



PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
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Date: 08/29/2013
 Action
 Retain
 Information

To: All Toyota Region General Managers/Vice Presidents

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

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 dealerships 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**.

1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early September 2013.

2. Owner Notification

The owner notification will commence in early September 2013.

*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.

3. Vehicle Coverage

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

4. Region/District Summary Reports

We have enclosed the following LSC CSD Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this LSC.

The attached Dealer Notification Letter contains additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

- cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

M. Bevan	R. Dufresne	Y. Inaba	R. Perez	P. Uribe
G. Borst	E. Farrell	C. Knight	D. Pettitt	A. Vaish
J. Bracken	B. Fay	V. Katayama	R. Pflughaupt	B. Waltz
R. Broughman	N. Fein	M. King	M. Reding	M. Warrick
G. Bryan	G. Fogg	J. Lang	C. Reynolds	D. Zellers
W. Burns	K. Fukushima	S. Lending	B. Sciumbato	
B. Carter	J. Grosso	J. Lentz	G. Smith	
G. Christoff	J. Hanson	R. Lofaso	R. Specht	
A. Coetzee	B. Hare	E. Matsuda	J. Stempkowski	
J. Colon	S. Heyer	F. Matsuoka	N. Swartz	
D. Colvin	Z. Hicks	M. Michels	M. Templin	
B. Daly	K. Higgins	A. Mito	J. Tetherow	
F. Davidson	E. Hirata	T. Morrison	M. Tojo	
D. Depew	H. Hirata	J. Moses	P. Turner	
T. Doi	C. Hostetter	C. Neff	K. Ura	