and determined that the frames in this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames 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.***

Q2: What is Toyota going to do?

A2: Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), to assure customers that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on the vehicle's frame for this specific condition, subject to the terms and conditions that are outlined in the Owner Letter.

Q3: Is this a recall?

A3: No. This is an extension of the warranty coverage on 2001 through 2004 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust. This warranty extension will be offered for a period of 15 years with no mileage limitation from the vehicle's in-service date, for this specific condition.

Q4: What are some of the terms and conditions of the Warranty Extension?

A4: If the vehicle is registered in the following states or the District of Columbia, the primary condition of maintaining this extended warranty offer is that the customer must bring the vehicle to a Toyota dealer before 10/31/2010 for application of a corrosion-resistant treatment at **no charge**:

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

The treatment will enhance the corrosion protection of the Tacoma's frame against severe climate conditions and high road salt exposure.

Owner notification and Corrosion-Resistant Treatment Application will be rolled out in the above listed Severe Cold Climate States on a state-by-state basis as various regulatory issues are resolved.

Q4a: What sort of regulatory issues are being resolved?

A4a: Toyota will be utilizing specialized spray equipment to apply the Corrosion-Resistant Treatment. We are confident this equipment meets or exceeds High Volume Low Pressure (HVLP) application efficiencies which are considered better for the environment. We are currently going through the regulatory processes to certify the equipment. If we are successful, it will also alleviate or minimize certain local jurisdiction permitting requirements more commonly reserved for automotive body shops.

Q5: Why is Toyota requiring some customers to have their vehicles inspected/treated to maintain the warranty extension, but extending the warranty for other customers with no requirement?

A5: Prolonged exposure to road salts and other severe cold climate environmental factors contributes to the development of excessive rust corrosion in the frames of some vehicles. Therefore, customers in non-affected states do not need to take any action at this time.

Q6: What if a customer in a non-severe cold climate state would like to apply the corrosion-resistant treatment to their Tacoma?

A6: The treatment is not necessary outside the severe cold climate states and those customers also have the protection of the extended warranty. The treatment will not be available outside of the Severe Cold Climate States due to specialized equipment requirements and regulatory limitations.

Q7: Why is Toyota launching this Customer Support Program?

A7: We at Toyota care about the customer's overall experience with and confidence in their vehicle. To assure our customers that we stand behind the product, we are providing an extension of the warranty coverage on certain 2001 through 2004 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust.

Q8: Does this Customer Support Program apply to rusted body panels?

A8: No. This Customer Support Program only applies to the frame of certain 2001 to 2004 model year Tacomas.

Q9: Is it a safety issue?

A9: All iron based metallic material will eventually rust. This issue is related to inadequate corrosion-resistant protection; therefore, we believe this is a long-term durability issue.

Q10: Why is Toyota offering the corrosion-resistant treatment to customers in certain states only?

A10: Toyota is applying the supplemental corrosion-resistant treatment in areas where vehicles may experience prolonged exposure to severe cold climate with high road salt use.

Q11: What is the cause of the condition?

A11: The frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. *This is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.*

Q12: Is this corrosion-resistant treatment utilized on production vehicles?

A12: No. The corrosion-resistant treatment utilized for production vehicles is a different process.

Q13: How many vehicles are eligible?

A13 2001 through 2004 model year Tacoma vehicles are eligible for this Customer Support Program. There are approximately 619,400 vehicles eligible nationwide:

Model	Approx. 2001 MY UIO	Approx. 2002 MY UIO	Approx. 2003 MY UIO	Approx. 2004 MY UIO
Tacoma	156,700	158,000	151,700	153,000

Q14: For 2005 model year Tacoma and on, is there a corrosion-resistant treatment already on the vehicles?

A14: The current production Tacoma was an all-new vehicle starting in 2005 model year and the frame has a completely different design.

Q15: How many customers have contacted you about this condition?

A15: We've been contacted by a relatively small number of customers out of the sales of approximately 620,000 vehicles.

Q16: What if a customer has previously paid for the repair of the vehicle's frame for this specific condition as it applies to their 2001 through 2004 model year vehicle?

A16: If a customer has previously paid for repair of the frame on a vehicle eligible under this Customer Support Program for this specific condition during the applicable period, they may contact Toyota at 1-888-270-9371 for reimbursement consideration.

Q17: When will owners be notified?

A17: Owners of the vehicles eligible for this Customer Support Program will receive a notification by first class mail beginning in December 2008. The letters will be sent over a period of time, so owners should not be concerned if they do not receive a letter immediately. However, any owners of CSP eligible vehicles who feel their vehicle is exhibiting a frame perforation condition are encouraged to contact their dealership without the letter.

Q18: Which are the severe cold climate and high road salt usage states?

A18: The following states and the District of Columbia are included:

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

Q19: What is involved in the corrosion-resistant treatment?

A19: Once the Toyota dealerships located in the identified states are ready, they will inspect the condition of the vehicle's frame and apply a corrosion-resistant treatment. The treatment will be applied to both external and internal surfaces of the frame. It will enhance the corrosion protection of the Tacoma's frame against severe cold climate conditions and high road salt exposure.

Owner notification in these states will commence as various regulatory issues are resolved. Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary.

Q20: How long will the corrosion-resistant treatment take?

A20: The treatment application takes approximately four hours and cures overnight. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. During the corrosion-resistant treatment process, the Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for use at no charge while the vehicle is being treated.

Q21: What should customers in non-severe cold climate states do?

A21: Customers in non-severe cold climate states do not need to take any action at this time. The condition is caused by the frames in some vehicles not having adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles.

If the customer moves to an area in which the vehicle may experience prolonged exposure to road salts and other environmental factors, please contact Toyota at 1-888-270-9371. Toyota will make arrangements to have the vehicle inspected and the Corrosion-Resistant Treatment applied. The 17-digit Vehicle Identification Number (VIN) will be required at the time of the call.

Q22: What if a customer in a non-affected state wants the corrosion-resistant treatment?

A22: The treatment is not necessary outside the severe cold climate states and those customers also have the protection of the extended warranty. The treatment will not be available outside of the Severe Cold Climate States due to specialized equipment requirements and regulatory limitations.

Q23: What if a customer recently moved from a non-severe cold climate state to a severe cold climate state?

A23: Prolonged exposure to road salts and other severe cold climate environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. Therefore, if the customer has relocated to one of the specific cold climate states, please contact Toyota at 1-888-270-9371. Toyota will make arrangements to have the vehicle inspected and the Corrosion-Resistant Treatment applied. The 17-digit Vehicle Identification Number (VIN) will be required at the time of the call.

Q24: What is the warranty on the corrosion-resistant treatment?

A24: The involved 2001 to 2004 model year Tacoma will be covered by the Warranty Enhancement subject to the terms and conditions that will be outlined in the owner notification letter. The enhancement is offered for a period of 15 years, with no mileage limitations, from the vehicle's in service date, for rust perforation of the vehicle's frame.

Q25: What if the vehicle's frame already exhibits rust, will Toyota apply the corrosion-resistant treatment, or will the vehicle be repaired?

A25: Toyota will inspect the vehicle's frame and will apply the corrosion-resistant treatment if the frame is not perforated due to this condition. Should an involved Tacoma exhibit excessive rust to the frame causing perforation of the metal, Toyota will repair the vehicle.

Q26: What is Toyota going to do if perforation of the vehicle's frame caused by rust is found?

A26: Should a customer experience this condition, they will be requested to present their vehicle for inspection at any Toyota dealer. Upon confirmation of rust perforation of the frame, Toyota will repair the vehicle.

Q27: How long will the repair take?

A27: The repair will take approximately one week; however based upon the dealer's work schedule and parts ordering considerations, it may take a longer period of time. During this time, Toyota will offer customers a complimentary loaner vehicle (upon proof of adequate insurance). Please see the local Toyota dealership for details.

Q28: The dealer informed me that my repair may take over 30 days. Is this correct?

A28: Although the actual repair will take approximately one week, based upon the dealer's work schedule and parts ordering considerations, it may take a longer period of time. We apologize for any inconvenience. During your waiting period, Toyota will offer customers a complimentary loaner vehicle (upon proof of adequate insurance). Please see the local Toyota dealership for details.

Q29: What will the repair involve?

A29: The repair will involve replacement of the frame with a new one, along with many other directly related components. While the frame is disassembled, it may also be advantageous for you to have other maintenance and repairs performed. Please refer to your owner's manual for the recommended maintenance schedule and list of items that are due for replacement based on the mileage and age of your vehicle. It may also be to your benefit to service or replace items such as shock absorbers, suspension components, exhaust components, etc. which may be removed during the repairs. Please note that these items are at customer expense as they are not related to rust perforation of the frame.

Q30: Will this repair affect the value of my vehicle?

A30: As the replacement will involve installation of a new frame and various other components, the value of your vehicle should not change due to the repair itself. However, actual market values change constantly due to various factors.

Q31: Is there any special consideration in the case of vehicle repurchase?

A31: Assuming the vehicle is eligible for repurchase,* Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer will be based on the terms and conditions* stated in the Warranty Enhancement Details.

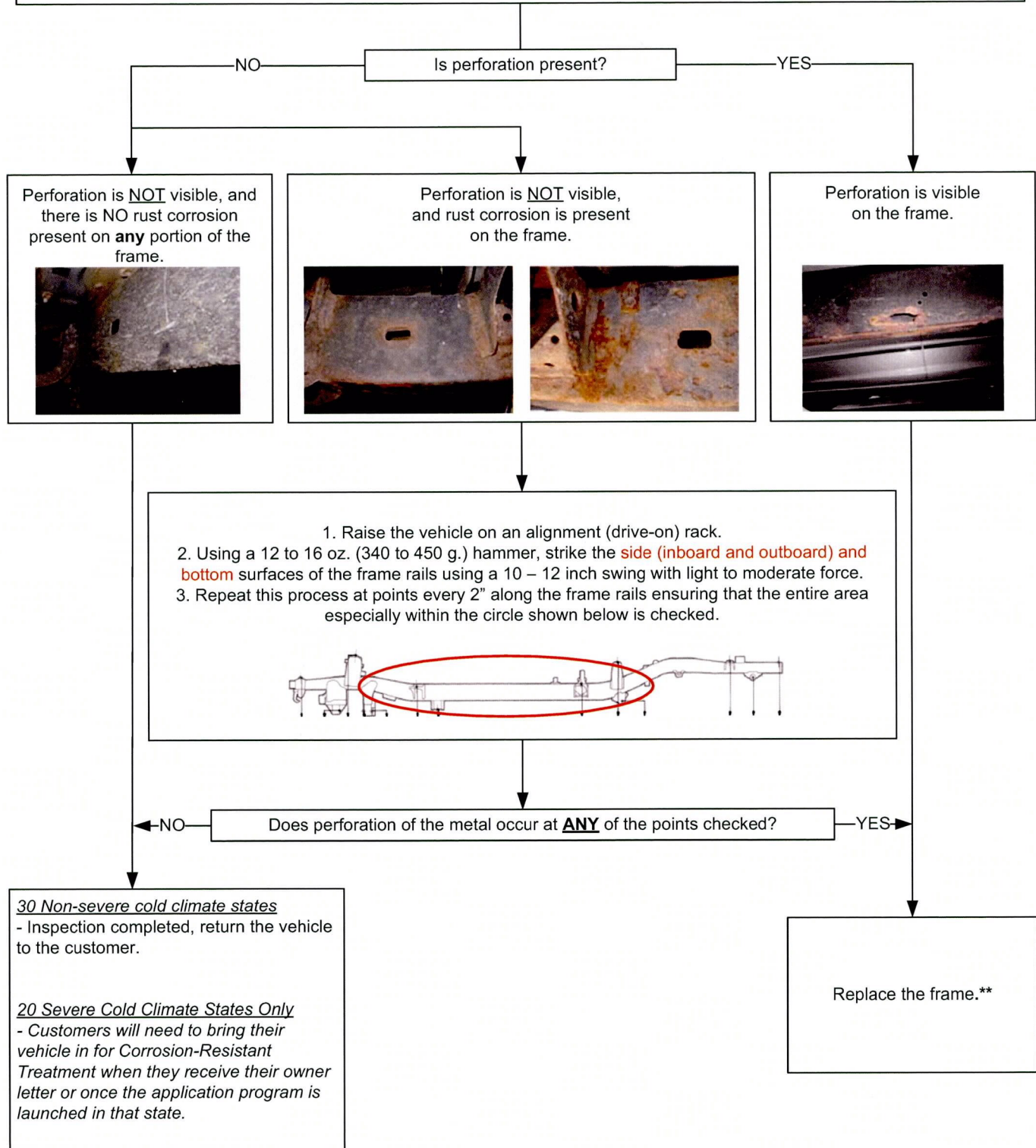
*Terms and limitations will be available in the owner notification.

2001-2004 MODEL YEAR TACOMA FRAME INSPECTION FOR RUST PERFORATION

Before raising the vehicle on an alignment rack (or lift), visually inspect the **entire** frame assembly (top, side and bottom surfaces of the frame rails) for visible signs of perforation.

Visually inspect the frame assembly for rust/corrosion, and follow the steps provided.*

* **CAUTION:** Use protective eyewear and gloves when performing the under-vehicle inspection as rust and debris may flake off.



**Frame replacement instructions will be available shortly.

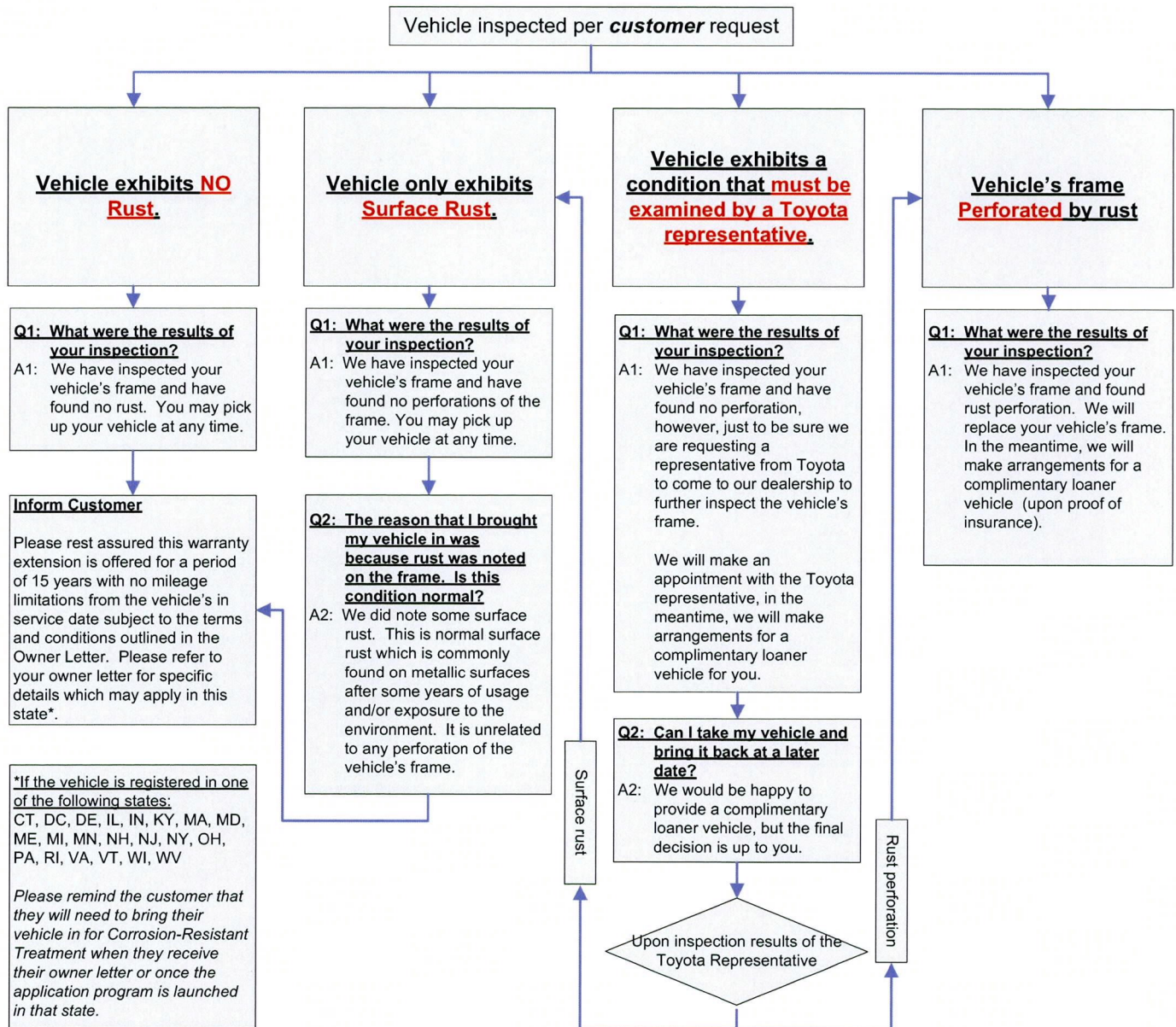


**2001 through 2004 Model Year Tacoma Vehicles
Customer Support Program (CSP) for Frame Rust Perforation
Dealership Customer Handling Procedure following Vehicle Inspection**

Background

The following verbiage should be utilized when responding to customers based upon **their request** for a vehicle inspection. General Questions and Answers are provided in a separate Q&A. Please refer to that document for questions not directly related to a specific vehicle frame inspection.

This warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in-service date, for perforation of the vehicle's frame caused by rust corrosion.



TOYOTA

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

To: Toyota Dealer Principals,
Service Managers, Parts Managers
Located in CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Subject: Customer Support Program (CSP) – Warranty Enhancement for Frame Rust Perforation on Certain
2001 – 2004 Model Year Tacoma

To assure the best in customer satisfaction, Toyota will immediately initiate a Customer Support Program to enhance the warranty coverage on the vehicle's frame for rust perforation on certain 2001 through 2004 model year Tacomas subject to terms and conditions as outlined in this letter.

Background

A small number of '01 through '04 model year Tacomas operated in severe cold climate areas with high road salt use (*Severe Cold Climate States*) were reported to exhibit excessive rust causing perforation of the frame. Toyota investigated these reports and determined that the frames in this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames 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.***

1. Customer Support Program (Warranty Enhancement)

All States

The vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first). To assure customers that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on the vehicle's frame for this specific condition, subject to the terms and conditions as outlined in both this Letter and the Owner Letter.

In the event frame perforation caused by rust is found on a vehicle involved in this CSP, the frame will require replacement. Additional information and instructions on frame replacement will be available shortly.

If the customer's vehicle is registered in the following states or U.S. Territories:

- AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and the U.S. Territories
- The attached CSP Owner Letter will be mailed starting in mid-December, 2008.
- The customer does **not** need to take action at this time to maintain their extended warranty.
- If you are contacted by a customer, please request them to simply insert the Letter into their Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.
- If a customer experiences rust perforation of the frame, please instruct the customer to make a service appointment at a Toyota dealer so a frame inspection can be performed according to the attached instructions.
- If a frame is confirmed to be perforated **and** it falls within the parameters of the program, the frame will need to be replaced.
- If the customer moves to an area in which the vehicle may experience prolonged exposure to road salts and other environmental factors, they are requested to make arrangements to have the vehicle inspected and, if appropriate, treated.

[1. Customer Support Program (Warranty Enhancement) continued...]

If the customer's vehicle is registered in the following states or the District of Colombia (Severe Cold Climate States):

- CT, DC, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV
- Toyota is in the process of developing a Corrosion-Resistant Treatment program exclusive to these States. It will not be available outside of these areas due to specialized equipment and regulatory limitations. Further information will be made available to Boston, CATD, Chicago, New York and Cincinnati (excluding TN) Regions and their dealerships once the details of this process are finalized.
- Once the Corrosion-Resistant Treatment becomes available, dealers will inspect the condition of the vehicle's frame and apply a corrosion-resistant treatment at no charge until October 31, 2010.
- This treatment enhances the corrosion protection of the frame to improve our quality in severe climate conditions and high road salt exposure.
- Please note that completion of this service before the expiration date (October 31, 2010) is a condition of maintaining this extended warranty offer if the vehicle is registered in one of these states at the time the CSP is announced.
- If a customer experiences rust perforation of the frame, please instruct the customer to make a service appointment at a Toyota dealer so a frame inspection can be performed according to the attached instructions.
- If a frame is confirmed to be perforated **and** it falls within the parameters of the program, the frame will need to be replaced.

2. Inspection of vehicles eligible for this program

In most cases, any rust perforation of the vehicle's frame will be identified during the course of routine service or state vehicle inspections (in states that require them). ***It is important to remember that this is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.*** Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle.

If a customer is not comfortable looking for perforation, they may request your assistance. Please assist them on a specific customer request basis.

Please note that direct marketing of warranty or this Customer Support Program is strictly prohibited as outlined in Warranty Policy No. 5.21. Non-compliance with this policy will result in a claim debit.

Please refer to the "2001-2004 Model Year Tacoma Frame Inspection for Rust Perforation" for the inspection procedure of vehicles covered by this program.

3. Customer Support Program (Warranty Enhancement) Applicability

If the Tacoma's frame is perforated by rust, customers are requested to contact any Toyota dealer and make arrangements to have the vehicle inspected. **After inspection and confirmation of the perforation condition, Toyota will repair the frame (according to the perforation level).** Based upon the condition of the specific vehicle and replacement parts/frame availability, at Toyota's discretion, we may decide to repurchase the vehicle rather than to repair the frame. If we decide to repurchase the vehicle, the following will be offered:

- Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer will be based on the terms and conditions stated in the Warranty Enhancement Details. In the event of a repurchase, the Toyota dealer will arrange a complimentary loaner vehicle for the customer's use at no charge for up to 30 days (upon proof of adequate insurance).

[3. Customer Support Program (Warranty Enhancement) Policy Continued...]

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust, provided that the customer adheres to the terms and limitations specified in this and the Owner letter.

This offer is subject to the same conditions set forth in the New Vehicle Limited Warranty with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) The vehicle must be operable, have been operated regularly over the preceding twelve months and have a valid and current registration or the customer must demonstrate that he/she was unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be drivable and, in any event, are not eligible for the full frame repair or repurchase consideration. (In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery which the customer may have received); and (5) If the vehicle is registered in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, WI, WV, VA, VT or the District of Columbia a Toyota dealer must inspect and apply appropriate corrosion-resistant treatment to a vehicle with a non-perforated frame prior to October 31, 2010

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

4. Impact to your Dealership

As the majority of vehicles experiencing this condition are located in the Severe Cold Climate States that regularly apply salt to deice road surfaces, your dealership may be contacted by a number of customers with this concern.

- Owner notifications are being carefully timed to begin once the Corrosion-Resistant Treatment process is ready to be implemented in your area.
- We request that you utilize this period to consult with your Regional representative to begin preparations for Corrosion-Resistant Treatment and work areas for both that Treatment and frame replacements. Consideration should be given to your manpower, facility and work schedule requirements especially for frame replacements.
- The Corrosion-Resistant Treatment will entail application to both internal and external surfaces of the frame rails. Further information on the Corrosion-Resistant Treatment process will be released as various regulatory issues are resolved. We anticipate this to be completed in Q1 2009.

5. Multi-Stage Program

There will undoubtedly be a significant number of customers in your areas that will require either the application of the corrosion resistant treatment or frame repair. We are currently working on the details for the corrosion resistant treatment materials and process. We are also increasing '01 – '04 MY Tacoma frame production capacity, developing kits for associated parts and streamlining technical instructions. Additional information will be forthcoming.

A coordinated and deliberate launch of each Phase will be critical to the success of this CSP. Each phase will be launched in the following sequence:

- Phase I - Customer Support Program Launch
 - Dealer Communication (Early December, 2008)
 - **Owner notification in states other than severe cold climate states (Starts mid-December, 2008)**
 - Owner Notification in Severe Cold Climate States
- Phase II - Communicate Frame Replacement Availability and Technical Instructions (January, 2009)

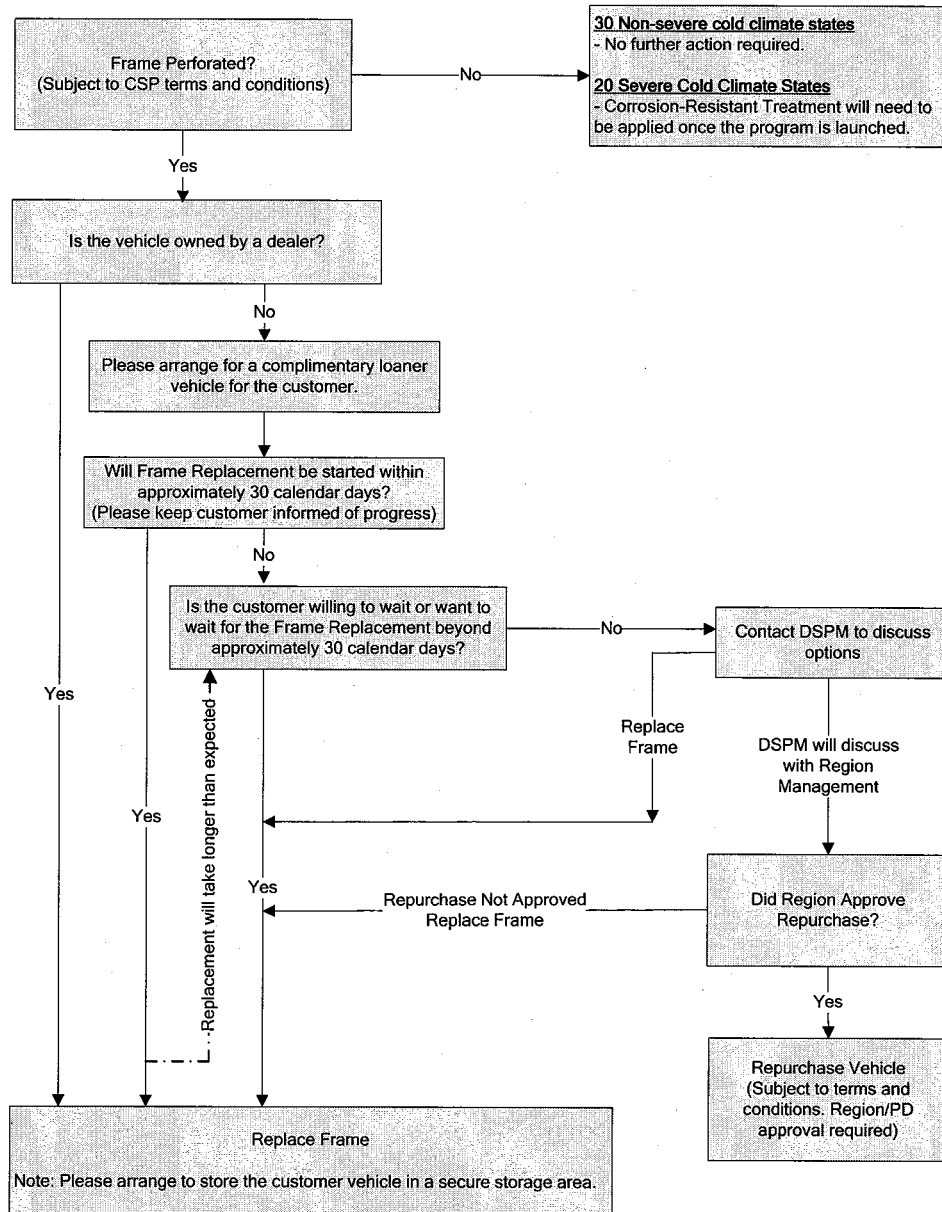
A Phase III will be launched as a separate Limited Service Campaign in 20 Severe Cold Climate States on a state-by-state basis to apply a Corrosion-Resistant Treatment to the frame. ***Vehicles outside of these specific states do not require the treatment.***

Dealers in the Severe Cold Climate States will receive detailed information at the time the application program is launched.

6. Vehicle Handling Process, if Frame is Perforated

Toyota is working quickly to make replacement frames available for this program. Until replacement frames become available in January, 2009, we request dealerships utilize the following guide to assure smooth handling of our valued customers. We understand there will be unique situations that will require case-by-case negotiation. If vehicle repurchase might become necessary in these special circumstances, please contact your DSPM. They will work with your dealership to resolve issues where possible before escalating the case.

Please refer to the attached instructions for specific frame perforation inspection procedures.



Additional Frame Replacement information will be sent out under separate cover in January, 2009. We are developing several tools which will include the following:

- A website to enter the VIN and look-up the appropriate part kits. (Orders will need to be placed in Dealer Daily).
- The parts will need to be entered into the Dealer Daily Parts ordering system, with the customer VIN entered into the "remarks" field.
- ETAs for the kits and supplemental parts will be available via the normal system.
- Frame ETAs will be made available on the Dealer Daily website, in the MAC reference area.

[6. Vehicle Handling Process, if Frame is Perforated continued...]

The following steps should be followed if a vehicle is determined to have perforation of the frame due to rust and you are not able to perform a frame replacement per the flow diagram on the previous page.

The dealer should:

- a) Contact your DSPM or designated R/PD Tacoma CSP contact person to obtain prior approval to submit the vehicle to the ISG Portal for repurchase consideration
- b) Complete the ISG Web-Portal Input Form (make copies of attached template).
- c) Contact the customer to explain the repurchase decision result:
 - ⇒ Consult the customer handling procedure provided on the reverse side of the "2001-2004 Model Year Tacoma Frame Inspection for Rust Perforation" for guidance on how to properly explain the condition to each customer.
 - ⇒ Offer a complimentary loaner vehicle (refer to the warranty bulletin sent out under separate cover for further details). Should the customer choose to decline the loaner offer and take their Tacoma with them, the dealer should document the R.O. with a statement that reads:
 - *Customer advised eligible for complimentary loaner vehicle per CSP (extended warranty). Customer declined offer of loaner and elected to remain in own vehicle.*
 - ⇒ Inform the customer that a Toyota representative will contact them within 1-2 business days.
- d) Toyota engaged our business partner ISG to assist in the repurchase process. To report a vehicle as a repurchase candidate, the dealer should log-in to the ISG web portal via Dealer Daily (the reporting link entitled "Impartial Services" is located in the "Service Applications" section). Private Distributor dealerships should contact their PD office for guidance on how to access this link. Please be prepared to provide the following information from your ISG Web-Portal Input Form:

Dealer code	Customer name & address	Model & model year	All factory, dealer and customer installed equipment
Name of dealer contact person	Customer contact information	VIN	Current location of vehicle
Dealer contact information	Verification of current registration	Mileage	Is vehicle operable Y/N?
DSPM authorization #	Zip code on registration address	Ext/int color	Customer in complimentary loaner vehicle Y/N? If yes, date customer was placed in loaner

- e) Toyota and ISG will manage the customer communications process once the ISG Web-Portal Input Form has been logged into the ISG portal.
- f) **The information entered from the ISG Web-Portal Input Form will be reviewed and approved by the R/PD office prior to making contact with the customer.**
- g) Toyota and/or ISG may contact the dealer for more information or assistance when needed.
- h) Every effort will be made to complete the repurchase process within 30 days or less. Completion of the repurchase process will occur at the Toyota dealership and will be scheduled by ISG with the customer and a dealer representative.
- i) Under this element of the program Toyota is offering each customer a complimentary loaner vehicle (refer to the warranty bulletin sent out under separate cover for further details) as a convenience while they are considering alternative transportation options. Each dealer should work with their respective service and sales associates to develop a process to assist each customer in securing a replacement vehicle if so desired.
- j) Toyota and/or ISG will notify the dealer in cases where a customer declines to accept Toyota's repurchase offer. It will be the dealer's responsibility to make contact with the customer to coordinate the return of the complimentary loaner vehicle. In these instances, should the customer choose to take their Tacoma with them, the dealer should document the R.O. with a statement that reads:
 - *Customer advised eligible for repurchase of vehicle per CSP (extended warranty). Customer declined repurchase offer and elected to retain vehicle.*

7. Identification of vehicles eligible for this program

Please refer to the Warranty Policy Bulletin (No. POL08-___) to identify vehicles covered by this program.

8. Claim Procedures for Inspection of the Vehicle's Frame

For vehicle frame inspections, submit claims as described in the Warranty Procedures Bulletin which will be sent out shortly.

Please note that direct marketing of warranty or this Customer Support Program is strictly prohibited (Policy No. 5.21). Non-compliance with this policy will result in an immediate claim debit.

9. Customer Reimbursement

If a customer has previously paid for repair of the frame on their vehicle for this specific condition during the applicable period, please request them to contact Toyota at 1-888-270-9371.

10. Media Contacts

For News media inquiries only:

Due to the nature of this CSP, 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, Ming-Jou Chen (310) 468-4782 or Bill Kwong (310) 468-3764, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate).

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

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 Customer Support Program.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

TOYOTA

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

To: Toyota Dealer Principals,
Service Managers, Parts Managers

Subject: '01 - '04 Model Year Tacoma Frame Rust Perforation Customer Support Program (CSP),
Phase II - Frame Replacement

We are pleased to announce that Toyota is now prepared to initiate Phase II (Frame Replacement) for the '01 - '04 model year Tacoma Frame Rust Perforation CSP.

1. Technical Instructions

Please utilize the attached Technical Instructions (Service Manager and Parts Manager packages only due to the length of the instructions) for frame replacement on vehicles with confirmed frame perforation caused by rust which fall within the scope of the CSP. The Technical Instructions can also be found on TIS using keyword search "2001 Through 2004 Model Year Tacoma Frame Replacement".

2. Parts Ordering

Frame replacement will entail not only the special frame kit part number, but several other parts and kits which contain related bolts, nuts, washers, brake lines, rear leaf springs, etc. In order to assist dealerships in researching vehicle specific requirements and provide order status information, the following tools have been developed:

- Log-on to the following website using your existing password, and enter the VIN to research the appropriate part kits. If you do not have an existing password, please use "xxxxxx".
(This website is for reference purposes only and will not order the parts.)
http://www15.inno-tech.com/toyota_zth
- The parts will need to be entered into the Dealer Daily Parts ordering system, with the customer VIN entered into the "remarks" field. The list of parts necessary for this activity can be printed out and used as a checklist.
- Frame ETAs will be made available on the Dealer Daily website, in the MAC reference area. Please reference the enclosure for step-by-step instructions.
- ETAs for the kits and supplemental parts will be available via the normal system.

Please note the following when ordering Tacoma frames:

- As a reminder, frame assemblies are not returnable to the PDC since the PDC does not stock these items. These parts, including the associated parts kits, are exempt from the Monthly Parts Return program and are not returnable under any circumstances. As a result, orders for these commodities should be carefully reviewed prior to placing them on Dealer Daily. Refer to PANT Bulletin 09-06 to review specific part numbers for this Customer Support Program that are exempt from Monthly Parts Return.
- To accommodate the Tacoma frame, packaging orientation and dimensions have been modified for the Tacoma CSP frame kit. Special arrangements have also been made for a limited time in the Severe Cold Climate States to accommodate delivery using a specialized transport equipped with a forklift. Delivery will also be accommodated to body shops within a reasonable area of the dealership. Please note the following:

[Parts Ordering Continued...]

- Frames will be drop shipped during normal business hours only. Dealers will be contacted in advance by the carrier to confirm delivery date, time and delivery address.
- If a dealer would like the frame delivered to an alternate location (within reason), the carrier will fax a letter requesting the Parts Manager's signature authorizing the other delivery location. By signing this waiver, the dealership agrees to have the delivery made to the alternate location, and authorizes on-site personnel to accept delivery on the dealer's behalf. Personnel at the alternate location will be responsible for inspecting and ensuring the part is being delivered without damage prior to signing the Bill-of-Lading. A sample copy of the waiver letter is attached. The alternate location must be within a 20 mile radius of the dealer's address.
- Alternative final delivery locations (body shops) will only be made available to support the Tacoma Customer Support Program (CSP). All alternative (body shop) deliveries will cease once the CSP has ended.
- For a specific time, deliveries in the defined Severe Cold Climate States will have a forklift available on the truck for handling of the frame. Other deliveries will be via LTL delivery where the dealership personnel must be available to assist with off-loading of the frame. Your dealership will be notified by the appropriate carrier and will be advised which delivery method will be used prior to delivery.
- Dealerships must designate a holding and storage area near the frame replacement work area for the frame and parts kits.
- Please note that for states outside of the Severe Cold Climate States and under normal circumstances, transportation carriers are not obligated nor equipped to offload the shipment. As such, a receiving dock or forklift should be considered to accept the delivery and promote quality and safety. Furniture moving dollies have also been tested to be capable of moving a frame around easily within a body shop or service parking yard and available at the local hardware store (Lowe's & Home Depot) for a very low cost.
- As with all product shipments:
 - Delivery **may not be refused or redirected** to third parties unless it has been prearranged with NAPO. Deliveries to outside body shops will follow these same guidelines, and the ordering dealership will maintain overall responsibility for frame ownership from TMS.
 - Damage inspection must be performed at the time of delivery and damages must be noted on the delivery receipt.
 - Damage claims are to be submitted within three (3) business days, and in accordance with all sections of the Toyota Dealer Parts Manual pertaining to the return policy for damaged items.
- Please carefully review all orders in detail prior to placing them.

3. Claim Procedures for Replacement of the Vehicle's Frame

For frame replacement, submit claims as described in the Warranty Procedures Bulletin POL08-04.

Please note that direct marketing of warranty or this Customer Support Program is strictly prohibited (Policy No. 5.21). Non-compliance with this policy will result in an immediate claim debit.

Please refer to the original CSP communication for additional information.

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 portion of the Customer Support Program.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.

Toyota Motor Sales, USA, Inc.
19001 S. Western Avenue
P.O. Box 2714
Torrance, CA 90509-2714

**ATTN: PARTS MANAGER
TACOMA FRAME DELIVERY RE-ROUTE AUTHORIZATION**

☆ **Portion to be filled out by dealer**

Dealer Code
Dealer Name
Street address
City, ST ZIP Code

SAMPLE

Dear _____ (Parts Manager)
Per your conversation with JB's on site representative on _____ (DATE), you've requested your order(s), reference number(s) _____, _____, _____, be delivered to a location other than your dealership address. Please respond promptly with the street address to which you would like the order(s) delivered.

☆ Body Shop Location
B.S. Name: _____
Contact Name: _____
Address: _____
State, City, ZIP: _____, _____, _____
Phone # (____) _____

By signing below you confirm that you have authorized the above body shop vendor ("body shop") and its personnel to receive delivery and inspect and accept the parts on your behalf, (2) confirm that the above delivery location is correct and (3) authorize delivery to such body shop on your behalf. Personnel at "body shop" will be responsible for inspecting and ensuring part is being delivered without damage prior to signing Bill of Lading. Any damage discovered during inspection must be noted on Bill of Lading prior to signing.


☆ X _____ (Dealership's Parts Manager Signature)

**PLEASE FAX COMPLETED FORM TO ANTHONY WARCHOL
JB HUNT TRANSPORT (479-770-2338)**

Sincerely,

Javier Nieto
Toyota Motor Sales, USA, Inc.
NA Parts Operations Logistics Admin.
310-468-9339

SAMPLE

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL08-04 Date: 2/6/09 Page: 1 of 6 -REVISED-
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**SUBJECT: WARRANTY ENHANCEMENT – CUSTOMER
SUPPORT PROGRAM (CSP) TACOMA FRAME
RUST CORROSION PERFORATION ON CERTAIN
2001 THROUGH 2004 MODEL YEAR TACOMA
VEHICLES**

Toyota has initiated a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 2001 through 2004 model year Tacoma vehicles.

Toyota received isolated reports regarding a small number of '01 through '04 model year Tacoma vehicles operated in severe cold climate areas with high road salt use. They were reported to be exhibiting excessive rust causing perforation of the frame. Toyota investigated these reports and determined that the frames for this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames 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.***

What is covered

The vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles from the date of first use (whichever comes first). To assure customers that we stand behind our product, the warranty coverage has been extended to a total of 15 years/unlimited mileage from the vehicle's date of first use for this specific condition. This warranty coverage extension is contingent upon vehicles registered in **severe cold climate** states having a corrosion resistant treatment process completed prior to October 31, 2010.

Severe cold climate states include vehicles registered in **CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV and the District of Columbia.**

Vehicles registered in non severe cold climate states will have their warranty extended for 15 years/unlimited mileage from the vehicle's date of first use for this specific condition, and do not require the corrosion resistant treatment process.

Non severe cold climate states include vehicles registered in **AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and the U.S. Territories.**

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

This warranty extension will be offered for a period of 15 years unlimited mileage from the vehicle's date of first use, provided that the customer adheres to the terms specified in this policy and/or owner letter.

In the event frame perforation caused by rust is found on a vehicle covered by this CSP, the frame will require repair or replacement.

If the vehicle has frame perforation caused by rust, customers are requested to contact any Toyota dealer and make arrangements for inspection of the frame. **After inspection, Toyota will repair the frame (according to the inspection results).** Based upon the condition of the specific vehicle and replacement parts/frame availability, Toyota *may* decide to repurchase the vehicle rather than to repair the frame. Please reference the dealer letter mailed on November 25, 2008 for vehicle inspection and repurchase information.

Please note that direct marketing of warranty or this Customer Support Program is strictly prohibited as outlined in *Warranty Policy POL5.21, Warranty Solicitation.*

What is not covered

This offer is subject to the same conditions set forth in the New Vehicle Limited Warranty with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) The vehicle must be operable, must have been operated regularly over the preceding twelve months and have a valid and current registration or the customer must demonstrate that he/she was unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be drivable and, in any event, are not eligible for the full frame repair or repurchase consideration. In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery which the customer may have received.

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Applicable VIN Ranges

MODEL	WMI	MY	VIN RANGE	
			VDS	Ranges
Tacoma	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 Z899998
			GN92N	Z000190 Z899894
			HN72N	Z000002 Z899999
			NL42N	Z000006 Z899978
			NM92N	Z000233 Z899936
			PM62N	Z000022 Z899995
			SM92N	Z000245 Z899972
			SN92N	Z000012 Z899646
			VL52N	Z000013 Z899990
			VN52N	Z000017 Z898219
			WM72N	Z000058 Z899904
			WN72N	Z000019 Z899885
		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
			WM72N	Z145487 Z305493
			WN72N	Z145316 Z305501

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Applicable VIN Ranges Cont'd

		2004	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

Claim Submission Process**Inspection Procedure**

Claim Type	Opcode	Description	Condition/Cause/Remedy (CCR) Statement	Labor Time	Sublet Type
Repair Program	8630J1*	Inspection of the frame for rust perforation (No perforation found)	INSPECT FRAME CORROSION NO RUST PERFORATION FOUND	0.6 Hr/Veh	N/A
Repair Program	8630J2*	Inspection of the frame for rust perforation (Perforation found.)	INSPECT FRAME CORROSION RUST PERFORATION FOUND	0.6 Hr/Veh	N/A

*Submit inspection claims to TMS for payment immediately after vehicle has been inspected.

Frame Replacement Procedure

Claim Type	Opcode	Description	Condition/Cause/Remedy (CCR) Statement	Labor Time	Sublet Type
Repair Program	8630J3	Frame replacement at dealership	RUST PERFORATION FOUND FRAME REPLACEMENT FRAME REPLACED AT DEALER	60 Hr/Veh	N/A
Repair Program	8630J4*	Frame replacement at independent or dealer body shop.	RUST PERFORATION FOUND FRAME REPLACEMENT FRAME REPLACED INDEPENDENT	N/A	YF

* Frame replacements sublet to an independent body shop should not exceed 60 hrs at the body shop's mechanical labor rate.

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All frame replacements at an independent body shop *will* be repaired at **actual cost**. Labor time includes additional time to remove and replace rusted components, and frame disposal. There will be no "Z time" allowed on these claims. **All replacement parts must be submitted in the *Replacement Part* section of the warranty claim. Any warranty claims submitted with replacement parts in sublet, will be automatically returned for correction.**

Repurchase Procedure

In the event vehicle repurchase is deemed necessary, please reference the dealer letter mailed on December 5th, 2008 for vehicle repurchase procedures. **Note – all repurchase decisions must be pre-approved by your Region/PD office.** The following opcode has been provided to cover additional administration fees associated with the repurchase process:

Claim Type	Opcode	Description	Condition/Cause/Remedy (CCR) Statement	Labor Time	Sublet Type
Repair Program	8630J5*	Administration fees for repurchase process	ADMIN TIME VEHICLE REPURCHASE ISG PROCESS	0.1 Hr/Veh	N/A

*Must submit 8630J2 Inspection claim prior to submitting 8630J5 Admin. Fee claim.

Complimentary Loaner Vehicles

Complimentary loaner vehicles are allowed for customers waiting for their vehicles to be repaired or replaced. If Toyota makes the decision to repair or replace the frame, the inspection claim must be submitted immediately. After the inspection has been completed and frame rust perforation has been identified, provide the customer with a loaner vehicle and submit a second warranty claim for the rental. **Note: The first 30 rental days do not require DSPM authorization.** A rental claim must be submitted every thirty days of rental expense, and should not exceed the maximum of 97 days.

All efforts should be made to place the customer in a Toyota loaner vehicle. If a Toyota loaner vehicle is not available, DSPM authorization is required. Below are the "rental only" opcodes which should be used for submitting rental claims. **Rental expense will be submitted separately from repair/replacement for this CSP only.** Dealers will be required to scan and attach the rental invoice on the warranty claim in CPS. (The rental sublet scanning instructions are attached).

Claim Type	Opcode	Description	Sublet Type	CCR	Sublet Amt	DSPM Auth
Repair Program	8630JF	Rental 1-30 Days	RT	Number of rental days on attached invoice Customer's Name Inspection Claim Number	\$35 p/day	No
Repair Program	8630JG	Rental 31-60 Days	RT	Number of rental days on attached invoice Customer's Name Inspection Claim Number	\$35 p/day	Yes
Repair Program	8630JH	Rental 61-97 Days	RT	Number of rental days on attached invoice Customer's Name Inspection Claim Number	\$35 p/day	Yes

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Rental Document Attachment Information and Instructions:

Prior to the rental claim being submitted, dealers must complete and submit a warranty claim for the vehicle inspection. Please use the following instructions to attach the rental document to the warranty claim in CPS:

1. Click on the Attachment Tab.
2. Select the Document Type drop down and choose Rental Invoice.
3. Click on the Browse button to locate the rental invoice you have previously scanned in your computer and attach the file.
4. Once the file has been successfully attached to the claim, you will see it listed on the screen.
5. If you need to add additional attachments or delete an attachment, you may use the Add or Delete buttons.

1. When an 'RT' sublet type is entered on the claim, click on the Attachment Tab to attach the rental invoice.

2. Select Document Type: Rental Invoice.

3. Click the Browse button to locate and attach the rental invoice file.

4. Successfully attached files will be displayed here.

5. To add or delete files, use these buttons.

File Name	Date	Size	Type	Comment
birthday balloons.jpg	08/27/2008	28968	RENTAL INVOICE	
FL@TO.jpg	08/27/2008	25231	RENTAL INVOICE	

Total Labor	\$0.00	Total Parts Cost	\$0.00	Requested Amount	\$0.00	State Tax Due	\$0.00
Total Sublet	\$0.00	Total Parts Mark-up	\$0.00	Approved Amount	\$0.00	Total Fees	\$0.00

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