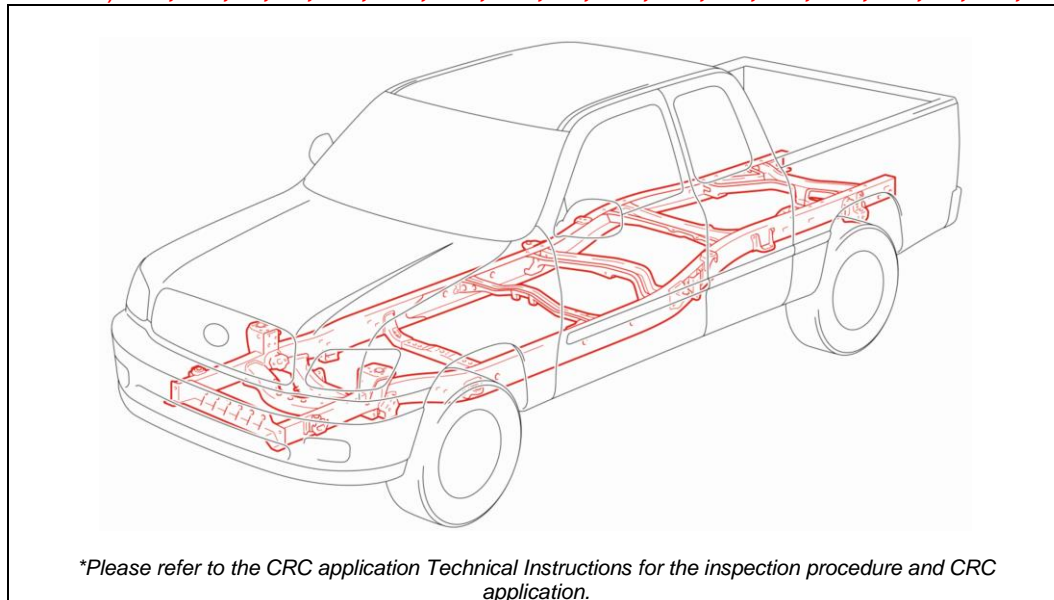


To: All Cold Climate States Toyota Dealer Principals, Service Manager, and Parts Managers

Subject: Limited Service Campaign (LSC) D0D
2004 through 2006 Model Year Tundra Vehicles
Corrosion-Resistant Compound (CRC) Application

Toyota will initiate a Limited Service Campaign (LSC D0D) to inspect and, based upon Toyota's inspection criteria, apply Corrosion-Resistant Compounds (CRC) to key areas of the frame assembly of certain 2004-2006 model year Tundra vehicles without significant rust perforation until **July 31, 2015**. 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**



D0D will be rolled out on a state-by-state basis, with the first states beginning in mid-August 2013.


Condition

- Toyota has received reports that certain 2004 through 2006 model year Tundra vehicles operated in specific cold climate areas 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 **July 31, 2015**, to have the inspection of the vehicle’s frame and the CRC application completed. If before the **July 31, 2015**, 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 July 31, 2015, 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 2 weeks after your state has been launched.

2. 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.

3. Vehicle Coverage

There are approximately **78,000** Tundra (certain 2004 – 2006 model year) vehicles covered by LSC D0D.

Model	WMI	Year	VIN Range		Model	WMI	Year	VIN Range		
			VDS	Range				VDS	Range	
Tundra	5TB	2004	BN441	S434011 - S436017	Tundra	5TB	2005	ET381	S457048 - S498158	
			BT441	S439036 - S456080				JT321	S447754 - S472168	
			BT481	S439615 - S456067				JU321	S442174 - S456319	
			DT441	S433661 - S466455				KT421	S446499 - S473525	
			DT481	S002453 - S003285				RT341	S447755 - S472174	
			DT481	S433659 - S466452				RT381	S450422 - S472171	
			ET341	S433660 - S462885				RU341	S442176 - S456314	
			ET381	S002454 - S003282				2006	BT441	S466644 - S487790
			ET381	S433659 - S462884					BT481	S473536 - S487734
			JN321	S436917 - S449757					DT441	S500582 - S555074
			KT421	S441761 - S455839					DT481	S501029 - S555073
			KT441	S439633 - S456072					ET341	S482156 - S562605
		RN341	S436916 - S449758	ET381			S498166 - S562572			
		RT341	S439161 - S456394	JT321			S472178 - S482450			
		RT381	S439739 - S456380	JU321			S451343 - S476212			
		2005	BT441	S450912 - S473532			KT421		S473533 - S485871	
			BT481	S447181 - S473524			RT341		S469683 - S483750	
			DT441	S450539 - S501952			RT381		S472181 - S483722	
			DT481	S449475 - S501948			RU341		S451531 - S484869	
			ET341	S447933 - S498161						

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.

A UIO state matrix is provided to inform your dealership of the number of affected vehicles in your state.

STATE	2004	2005	2006	TOTAL	STATE	2004	2005	2006	TOTAL
CT	680	677	796	2,153	NH	845	863	905	2,613
DE	169	195	246	610	NJ	1,107	1,056	1,350	3,513
IL	1,212	1,292	1,662	4,166	NY	1,797	2,020	2,493	6,310
IN	968	886	1,189	3,043	OH	1,494	1,458	2,101	5,053
KY	1,121	1,212	1,435	3,768	PA	2,152	2,469	2,953	7,574
MA	2,413	2,148	2,778	7,339	RI	329	235	302	866
MD	1,721	1,665	2,015	5,401	VA	3,027	3,087	3,485	9,599
ME	793	850	1,011	2,654	VT	581	461	611	1,653
MI	790	864	1,048	2,702	WI	1,099	1,174	1,848	4,121
MN	1,059	1,103	1,405	3,567	WV	512	480	652	1,644

4. 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 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 frame replacement Technical Instructions located on TIS.

- Verify vehicle eligibility by confirming through TIS prior to performing the repair.
- Dealers that conduct LSC D0D on vehicles not covered under this program **or** in a state other than the Cold Climate States **will not receive reimbursement**.

5. Parts and Material Ordering

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

The necessary CRC kits can be ordered through the chemical program provided by Dealer Tire (Complete Maintenance Care).

- The kits will be directly shipped from AMREP.
- Deliveries are only scheduled on business days. Saturday deliveries are not available.
- Allow 5 business days for order processing and shipping of the CRC kit(s) to your dealership.

Please note that only dealers in the Cold Climate States for which D0D has been launched will be able to order and receive CRC kits.

Model	Part No.	Part Description	Qty/Unit
Tundra	00289 -T00KT- DS	T00-Corros Res Kit (CRC Kit)	1
		<p>The kit above includes the following parts:</p> <p>Noxudol 300S – 3 Liters</p> <p>Parker 712AM – 1 Liters</p>	
<p>Material Safety Data Sheets (MSDS) can be located in the appendix of the CRC Application Technical Instructions</p>			

When Ordering CRC Kits Please Note:

- Each kit will contain the exact amount of CRC for one vehicle.
- The CRC kits listed will be drop-shipped from AMREP, not your local PDC. Do not order more than your immediate needs, as these materials are *not returnable or refundable*.
- Orders for CRC kits should be placed separately from orders of other drop ship chemicals.

(Continued →)



Only vehicles currently registered in the “Cold Climate States” are covered under LSC D0D (LSC expiration date **July 31, 2015**)
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 .

(Parts and Material Ordering CONTINUED . . .)

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 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.

The following support materials can be ordered through your dealer’s facing **PDC**:

Part Number	Part Description	Qty Required
90950-01824	Frame Body-Plug	2 per vehicle
90950-01539	Frame Body-Plug	2 per vehicle

The following support materials can be ordered through the **MDC**:

Part Number	Part Description	Qty Required
00411-11004	Corrosion-Resistant Compound Customer Information Hang Tag*	1 per vehicle
00411-11005	Foam Plug Kit	1 per vehicle
00411-13003	Laminated Quick Reference Guide for the Corrosion-Resistant Compound Campaign (D0D) (Included in each Service Manager Package)	As needed
00411-13004	ASM Reference Guide – CRC Campaign	As needed

* Additional CRC Customer Information Hang Tags can be ordered in packages of 50 through the MDC.

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; xxxxx.** Upon logging in, the website will ask for you to reset the password and provide an email address.
- 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.

6. Tools and Equipment

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

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



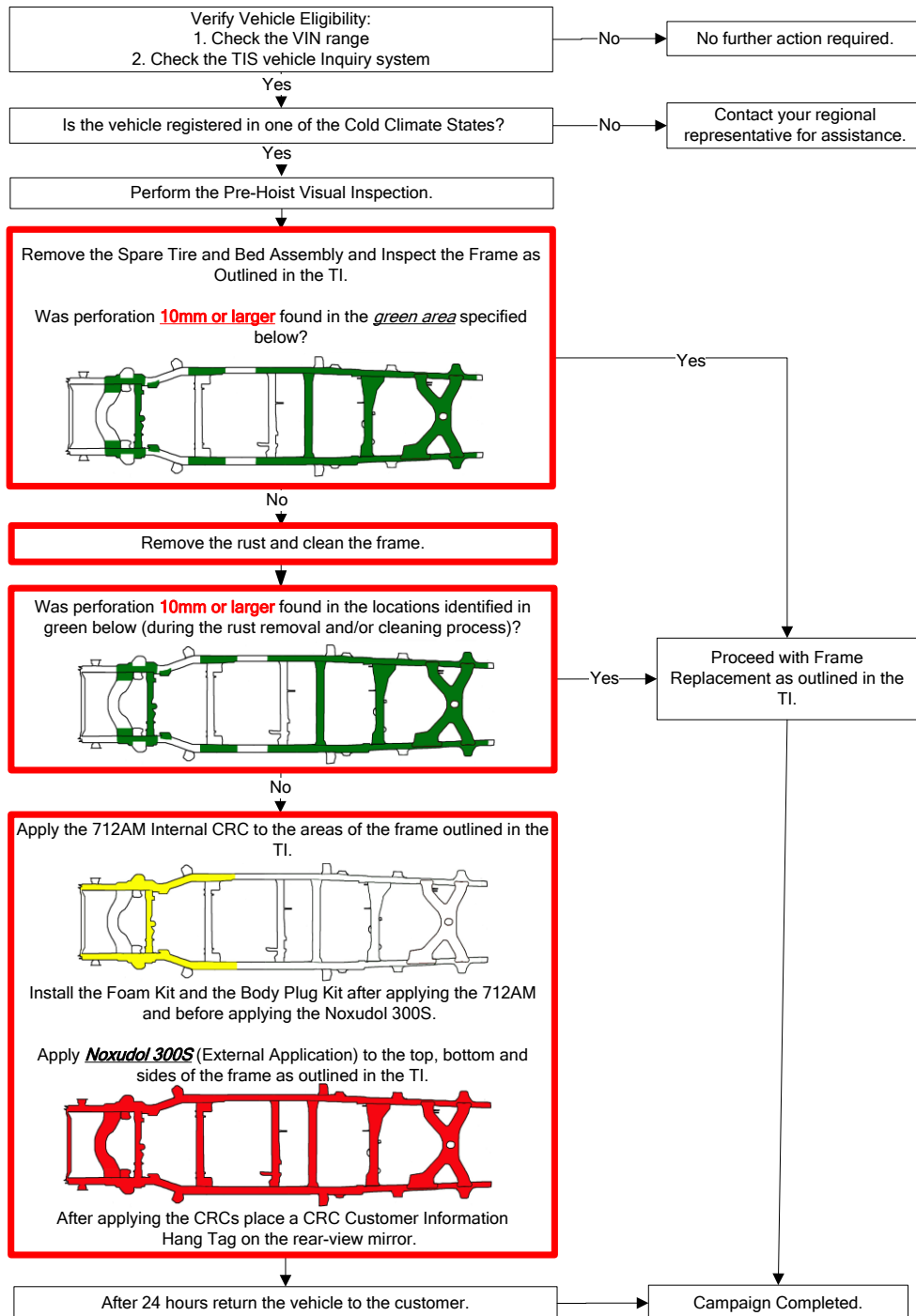
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7. Before You Start

Carefully read the Campaign Dealer Information Packet and supporting material even if your dealership has previously performed CRC application campaigns.

Before starting D0D 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.

8. Warranty Processor Instructions



Only vehicles currently registered in the “Cold Climate States” are covered under LSC D0D (LSC expiration date **July 31, 2015**)
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(Warranty Processor Instructions CONTINUED . . .)



ONLY use the following Operation (Op.) Codes if your dealership is located in the Cold Climate States.



All other dealers will be debited for any claims using these Op. Codes.

Operation Codes:

Limited Service Campaign	Op. Code	Frame Inspection	Remove Bed for Rust Cleaning	Remove Rust – Clean Frame No Rust Perforation Found*	CRC Application By Dealer	CRC Application By Outside Shop	Frame Prep Incomplete Rust Perforation Found*	(2WD) Frame Replacement By Dealer Rust Perforation Found*	(4WD) Frame Replacement By Dealer Rust Perforation Found*	(2WD) Frame Replacement By Outside Shop – Rust Perforation Found*	(4WD) Frame Replacement By Outside Shop – Rust Perforation Found*	Flat Rate Hour
D0D	3628C2	✓	✓	✓	✓							8.2 hr/vehicle
	3628C3	✓	✓	✓		✓						5.3 hr/vehicle
	3628C4	✓	✓				✓	✓				41.6 hr/vehicle
	3628C5	✓	✓				✓		✓			43.6 hr/vehicle
	3628CA	✓	✓				✓			✓		4.8 hr/vehicle
	3628CB	✓	✓				✓				✓	4.8 hr/vehicle
	3628CC	✓	✓					✓				40.6 hr/vehicle
	3628CD	✓	✓						✓			42.6 hr/vehicle
	3628CE	✓	✓							✓		3.8 hr/vehicle
	3628CU	✓	✓								✓	3.8 hr/vehicle

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

* Based upon Toyota’s inspection criteria

Allowable Sublet for Limited Service Campaign D0D – CRC Application

- **Rental Vehicle:** Use “RT” sublet type for Op. Code 3628C2 and 3628C3. During the CRC application, customers’ rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 3 days. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- **Sublet:** The sublet cost for Op. Code 3628C3 (CRC Application by an Outside Repair Shop) should be claimed under sublet type ‘YF’ using the following formula:

$$= \text{Maximum 2.9 Hours (for CRC Application)} \times \text{Dealer Hourly Rate}$$

(Under this Op. Code dealers are responsible for removing the bed, 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 3628C3
- **Materials/Supplies:** Use “YA” sublet type for Op. Code 3628C2. 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.



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(Warranty Processor Instructions CONTINUED . . .)

Allowable Sublet for Limited Service Campaign D0D – 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 3628CA (2WD)	= Maximum 36.8 hours X Outside Repair Shop Rate
Op. Code 3628CE (2WD)	
Op. Code 3628CB (4WD)	= Maximum 38.8 hours X Outside Repair Shop Rate
Op. Code 3628CU (4WD)	
<ul style="list-style-type: none"> • 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 3628CA, 3628CE, 3628CB, and 3628CU. 	

- **Rental Vehicles:**

Op. Code	Description	Sublet Amounts	Sublet Type	DSPM Authorization
3628CF	Vehicle Rental 1-30 Days	Follow the Toyota Transportation Assistance Program (TTAP) Guidelines.	RT	Not Required
3628CG	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.)

9. Customer Handling

Please consider this campaign an opportunity to assure customers that Toyota is focused on their satisfaction. Customers who receive the owner notification may contact your dealership with questions regarding the letter and/or campaign remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

- Customers with additional questions or concerns should be instructed to please contact the Toyota Customer Experience Center (1-888-270-9371).
- If a customer has previously paid for repairs of their Tundra frame for this specific condition during the applicable period, please contact the Toyota Customer Assistance Center at 1-888-270-9371.

10. Media Contacts

For News media inquiries only:

Due to the nature of this LSC, 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 these numbers to customers or call if you are a dealer associate. Please provide these contacts to media associates only.)

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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