TOYOTA

PRODUCT SUPPORT DIVISION

Volume: XIX
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Date: June 23, 2014
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INTEROFFICE MEMORANDUM

To: Toyota Cincinnati Region General Managers/Vice Presidents

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

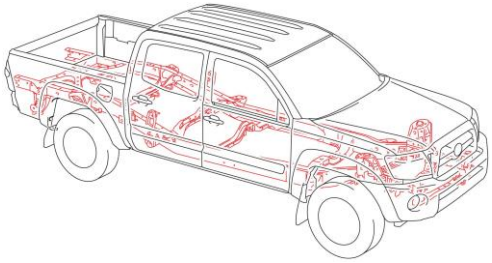
Subject: Limited Service Campaign (LSC) E0D
2005 through 2008 Model Year Tacoma Vehicles
Corrosion-Resistant Compound (CRC) Application

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.

STOP

*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
TBD	Chicago	Illinois, Indiana, Minnesota, Wisconsin	TBD
	CAT	Delaware, Maryland (D.C.), Pennsylvania, Virginia, West Virginia	
	New York	Connecticut, New Jersey, New York	

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 E0D.

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 E0D 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.

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

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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.
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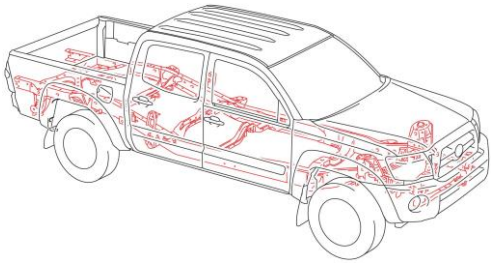


Limited Service Campaign (LSC) Remedy

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.

STOP

*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
TBD	Chicago	Illinois, Indiana, Minnesota, Wisconsin	TBD
	CAT	Delaware, Maryland (D.C.), Pennsylvania, Virginia, West Virginia	
	New York	Connecticut, New Jersey, New York	

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	
			VDS	Range
Tacoma	3TM	2005	JU62N	M001038 - M008091
			KU72N	M001035 - M004841
			LU42N	M001025 - M002890
			MU52N	M001026 - M001900
		2006	JU62N	M007884 - M028771
			KU72N	M004775 - M010145
			LU42N	M002891 - M008847
			MU52N	M001878 - M003617
		2007	JU62N	M028772 - M049700
			KU72N	M010029 - M013697
			LU42N	M008667 - M013600
			MU52N	M003618 - M005093
		2008	JU62N	M049701 - M070800
			KU72N	M013698 - M017962
			LU42N	M013601 - M020109
			MU52N	M005056 - M007830

Model	WMI	Year	VIN Range	
			VDS	Range
Tacoma	5TE	2005	JU62N	Z001028 - Z099997
				Z100011 - Z144893
			KU72N	Z001030 - Z099998
				Z100007 - Z144860
			LU42N	Z001003 - Z099999
				Z100003 - Z144901
			MU52N	Z001010 - Z099986
				Z100000 - Z144881
			NX22N	Z001023 - Z099994
				Z100030 - Z144884
			NX62N	Z001659 - Z099610
				Z100147 - Z144755
			PX42N	Z001187 - Z099909
				Z100855 - Z144724
			TU22N	Z001007 - Z099765
				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

(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

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.***

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

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.

STOP

- Please note that only dealers in the Cold Climate States for which E0D has been launched will be able to order and receive CRC kits ***(Currently KY, MA, ME, MI, NH, OH, RI, & VT)***.
- 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. (Currently KY, MA, ME, MI, NH, OH, RI, & VT)***.

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; xxxxx.** 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.

7. Tools and Equipment

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

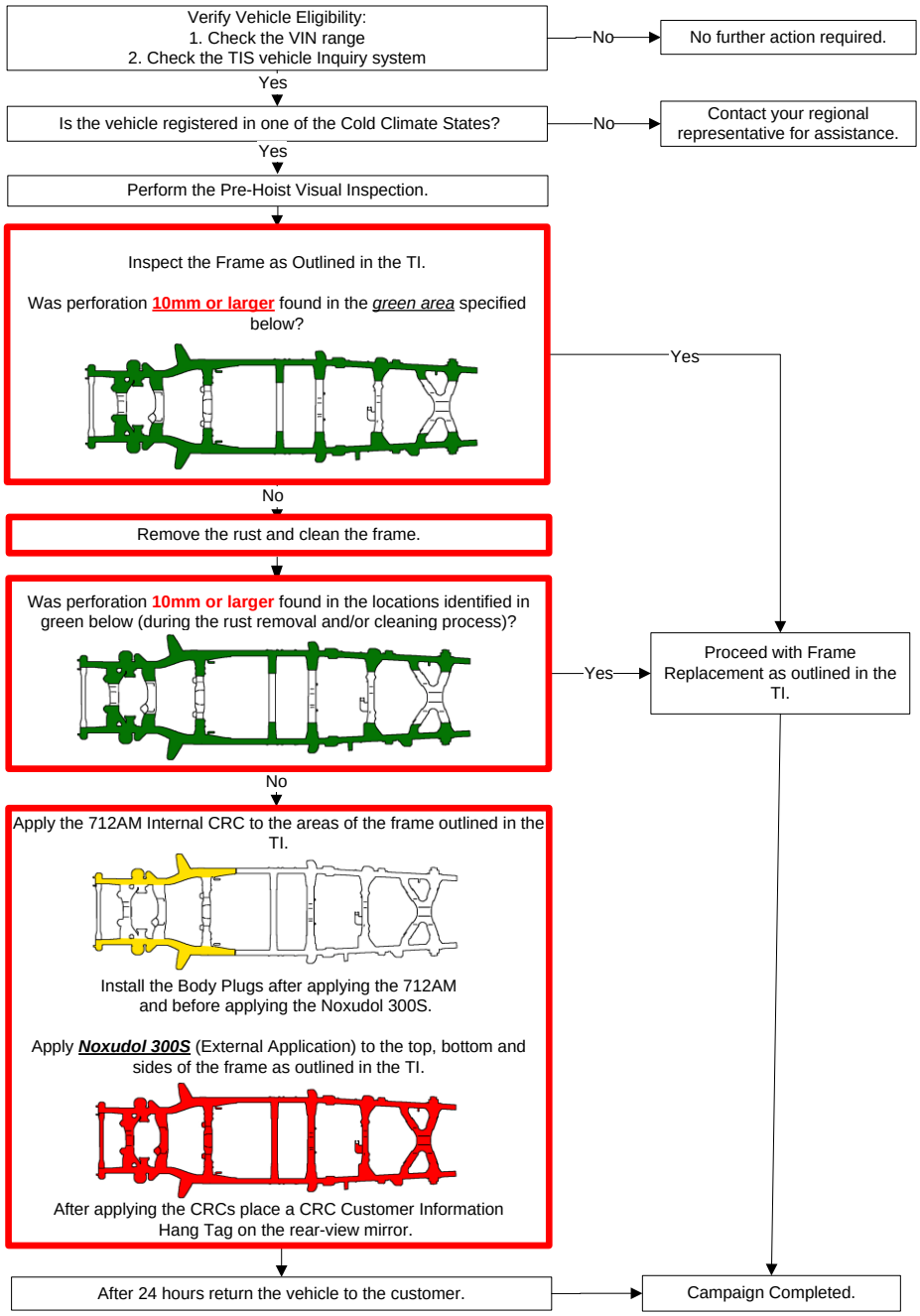
- CRC Application Stall Set Up TI
- Spray Gun Maintenance / Storage TI
- CRC Application TI
- Supplemental Frame Replacement TI

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



STOP

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 .*

(Warranty Processor Instructions CONTINUED . . .)

Important ! Reminder

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.

Important ! Reminder

Operation Codes:

	Limited Service Campaign	Op. Code	Frame Inspection	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
2005 – 2006 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 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 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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***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 .*

(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:

  = Maximum 3.1 Hours (for CRC Application) X 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:

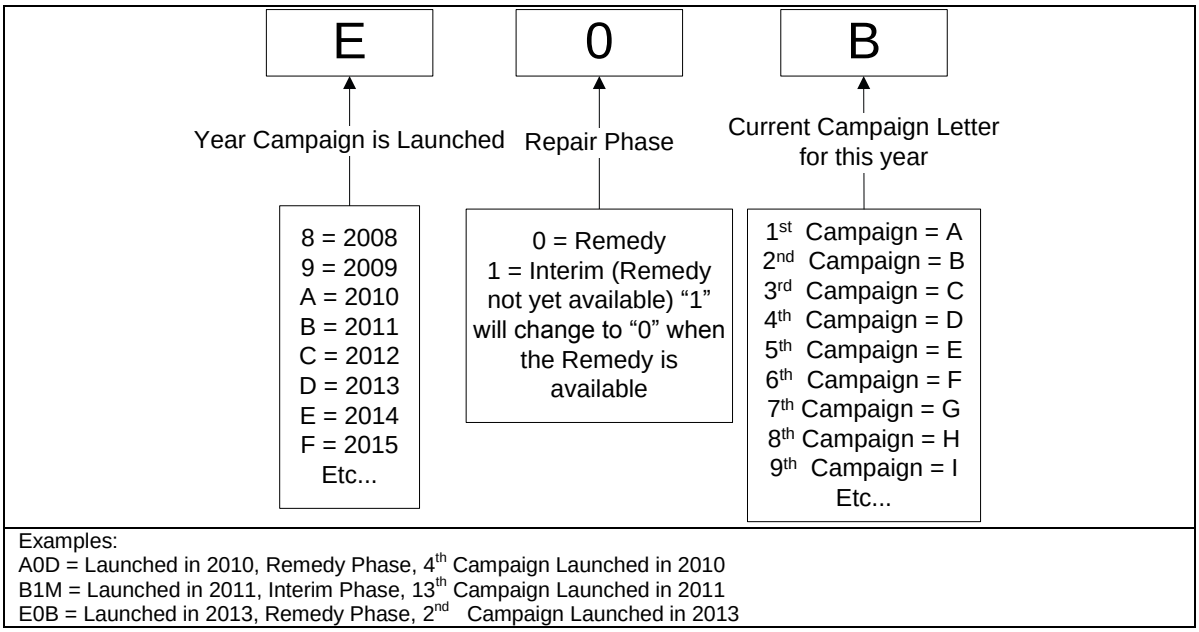
Description	Sublet Amounts
Op. Code 3605GA (2WD)	*= Maximum 38.2 hours X Outside Repair Shop Rate*
Op. Code 3605GE (2WD)	
Op. Code 3605GX (2WD)	
Op. Code 3605GB (4WD)	*= Maximum 39.8 hours X Outside Repair Shop Rate*
Op. Code 3605GU (4WD)	
Op. Code 3605GZ (4WD)	
• A maximum of $250 per vehicle may be 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 **.**	

- **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.)

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.