

To: All Cold Climate States Toyota Dealer Principals, Service Manager, and Parts Managers

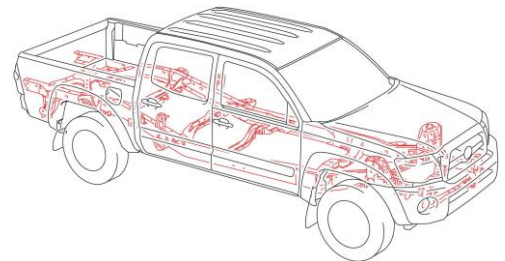
Subject: Limited Service Campaign (LSC) E0D  
2005 through 2008 Model Year Tacoma Vehicles  
Corrosion-Resistant Compound (CRC) Application

Toyota will initiate a Limited Service Campaign (LSC E0D) to inspect and, based upon Toyota's inspection criteria, apply Corrosion-Resistant Compounds (CRC) to key areas of the frame assembly of certain 2005-2008 model year Tacoma vehicles without significant rust perforation until **March 31, 2016**. This campaign covers vehicles **currently registered** in the following cold climate states and the District of Columbia (D.C.) (together, "Cold Climate States"): **CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV**.

**E0D will be rolled out on a state-by-state basis, with the first states beginning in early May, 2014.**

### Condition

- 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.



### Limited Service Campaign (LSC) Remedy

Over the next few months, owners of the covered vehicles will receive a notification requesting them to bring their vehicles to an authorized participating Toyota dealership in the Cold Climate States. The dealership will inspect the condition of the vehicle's frame. Based upon the results of the inspection, the dealership will do one of the following:

- If significant rust perforation is **not** found, the dealer will apply Corrosion-Resistant Compounds (CRC) to key areas of the vehicle's frame at **no charge** to the owner.
- If significant rust perforation is found, the dealer will replace the vehicle's frame at **no charge** to the owner.



*Customers will have until **March 31, 2016**, to have the inspection of the vehicle's frame and the CRC application completed. If before the **March 31, 2016**, expiration date an authorized Toyota dealer (in a Cold Climate State) confirms that the vehicle's frame has significant rust perforation, the appropriate repairs must be completed within three months of the inspection date\*. Please schedule all inspection and CRC appointments well in advance of the **March 31, 2016**, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign.*

**Please note: All vehicles must have the campaign completed by the deadlines outlined above.**

\*Due to facility and staffing challenges when scheduling and performing frame replacements and the production and shipping of the frames and associated parts.

### 1. Owner Notification

The owner notification will commence approximately 1 – 2 weeks after your state has been launched.

| Phase | Region     | States   | Dealer Date        |
|-------|------------|--|--------------------|
| 1     | Boston     | Main, Massachusetts, New Hampshire, Vermont, Rhode Island        | May 8, 2014        |
| 2     | Cincinnati | Kentucky, Michigan, Ohio   | June 23, 2014      |
| 3     | Chicago    | Illinois, Indiana, Minnesota, Wisconsin                          | August 22, 2014    |
| 4     | New York   | Connecticut, New Jersey, New York                                | September 17, 2014 |
| 5     | CAT        | Delaware, Maryland (D.C.), Pennsylvania, Virginia, West Virginia | November 10, 2014  |

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the LSC announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS. VINs will be loaded simultaneously with the launch of each state.

### 2. Pre-Owned Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Toyota requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery

### 3. 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.



#### 4. Number and Identification of Covered Vehicles

There are approximately **160,000** Tacoma (certain 2005 – 2008 model year) vehicles covered by LSC E0D.

| Model  | WMI | Year | VIN Range         |                   | Model  | WMI | Year | VIN Range         |                   |
|--------|-----|------|-------------------|-------------------|--------|-----|------|-------------------|-------------------|
|        |     |      | VDS               | Range             |        |     |      | VDS               | Range             |
| Tacoma | 3TM | 2005 | JU62N             | M001038 - M008091 | Tacoma | 5TE | 2005 | JU62N             | Z001028 - Z099997 |
|        |     |      | KU72N             | M001035 - M004841 |        |     |      | Z100011 - Z144893 |                   |
|        |     |      | LU42N             | M001025 - M002890 |        |     |      | KU72N             | Z001030 - Z099998 |
|        |     |      | MU52N             | M001026 - M001900 |        |     |      | Z100007 - Z144860 |                   |
|        |     | 2006 | JU62N             | M007884 - M028771 |        |     |      | LU42N             | Z001003 - Z099999 |
|        |     |      | KU72N             | M004775 - M010145 |        |     |      | Z100003 - Z144901 |                   |
|        |     |      | LU42N             | M002891 - M008847 |        |     |      | MU52N             | Z001010 - Z099986 |
|        |     |      | MU52N             | M001878 - M003617 |        |     |      | Z100000 - Z144881 |                   |
|        |     | 2007 | JU62N             | M028772 - M049700 |        |     |      | NX22N             | Z001023 - Z099994 |
|        |     |      | KU72N             | M010029 - M013697 |        |     |      | Z100030 - Z144884 |                   |
|        |     |      | LU42N             | M008667 - M013600 |        |     |      | NX62N             | Z001659 - Z099610 |
|        |     |      | MU52N             | M003618 - M005093 |        |     |      | Z100147 - Z144755 |                   |
|        |     | 2008 | JU62N             | M049701 - M070800 |        |     |      | PX42N             | Z001187 - Z099909 |
|        |     |      | KU72N             | M013698 - M017962 |        |     |      | Z100855 - Z144724 |                   |
|        |     |      | LU42N             | M013601 - M020109 |        |     |      | TU22N             | Z001007 - Z099765 |
|        |     |      | MU52N             | M005056 - M007830 |        |     |      | Z100041 - Z144886 |                   |
|        |     |      | TU62N             | Z001020 - Z099968 |        |     |      |                   |                   |
|        |     |      | Z100001 - Z144895 |                   |        |     |      |                   |                   |
|        |     |      | TX22N             | Z001048 - Z099980 |        |     |      |                   |                   |
|        |     |      | Z100018 - Z144900 |                   |        |     |      |                   |                   |
|        |     |      | TX62N             | Z001181 - Z099650 |        |     |      |                   |                   |
|        |     |      | Z100227 - Z144873 |                   |        |     |      |                   |                   |
|        |     |      | UU42N             | Z001009 - Z099992 |        |     |      |                   |                   |
|        |     |      | Z100004 - Z144899 |                   |        |     |      |                   |                   |
|        |     |      | UX42N             | Z001302 - Z099989 |        |     |      |                   |                   |
|        |     |      | Z100005 - Z144707 |                   |        |     |      |                   |                   |



Only vehicles currently registered in the “**Cold Climate States**” are covered under LSC E0D (LSC expiration date **Mar 31, 2016**)  
**Cold Climate States: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV and also includes the District of Columbia .**

(Number and Identification of Covered Vehicles CONTINUED . . . )

| Model  | WMI | Year | VIN Range |                   |
|--------|-----|------|-----------|-------------------|
|        |     |      | VDS       | Range             |
| Tacoma | 5TE | 2006 | JU62N     | Z144959 - Z199999 |
|        |     |      |           | Z200001 - Z299988 |
|        |     |      |           | Z300392 - Z320618 |
|        |     |      | KU72N     | Z145137 - Z199947 |
|        |     |      |           | Z200113 - Z299342 |
|        |     |      |           | Z300404 - Z320543 |
|        |     |      | LU42N     | Z145030 - Z199948 |
|        |     |      |           | Z200064 - Z299588 |
|        |     |      |           | Z300154 - Z320397 |
|        |     |      | MU52N     | Z145150 - Z199925 |
|        |     |      |           | Z200162 - Z299622 |
|        |     |      |           | Z300120 - Z320296 |
|        |     |      | NX22N     | Z145177 - Z199921 |
|        |     |      |           | Z200211 - Z299999 |
|        |     |      |           | Z300002 - Z320613 |
|        |     |      | NX62N     | Z145547 - Z199704 |
|        |     |      |           | Z200545 - Z299939 |
|        |     |      |           | Z300485 - Z320176 |
|        |     |      | PX42N     | Z145459 - Z199841 |
|        |     |      |           | Z200453 - Z299639 |
|        |     |      |           | Z300105 - Z320265 |
|        |     |      | TU22N     | Z144903 - Z199958 |
|        |     |      |           | Z200282 - Z299994 |
|        |     |      |           | Z300000 - Z320205 |
|        |     |      | TU62N     | Z144902 - Z199943 |
|        |     |      |           | Z200216 - Z299993 |
|        |     |      |           | Z300007 - Z320213 |
|        |     |      | TX22N     | Z145349 - Z199946 |
|        |     |      |           | Z200347 - Z299951 |
|        |     |      |           | Z300001 - Z320497 |
|        |     |      | TX62N     | Z145234 - Z199930 |
|        |     |      |           | Z200446 - Z299428 |
|        |     |      |           | Z300318 - Z320203 |
|        |     |      | UU42N     | Z144920 - Z199998 |
|        |     |      |           | Z200000 - Z299901 |
|        |     |      |           | Z300253 - Z320427 |
|        |     |      | UX42N     | Z145491 - Z199863 |
|        |     |      |           | Z200473 - Z299666 |
|        |     |      |           | Z300075 - Z320247 |

| Model             | WMI               | Year | VIN Range |                   |
|-------------------|-------------------|------|-----------|-------------------|
|                   |                   |      | VDS       | Range             |
| Tacoma            | 5TE               | 2007 | JU62N     | Z320673 - Z399882 |
|                   |                   |      |           | Z400218 - Z469819 |
|                   |                   |      | KU72N     | Z320671 - Z399894 |
|                   |                   |      |           | Z400197 - Z469635 |
|                   |                   |      | LU42N     | Z320621 - Z399998 |
|                   |                   |      |           | Z400011 - Z469705 |
|                   |                   |      | MU52N     | Z320863 - Z399736 |
|                   |                   |      |           | Z400367 - Z469726 |
|                   |                   |      | NX22N     | Z320620 - Z399896 |
|                   |                   |      |           | Z400198 - Z469653 |
|                   |                   |      | NX62N     | Z321207 - Z399445 |
|                   |                   |      |           | Z400637 - Z469255 |
|                   |                   |      | PX42N     | Z320860 - Z399751 |
|                   |                   |      |           | Z400350 - Z469732 |
|                   |                   |      | TU22N     | Z320619 - Z399797 |
|                   |                   |      |           | Z400300 - Z469759 |
|                   |                   |      | TU62N     | Z320771 - Z399835 |
|                   |                   |      |           | Z400261 - Z469786 |
|                   |                   |      | TX22N     | Z321110 - Z399601 |
|                   |                   |      |           | Z400492 - Z469654 |
|                   |                   |      | TX62N     | Z321199 - Z399447 |
| Z400643 - Z469583 |                   |      |           |                   |
| UU42N             | Z320622 - Z399999 |      |           |                   |
|                   | Z400000 - Z469869 |      |           |                   |
| UX42N             | Z320841 - Z399772 |      |           |                   |
|                   | Z400329 - Z469743 |      |           |                   |
| Tacoma            | 5TE               | 2008 | JU62N     | Z470196 - Z499500 |
|                   |                   |      |           | Z500104 - Z592508 |
|                   |                   |      | KU72N     | Z470201 - Z499388 |
|                   |                   |      |           | Z500216 - Z592453 |
|                   |                   |      | LU42N     | Z469991 - Z499273 |
|                   |                   |      |           | Z500336 - Z592675 |
|                   |                   |      | MU52N     | Z469870 - Z499999 |
|                   |                   |      |           | Z500000 - Z592635 |
|                   |                   |      | NX22N     | Z469871 - Z499898 |
|                   |                   |      |           | Z500255 - Z592426 |
|                   |                   |      | NX62N     | Z469873 - Z499818 |
|                   |                   |      |           | Z501067 - Z592203 |
|                   |                   |      | PX42N     | Z470165 - Z499997 |
|                   |                   |      |           | Z500013 - Z592599 |
|                   |                   |      | TU22N     | Z470218 - Z499567 |
|                   |                   |      |           | Z500035 - Z592582 |
|                   |                   |      | TU62N     | Z470195 - Z499577 |
|                   |                   |      |           | Z500029 - Z592581 |
|                   |                   |      | TX22N     | Z469874 - Z499971 |
|                   |                   |      |           | Z500912 - Z592319 |
|                   |                   |      | TX62N     | Z469875 - Z499819 |
| Z501075 - Z592204 |                   |      |           |                   |
| UU42N             | Z469872 - Z499335 |      |           |                   |
|                   | Z500273 - Z592689 |      |           |                   |
| UX42N             | Z470171 - Z499595 |      |           |                   |
|                   | Z500008 - Z592595 |      |           |                   |

Please note that only owners of the covered vehicles registered in that specific state will be notified. VINs registered within that specific state will be loaded simultaneously on TIS and Dealer Daily. If a dealer is contacted by an owner who has not yet received the notification, **please verify coverage by confirming through TIS.** Dealers should perform the procedure as outlined in the Technical Instructions located on TIS. **Not all vehicles in the VIN range are covered by this LSC.**



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## 5. Remedy Procedure

- If the frame passes Toyota's inspection criteria, refer to the CRC application Technical Instructions located on the C.L.E.A.N. Dealer website – <http://cleandealer.com>. Follow the **CRC Application** Support link located in the left bottom corner of the C.L.E.A.N Dealer webpage. Accessing and using this website will be similar to the procedure used in previous CRC campaigns. If you are having difficulty accessing or using the website, please contact the Environmental Health and Safety (EH&S) Hotline at (877) 572-4347.
- If the frame does not pass Toyota's inspection criteria, please refer to the supplement frame replacement Technical Instructions located on TIS.
- Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

## 6. Parts and Material Ordering

### **Corrosion-Resistant Compound (CRC) and Support Material Ordering:**

Please refer to the technical instructions located on the C.L.E.A.N. Dealer website (<http://cleandealer.com>) for part number and quantity information.

- 
- Please note that only dealers in the Cold Climate States will be able to order and receive CRC kits.
  - Verify vehicle eligibility by confirming through TIS prior to performing the repair.
  - Dealers that conduct LSC E0D on vehicles not covered under this program or in a state other than the Cold Climate States will not receive reimbursement.

The CRC application will entail sealing the frame with two different products. The Parker 712AM, a paraffin wax based product, will be applied inside the frame. Noxudol 300S will be applied to the external surfaces of the frame. Do not use the Noxudol® name and trademarks without the prior written consent of Soken Trade Inc. and Toyota Motor Sales, U.S.A., Inc.

Kits will be placed on Manual Allocation Control (MAC). While the CRC kits are on MAC, a representative from TMS Quality Compliance will review each order and, **if necessary**, contact the dealership's Parts Manager to verify the necessity of the order. This will ensure an adequate and balanced CRC inventory.

### ***Do not order these kits if your dealership is not located in one of the covered & launched states.***

If there are **special** circumstances where a dealer is having difficulty receiving its order, dealership associates may leave a voice message at: (310) 468-5516 or 1-800-233-3718, option 4, to research the order. The associate should provide the following information 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.

### **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.

- Go to <http://toyota-frame-parts-lookup.imagespm.info>
- **When first logging in, enter your dealer code and the default password; xxxxxx.** Upon logging in, the website will ask for you to reset the password and provide an email address.

*Note:*

- *This is a generic website that covers all campaigns where frame replacement may be necessary.*
- *Your dealership may have previously used this website under LSC D0D and may have updated the password.*
- Select the appropriate campaign.
- Enter the VIN and the correct part numbers to order will be displayed.
- Order parts through the Dealer Daily Parts System.
- ETAs for the parts will be available via the normal system.

***The website is for part(s) application reference only and will not order the part, nor will it confirm campaign applicability or completion status.***



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## 7. Tools and Equipment

Please refer to the appropriate Technical Instructions for a list of tools and equipment.

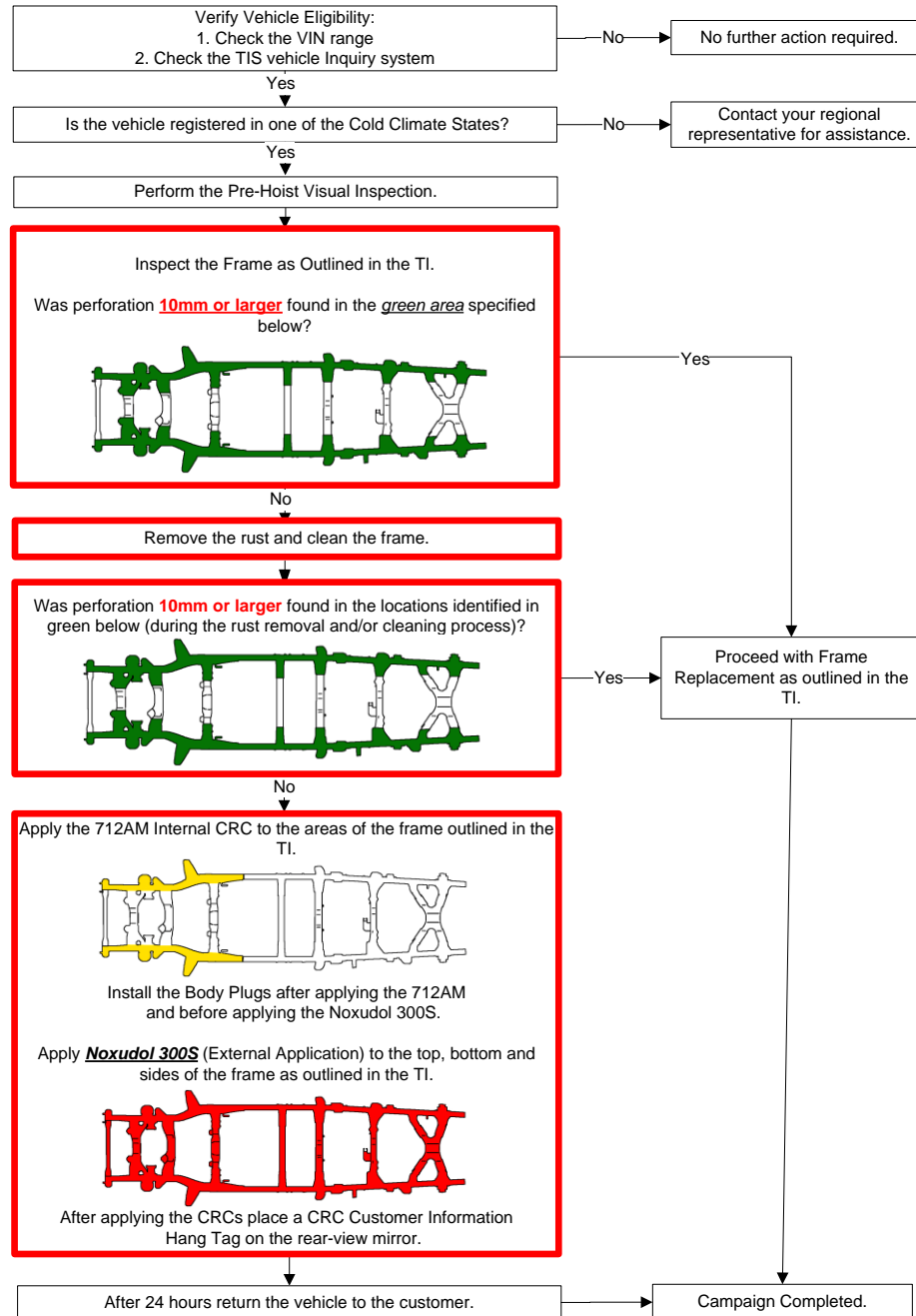
- CRC Application Stall Set Up TI
- CRC Application TI
- Spray Gun Maintenance / Storage TI
- Supplemental Frame Replacement TI

## 8. Before You Start

Carefully read the Campaign Dealer Information Packet (*provided during LSC D0D*) and supporting material even if your dealership has previously performed CRC application campaigns.

Before starting E0D all dealer associates involved with this campaign must be properly trained using the Dealer Information Packet, Quick Reference Guides and Technical Instructions. Training should be documented in the associate training log.

## 9. Warranty Processor Instructions



Only vehicles currently registered in the “**Cold Climate States**” are covered under LSC E0D (LSC expiration date **Mar 31, 2016**)  
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(Warranty Processor Instructions CONTINUED . . . )

**Important****Reminder****ONLY use the following Operation (Op.) Codes if your dealership is located in the Cold Climate States.****Important****Reminder****All other dealers will be debited for any claims using these Op. Codes.****Operation Codes:**

|                          | Limited Service Campaign | Op. Code | Frame Inspection | Remove Rust – Clean Frame<br>No Rust Perforation Found* | CRC Application<br>By Dealer | CRC Application<br>By Outside Shop | Frame Prep Incomplete<br>Rust Perforation Found* | (2WD) Frame Replacement By Dealer<br>Rust Perforation Found* | (4WD) Frame Replacement By Dealer<br>Rust Perforation Found* | (2WD) Frame Replacement By Outside<br>Shop – Rust Perforation Found* | (4WD) Frame Replacement By Outside<br>Shop – Rust Perforation Found* | Flat Rate Hour  |                 |
|--------------------------|--------------------------|----------|------------------|---|------------------------------|------------------------------------|--|--|--|--|--|-----------------|-----------------|
| 2005 – 2006<br>MY Tacoma | E0D                      | 3605G2   | ✓                | ✓   | ✓                            |                                    |  |  |  |  |  | 5.7 hr/vehicle  |                 |
|                          |                          | 3605G3   | ✓                | ✓   |                              | ✓                                  |  |  |  |  |  | 2.6 hr/vehicle  |                 |
|                          |                          | 3605G4   | ✓                |   |                              |                                    | ✓  | ✓  |  |  |  |                 | 40.0 hr/vehicle |
|                          |                          | 3605G5   | ✓                |   |                              |                                    | ✓  |  | ✓  |  |  |                 | 41.6 hr/vehicle |
|                          |                          | 3605GA   | ✓                |   |                              |                                    | ✓  |  |  | ✓  |  |                 | 1.8 hr/vehicle  |
|                          |                          | 3605GB   | ✓                |   |                              |                                    | ✓  |  |  |  | ✓  |                 | 1.8 hr/vehicle  |
| 2007 – 2008<br>MY Tacoma | E0D                      | 3605GM   | ✓                | ✓   | ✓                            |                                    |  |  |  |  |  | 4.7 hr/vehicle  |                 |
|                          |                          | 3605GN   | ✓                | ✓   |                              | ✓                                  |  |  |  |  |  | 1.6 hr/vehicle  |                 |
|                          |                          | 3605GR   | ✓                |   |                              |                                    | ✓  | ✓  |  |  |  |                 | 39.4 hr/vehicle |
|                          |                          | 3605GS   | ✓                |   |                              |                                    | ✓  |  | ✓  |  |  |                 | 41.0 hr/vehicle |
|                          |                          | 3605GX   | ✓                |   |                              |                                    | ✓  |  |  | ✓  |  |                 | 1.2 hr/vehicle  |
|                          |                          | 3605GZ   | ✓                |   |                              |                                    | ✓  |  |  |  | ✓  |                 | 1.2 hr/vehicle  |
| 2005 – 2008<br>MY Tacoma | E0D                      | 3605GC   | ✓                |   |                              |                                    |  | ✓  |  |  |  | 38.8 hr/vehicle |                 |
|                          |                          | 3605GD   | ✓                |   |                              |                                    |  |  | ✓  |  |  | 40.4 hr/vehicle |                 |
|                          |                          | 3605GE   | ✓                |   |                              |                                    |  |  |  | ✓  |  | 0.6 hr/vehicle  |                 |
|                          |                          | 3605GU   | ✓                |   |                              |                                    |  |  |  |  | ✓  | 0.6 hr/vehicle  |                 |

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

\*Based upon Toyota's inspection criteria



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(Warranty Processor Instructions CONTINUED . . . )

**Allowable Sublet for Limited Service Campaign E0D – CRC Application**

- **Rental Vehicle:** Use “RT” sublet type for Op. Code 3605G2, 3605G3, 3605GM, and 3605GN. During the CRC application, customers’ rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 2 days. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- **Sublet:** The sublet cost for Op. Code 3605G3 and 3605GN (CRC Application by an Outside Repair Shop) should be claimed under sublet type ‘YF’ using the following formula:

$$= \text{Maximum 3.1 Hours (for CRC Application)} \times \text{Dealer Hourly Rate}$$

(Under this Op. Code dealers are responsible for inspecting, removing rust, and cleaning the frame)

A maximum of \$250 per vehicle may also be claimed under sublet type ‘YG’ for the cost of transporting vehicles to an Independent or Dealer Body Shop for Op. Code 3605G3 and 3605GN

- **Materials/Supplies:** Use “YA” sublet type for Op. Code 3605G2 and 3605GM. A maximum of \$49/vehicle cost for preparation and application materials/supplies (fire-retardant poly sheeting (tarp), masks, tape, gloves, partitions, waste disposal, etc.) will be accepted.

**Allowable Sublet for Limited Service Campaign E0D – 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 3605GA (2WD)  | = Maximum 38.2 hours X Outside Repair Shop Rate |
| Op. Code 3605GE (2WD)  |   |
| Op. Code 3605GX (2WD)  |   |
| Op. Code 3605GB (4WD)  | = Maximum 39.8 hours X Outside Repair Shop Rate |
| Op. Code 3605GU (4WD)  |   |
| Op. Code 3605GZ (4WD)  |   |
| <ul style="list-style-type: none"> <li>• 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. Code 3605GA, 3605GE, 3605GX, 3605GB, 3605GU, and 3605GZ .</li> </ul> |   |

• **Rental Vehicles:**

| Op. Code | Description  | Sublet Amounts   | Sublet Type | DSPM Authorization |
|----------|--|--|-------------|--------------------|
| 3605GF   | Vehicle Rental 1-30 Days                           | Follow the Toyota Transportation Assistance Program (TTAP) Guidelines. | RT          | Not Required       |
| 3605GG   | 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 a total of 30 days, may be claimed. Additional time, up to a total of 60 days, may be claimed **only** with DSPM advance written authorization.

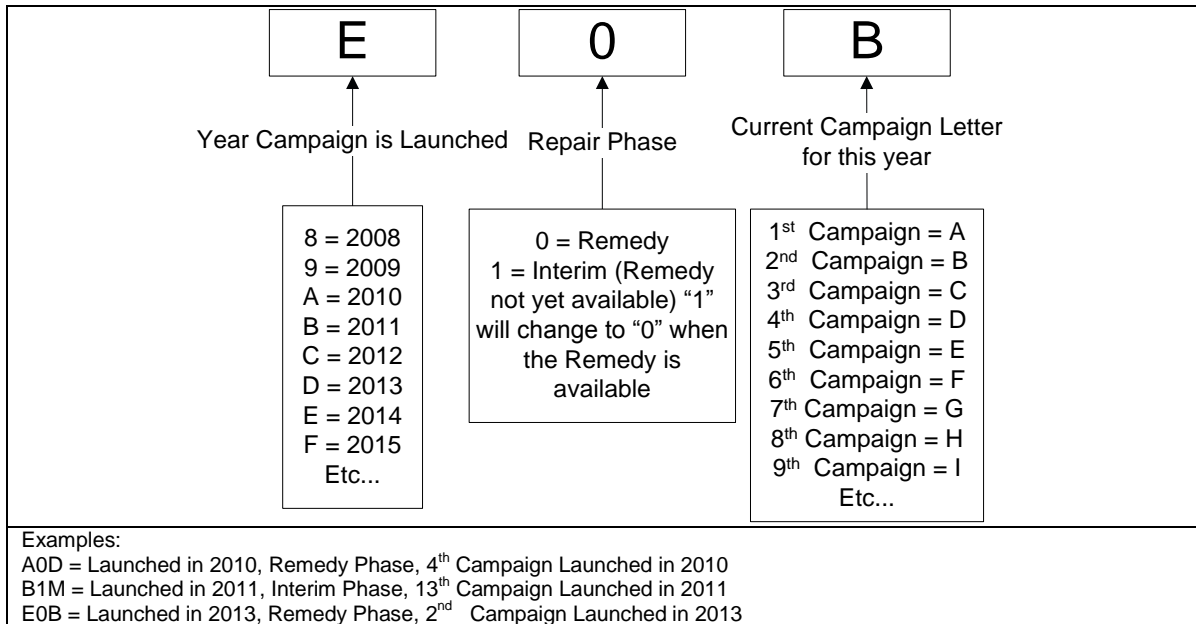
(Submit LSC claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.)



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## 10. Campaign Designation Decoder



## 11. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

## 12. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, 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 this number to customers)

## 13. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached 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.

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



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