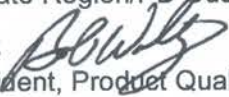


**TOYOTA** Action  
 Retain  
 Information**PRODUCT SUPPORT DIVISION**

To: Cold Climate Region/PD Customer Service Field Managers,  
Cold Climate Region/PD Technical Service & Training Managers,  
Cold Climate Region/PD Customer Service Operations Managers

From: Bob Waltz   
Vice-President, Product Quality and Service Support

Subject: **Owner Renotification of Non-Completed Limited Service Campaign**

Toyota will be sending Limited Service Campaign Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed. Please note the following information for Regional and PD associates.

**1. Limited Service Campaign Covered in the Renotification**

Campaigns	Description (Title)	Model and Model Year
COD	Corrosion-Resistant Compound Application	Certain 2001 to 2004 Sequoia Vehicles

**2. Dealer Letter Mailing Date**

Dealer Letters will be mailed in mid-June 2013.

**3. Follow-Up Owner Notification Letter Mailing Date**

The Limited Service Campaign Follow-Up Owner Notification Letters ("owner letters") will begin approximately one week after the dealer notification. The owner letters will be mailed, by first class mail, over a period of several weeks consistent with parts availability.

**4. Number of Covered Vehicles**

There are approximately 49,000 vehicles covered in this renotification activity.

**5. Customer Handling and Dealership Follow-Up**

To assure a consistent and accurate description of the Limited Service Campaign is communicated to the customer, dealership associates are requested to refer to the specific Q&A (available in TIS) to answer any specific customer questions.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts. Please refer to the attached Dealer Letter for additional information.

Thank you for your cooperation.

Enclosures

cc: Cold Climate Region District Service and/or Parts Managers  
Cold Climate Region Field Technical Specialists  
Cold Climate Region Service Training Specialists  
Cold Climate Field Product Engineers

To: All Cold State Toyota Dealer Service Managers & Parts Managers

Subject: Owner Renotification of Non-Completed Limited Service Campaign

Limited Service Campaign completion is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Limited Service Campaign Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the Follow-Up Notice and contact your dealership. Please note the follow-up activity may cause an increase in your current campaign owner appointments. Toyota will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

### 1. Limited Service Campaigns Covered in the Renotification

Campaigns	Description (Title)	Model and Model Year
COD	Corrosion-Resistant Compound Application	Certain 2001 to 2004 Sequoia Vehicles

### 2. Follow-Up Owner Notification Letter Mailing Date

The Limited Service Campaign Follow-Up Owner Notification Letters ("owner letters") will be mailed by first class mail in three groups over approximately 2 months. The three groups are determined by which state the vehicle is registered in:

Groups	Covered Area	Date Ranges
Group 1:	Boston Region (MA, ME, NH, RI, VT)	Late June to Early July
Group 2:	CAT and NY Region (DC, DE, MD, PA, VA, WV, CT, NJ, NY)	Early July to Mid-July
Group 3:	Chi. and Cin. Region (IL, IN, MN, WI, KY, MI, OH)	Mid-July to Early August

### 3. Technical Instructions

Technical Instructions to conduct these campaigns can be found on [www.cleandealer.com](http://www.cleandealer.com).

### 4. Number of Covered Vehicles

There are approximately 49,000 vehicles covered in this renotification activity.

### 5. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the *specific* Limited Service Campaign. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

**6. Customer Handling and Dealership Follow-Up**

Customers who receive the Limited Service Campaign Follow-Up Notice may contact your dealership with questions regarding the letter and/or campaign. Please ensure that all customer contact personnel are aware of these Limited Service Campaigns and know how to accurately answer customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for this Service Campaign.

Thank you for your cooperation.

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