

Certain 2005 through 2008 Model Year Tacoma Vehicles
Corrosion-Resistant Compound Application to the Vehicle's Frame
Limited Service Campaign

CSC-10056580-3971

[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 is announcing a Limited Service Campaign Program, which includes your vehicle.

What is the condition?

Toyota has received reports that certain 2005 through 2008 model year Tacoma vehicles operated in specific cold climate areas with high road salt use may exhibit more-than-normal corrosion to the vehicle's frame. Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas. This, combined with prolonged exposure to road salts and other environmental factors, may contribute to the development of more-than-normal rust in the frame 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 included in this Limited Service Campaign?

This campaign involves customers whose vehicles are currently registered in the specific 20 Cold Climate States listed below and the District of Columbia which have high road salt use (together, "Cold Climate States").

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

Any authorized participating Toyota Dealership located in the Cold Climate States will inspect the condition of your vehicle's frame. Based upon the results of Toyota's inspection*, if significant rust perforation **is not** found, Toyota will apply Corrosion-Resistant Compounds (CRC) to key areas of your vehicle's frame at **no charge** to you. The CRC application will enhance the corrosion protection of the vehicle's frame.

You must have your vehicle inspected and the CRC application completed by a participating Toyota Dealership located in the Cold Climate States no later than **March 31, 2016**. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the **March 31, 2016**, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign on your vehicle.

If a participating Toyota Dealership, located in the Cold Climate States, confirms that your vehicle's frame has significant rust perforation*, the dealer will provide an appropriate remedy at **no charge** to you. The dealer must determine that the frame has significant rust perforation* by **March 31, 2016**, in order for the cost of any necessary repairs to the vehicle's frame be covered by the Campaign (there are no mileage limitations).

*Please see your Toyota dealership for further details.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer in the state of [state] and make an appointment to have your vehicle inspected and the CRC application performed as soon as possible. The inspection and CRC application will take approximately 6 hours. Based upon the dealer's work schedule, the next available CRC application appointment may be several days away.

While the CRC is being applied to your vehicle, your dealership will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for up to 2 days (extra time may be provided if additional repairs are needed for this condition).

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of 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. For additional information, please refer to the booklet.

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

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to have the campaign completed. However, Toyota will be rolling this campaign out on a state by state basis and a received owner letter will help ensure the participating dealerships in your state have finalized the necessary preparations.

What if you have other questions?

- *Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign.*
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for repairs for this condition?

If you have previously paid for repairs to address this specific condition, please mail all required paperwork* to the following address for reimbursement consideration and allow 6-8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC10
19001 South Western Avenue, Torrance, CA 90509

** Please refer to the attached Reimbursement Checklist for required paperwork details.*

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. If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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.

Owner Information Supplement – Corrosion Resistant Compound Application (CRC)

What do I do next?

- Please make an appointment with a participating dealership in the States of [Insert Launching State] to have your vehicle's frame inspected and, if necessary, the CRC application or other repairs performed.
- Dealerships in the following states are also authorized to apply the CRC: [Insert Previously Launched States]. You may contact a participating Toyota dealership in any of these states to have your vehicle's frame inspected and, if necessary, the CRC application or other repairs performed.
- Toyota is continuing its efforts to arrange for dealerships in the remaining Cold Climate States to be authorized to perform the Campaign.

What if I have my normal maintenance conducted at a dealership that is not authorized to apply the CRC?

We apologize for any inconvenience, but at the current time, you have the following options:

- You may have the Campaign performed at this time by a Toyota dealership in one of the states identified above;
- Or
- You may choose to wait until your preferred dealership* is authorized to apply the CRC. Please periodically check with your Toyota dealership on its status.

* The dealership must be a participating authorized dealership located in one of the Cold Climate States.

SAMPLE

Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?
- Proof-of-Payment
 - Only the Following Items are Valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.



Limited Service Campaign E0D - (FAQ)
 Certain 2005 through 2008 Toyota Tacoma Vehicles *Currently* Registered in the Cold Climate States
 Corrosion-Resistant Compound (CRC) Application to the Vehicle's Frame

Frequently Asked Questions
 Published Early May 2014

Q1: What is the condition?

A1: Toyota has received reports that certain 2005 through 2008 model year Tacoma vehicles operated in specific cold climate areas (Cold Climate States) with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame. Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas. This, combined with prolonged exposure to road salts and other environmental factors, may contribute to the development of more-than-normal rust in the frame 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 are the "Cold Climate States" with high road salt usage covered by this Limited Service Campaign (LSC)?

A2: The following states and the District of Columbia are referred to as the "Cold Climate States":

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

Q2a: Why are some states contiguous to the Cold Climate States not included?

A2a Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state rather than a portion.

Q3: Which and how many vehicles are covered by this Campaign?

A3: There are approximately 160,000 Tacoma (2005 - 2008 model year) vehicles currently registered in the Cold Climate States.

Model	Model Year	Production Range	Appx. UIO
Tacoma	2005-2008	Sep. 14, 2004 – May 27, 2008	160,000

Q4: What is Toyota going to do?

A4: In mid-May, 2014, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Limited Service Campaign (LSC).

Any authorized participating Toyota Dealership in the Cold Climate States will inspect the condition of the vehicle's frame. Based upon the results of Toyota's inspection*, if significant rust perforation **is not** found, Toyota will apply Corrosion-Resistant Compounds (CRC) to key areas of your vehicle's frame at **no charge** to you. The CRC application will enhance the corrosion protection of the vehicle's frame.

You must have your vehicle inspected and the CRC application completed by a participating Toyota Dealership located in the Cold Climate States no later than **March 31, 2016**. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the **March 31, 2016**, expiration date to ensure that your dealership has sufficient time to complete this LSC on your vehicle.

If a participating Toyota Dealership, located in the Cold Climate States, confirms that your vehicle's frame has significant rust perforation*, the dealer will provide an appropriate remedy at **no charge** to you. The dealer must determine that the frame has significant rust perforation* by **March 31, 2016** in order for the cost of any necessary repairs to the vehicle's frame be covered by the Campaign (there are no mileage limitations).

* Per Toyota's Inspection Criteria

Q4a: How does Toyota obtain my mailing information?

A4a: Toyota uses an industry provider who works with each state Department of Motor Vehicles (DMV) to receive registration or title information. Please make sure your registration or title information is correct.

Q4b: Do I need my owner letter to have the remedy performed?

A4b: You do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Toyota will be rolling out LSC E0D state by state. Therefore, we recommend that you wait to receive the owner letter to ensure that dealerships in your state have received any necessary regulatory approvals and are ready to offer this campaign. You may also contact your local Toyota dealer for additional information.

Q4c: Once the CRC application is complete, will Toyota extend the warranty on the vehicle's frame?

A4c: The CRC application is designed to enhance the corrosion resistant properties of the vehicle's frame. Additional warranty enhancements are not offered under this campaign.

Q4d: What if the vehicle's frame already exhibits excessive corrosion? Will Toyota perform the CRC application or will the vehicle be repaired?

A4d: Toyota will inspect the vehicle's frame. If the frame passes Toyota's Inspection Criteria, the CRCs will be applied to the frame. If the frame exhibits significant rust perforation (based upon Toyota's inspection criteria), Toyota will replace the vehicle's frame. The work will be performed at **no charge** to the owner of the covered vehicles for a limited time (see A4).

Q5: Why is Toyota only offering the CRC application to customers whose vehicles are currently registered in the Cold Climate States?

A5: Toyota is applying the CRC in areas where vehicles may experience or have experienced prolonged exposure to severe cold climates with high road salt use.

Q6: What should I do?

A6: Owners of vehicles covered by this LSC should bring their vehicle to a participating Toyota dealer located in one of the Cold Climate States for which authorization to perform the CRC application has been obtained. Customers may also contact their local Toyota dealer for additional information.

Q7: How long will the repair take?

A7: The inspection and CRC application will take approximately 6 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Note: A rental vehicle will be provided while your vehicle is being repaired.

Q7a: Will Toyota provide a rental vehicle until the vehicle is repaired?

A7a: The Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 2 days during the repair (extra time may be provided if additional repairs are needed for this condition).

Q7b: What if the vehicle's frame fails Toyota's inspection criteria? How long will the repair take?

A7b: The frame replacement will take approximately 42 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: What if I have previously paid for repairs related to this campaign?

A8: Reimbursement consideration instructions will be provided in the remedy owner letter.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

Q9: *What if I have additional questions or concerns?*

A9: Customer satisfaction is very important to Toyota. If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.