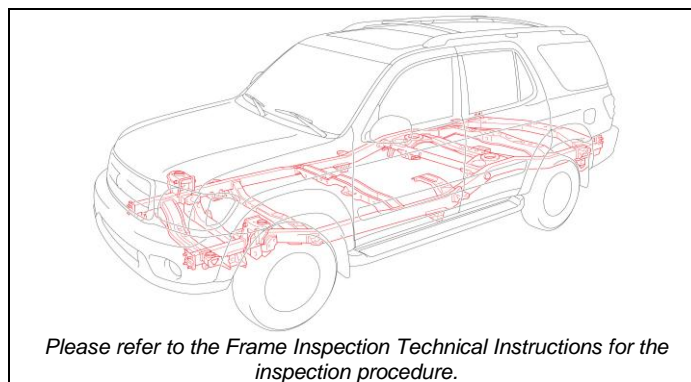


To: All Toyota Dealer Principals, Service Manager, and Parts Managers (located in AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY)

Subject: Limited Service Campaign (LSC) CSD  
Certain 2001 through 2004 Model Year Sequoia Vehicles  
Frame Inspection

In late 2012 – early 2013 Toyota announced a Limited Service Campaign (LSC C0D) for certain 2001 – 2004 model year Toyota Sequoia vehicles currently registered in specific cold climate areas with high road salts usage (Cold Climate States\*). Toyota is now announcing LSC CSD to also support owners of vehicles that are not registered in Cold Climate States that believe their vehicle has been or will be operated in cold climate regions where high road salt is frequently used and/or customers with concerns that their vehicle's frame has more-than-normal corrosion.

Vehicles currently registered in the following states will be covered by this LSC CSD: **AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY.**



### **Condition**

Toyota has received reports that certain 2001 through 2004 model year Sequoia vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame. 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.

### **Limited Service Campaign (LSC) Remedy**

If a customer believes his/her vehicle has been or will be operated in cold climate regions of the United States where high road salt is frequently used and/or customers concerned that their vehicle's frame has more-than-normal corrosion, dealerships are requested to inspect the vehicle's frame for excessive corrosion\*\*. This inspection will also include a functional and visual check of the spare tire carrier to ensure proper operation. Based upon the results of the inspection dealership are requested to do one or more of the following at **no charge** to the vehicle owner:

- If the vehicle's frame and spare tire carrier passes Toyota's inspection, no further action is required.
- If significant corrosion of the frame is detected based on Toyota's inspection procedure\*\*, then the vehicle's frame and certain supporting hardware will be replaced at **no charge** to the owner until **July 31, 2014** (repairs must be completed by this date).
- If the spare tire carrier does not meet Toyota's inspection criteria\*\*, the spare tire carrier will be replaced at **no charge** to the owner until **July 31, 2014**.

\*Cold Climate 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 & WV

\*\*Please refer to the Technical Instructions for additional details and inspection criteria.

**1. Owner Notification**

The owner notification will commence in early September 2013.

**2. Dealer/Owner Lists**

Summary Reports containing the number of covered vehicles in your dealership’s Primary Marketing Area (PMA) have been enclosed in the dealer package. Based upon our records, a dealership which does not have a covered vehicle in their PMA will receive a report indicating so.

**3. Vehicle Coverage**

There are approximately 200,000 Sequoia (certain 2001 – 2004 model year) vehicles covered by LSC CSD.


Model	WMI	Year	VIN Range		Model	WMI	Year	VIN Range	
			VDS	Range				VDS	Range
Sequoia	5TD	2001	BT44A	S000139 – S057355	Sequoia	5TD	2003	BT44A	S101211 – S205101
			BT48A	S000147 – S057339				BT48A	S099426 – S205111
			ZT34A	S000148 – S057354				ZT34A	S100033 – S205190
			ZT38A	S000217 – S057356				ZT38A	S100343 – S205189
		2002	BT44A	S056458 – S137479			2004	BT44A	S205112 – S233601
			BT48A	S056457 – S137474				BT48A	S205113 – S233598
			ZT34A	S057361 – S137484				ZT34A	S205197 – S238616
			ZT38A	S057366 – S137473				ZT38A	S205191 – S238607

The vehicles covered by this campaign were produced from August 2000 to August 2004.

Please note that only owners of the covered vehicles registered in the specific states will be notified. VINs registered within the specific states will be loaded simultaneously on TIS.

**4. Remedy Procedure**

The Supplemental Frame Replacement TI contains the frame inspection criteria, spare tire carrier functional/visual check, and the procedure for replacing the spare tire carrier and/or frame (if the spare tire carrier and the frame does not meet Toyota’s inspection criteria).



- Verify vehicle eligibility by confirming through TIS prior to performing the inspection/repair.
- Dealers that conduct LSC CSD on vehicles not covered under this program **will not receive reimbursement.**

**5. Parts and Material Ordering**

**Frame Replacement Parts Ordering (where applicable):**

To assist dealers in determining the correct part number(s) to order, a website has been set up to look up part numbers by VIN. Please go to <http://toyota-frame-parts-lookup.imagespm.info>, login, enter the VIN, and the correct part numbers to order will be displayed. **The website is for part(s) application reference only and will not order the part, nor will it confirm campaign completion status.**

- The parts will need to be ordered through the Dealer Daily Parts system.
- ETAs for the parts will be available via the normal system.

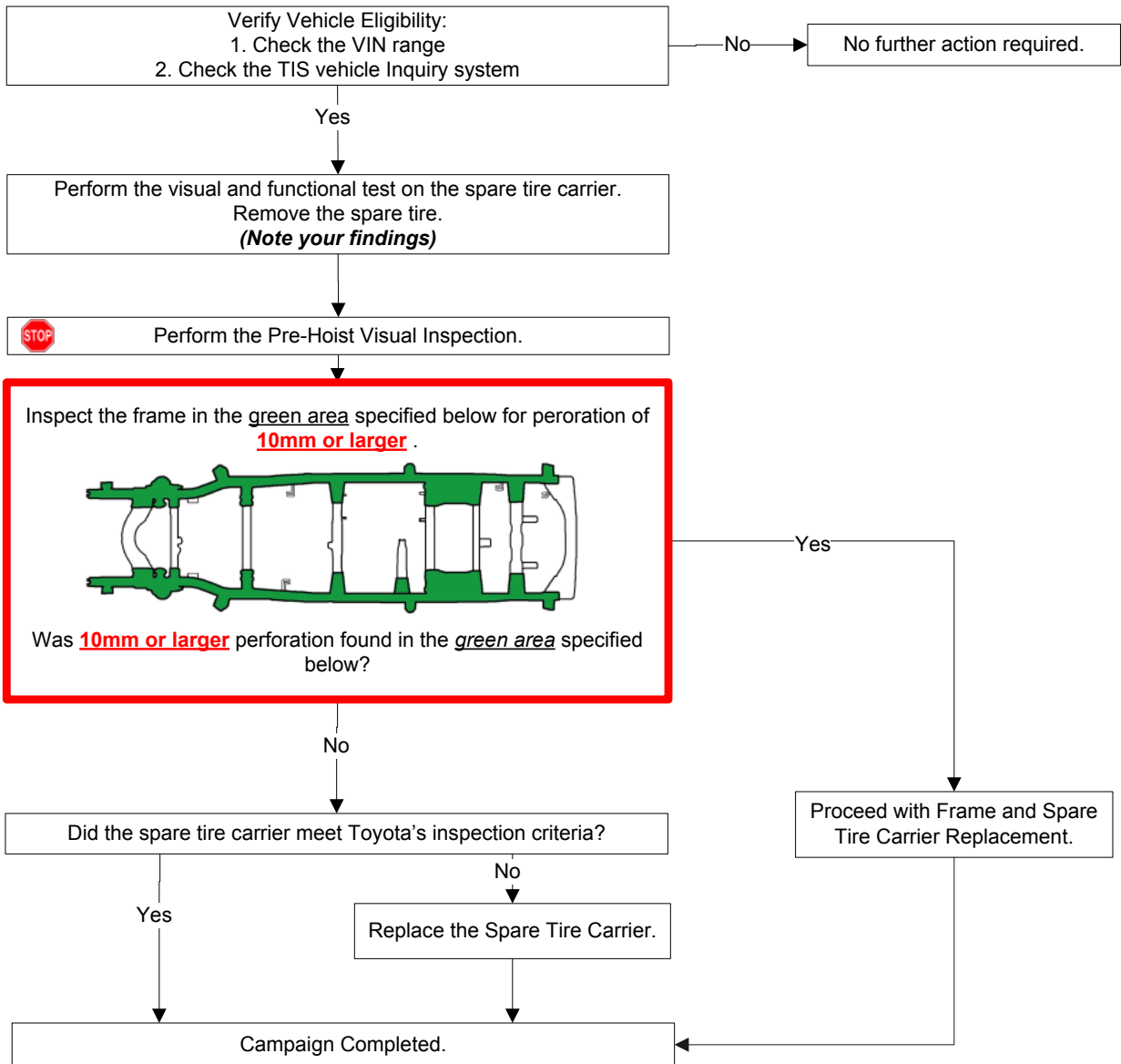
**Note: When first logging in, enter your dealer code and the default password; XXXXX. Upon logging in the website will ask for you to reset the password and provide an email address.**

An illustration of the parts replaced and their location(s) have been provided in the frame replacement Technical Instructions.

**6. Tools and Equipment**

Please refer to the Supplemental Frame Replacement Technical Instruction for a list of tools and equipment.

### 7. Warranty Processor Instructions



(Warranty Processor Instructions CONTINUED . . .)

**Operation Codes:**

Limited Service Campaign	Op. Code	Frame Inspection and Spare Tire Functional and Visual Check	Replace the Spare Tire Carrier	(2WD) Frame Replacement By Dealer <i>Rust Perforation Found*</i>	(4WD) Frame Replacement By Dealer <i>Rust Perforation Found*</i>	(2WD) Frame Replacement By Outside Shop – <i>Rust Perforation Found*</i>	(4WD) Frame Replacement By Outside Shop – <i>Rust Perforation Found*</i>	Flat Rate Hour
CSD	3626H1	✓						0.6 hr/vehicle
	3626H2	✓	✓					0.9 hr/vehicle
	3626HC	✓		✓				35.0 hr/vehicle
	3626HD	✓			✓			37.5 hr/vehicle
	3626HE	✓				✓		0.6 hr/vehicle
	3626HU	✓					✓	0.6 hr/vehicle

Note: The flat rate time above includes 0.1 hours for campaign administrative cost per unit.

**Allowable Sublet for Limited Service Campaign CSD – Frame Replacement**

- **Sublet:** The sublet cost for Frames Replaced at an Independent or Dealer Body Shop should be claimed under sublet type 'YF' using the following formula:

Description	Sublet Amounts
Op. Code 3626HE (2WD)	= Maximum 34.4 hours X Outside Repair Shop Rate
Op. Code 3626HU (4WD)	= Maximum 36.9 hours X Outside Repair Shop Rate

- A maximum of \$250 per vehicle may be claimed under sublet type 'YG' for the cost of transporting vehicles to an Independent or Dealer Body Shop for Op. Codes 3626HE and 3626HU.

• **Rental Vehicles:**

Op. Code	Description	Sublet Amounts	Sublet Type	DSPM Authorization
3626HF	Vehicle Rental 1-30 Days (Frame replacement)	Follow the Toyota Transportation Assistance Program (TTAP) Guidelines.	RT	Not Required
3626HG	Vehicle Rental 31-60 Days (For frame replacement)		RT	Required

Rental car for frame replacement is up to 7 days. If frame replacement is delayed due to parts availability, additional time, up to 30 days, may be claimed. Additional time, up to 60 days, may be claimed **only** with DSPM authorization.

(Submit LSC claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.)

**8. Customer Handling**

Please consider this campaign a great opportunity to focus on assuring customers that Toyota is focused on their satisfaction. Customers who receive the owner notification may contact your dealership with questions regarding the letter and/or campaign remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

- Customers with additional questions or concerns should be instructed to please contact the Toyota Customer Experience Center (1-888-270-9371).
- If a customer has previously paid for repairs of his/her vehicle's frame for this specific condition, he/she should be instructed to please contact the Toyota Customer Assistance Center at 1-888-270-9371.

**9. Media Contacts**

For News media inquiries only:

Due to the nature of this LSC, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to media associates only.)

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 Limited Service Campaign.***

Thank you for your cooperation.