

# TOYOTA

## PRODUCT SUPPORT DIVISION

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 Information

### INTEROFFICE MEMORANDUM

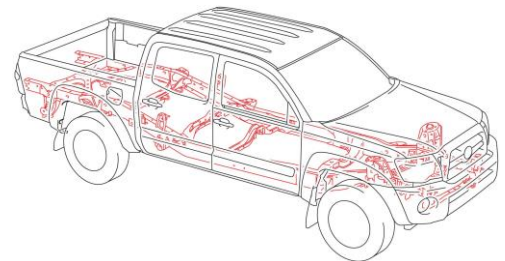
To: Toyota New York Region General Managers/Vice Presidents  
From: Bob Waltz,  
Group Vice President, Product Quality and Service Support  
Subject: Limited Service Campaign (LSC) E0D  
2005 through 2008 Model Year Tacoma Vehicles  
Corrosion-Resistant Compound (CRC) Application

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. Dealer Letter Mailing Date**

The attached dealer letter will be sent to all Toyota dealers:

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
TBD	CAT	Delaware, Maryland (D.C.), Pennsylvania, Virginia, West Virginia	TBD

**2. Owner Notification**

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

**3. 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

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

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

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

**5. Parts and Material Ordering**

Please refer to the Dealer letter for parts and material ordering specifics.

**6. Dealer/District Summary Reports**

We have enclosed the following Limited Service Campaign EOD Summary Reports in the Region, 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 Safety Recall.
- Dealer Summary Reports, containing the number of covered vehicles in each dealership’s primary marketing area.

**7. Media Contacts**

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. Please provide this contact to only media associates.)

**The attached Dealer Notification Letter contains additional details.**

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

Thank you for your cooperation.

