Wayne Hutchinson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance

May 19, 2014
Approved By: Bob Waltz

To: All Toyota Dealers Participating in the Corrosion-Resistant Compound Frame Campaign Located in the 20 Cold Climate States

From: Product Quality and Service Support

Update to the Packaging Instructions:
"Make a copy of the bill of lading for the dealership to keep on file and provide the original bill of lading to the carrier."

Excessively Separated (Unusable) 712AM Dealer Stock Return
********URGENT********

Last fall TMS received information that some 712AM Corrosion Resistant Compound (CRC) used for frame application may have excessively separated. The separation condition renders that material unusable and is caused by aged inventory. We have obtained new 712AM CRC material and prepared new kits for use with Limited Service Campaigns C0D and D0D.

The unusable 712AM product in your dealership inventory should be returned following the procedure below.

Return Process:

1. Locate all 712AM in your dealer's inventory with the following lot numbers:
   - 110101
   - 111101
   - 111201
   - 120201
   - 120301
   - 120302
   - 120401
   - 120402

Note:
- *Due to an inventory error, some kits supplied during 2014 may also contain the unusable 712AM. Please check **all** of the following kits in your inventory for the above lot numbers: **00289-T00KT-DS and 00289-S00KT-DS.***

2. ***By May 21, 2014,*** each Dealer will be sent (by UPS) return-kits (***Part Number TMS-COR-A***) for packaging the unusable 712AM material. ***Kits sent to your dealer will be addressed to the Parts Manager and marked with a fluorescent label containing the wording "712AM Return-Kits".***
   a. Each return-kit will contain: 1 fiberboard box, 2 clear tape strips, 1 plastic bag, 2 grey absorbent sheets, 6 red sealing tape, 1 zip tie, shipping labels, and Bill of Lading.
   b. Return-kits will be distributed based on the number of liters Toyota shows to be in your dealer's inventory. Based upon our records, a dealership which does not have affected liters in stock will not receive a return-kit. If you determine your dealership needs a return-kit, please reference the note under 5a.

3. Follow the attached Standard Operating Procedure (SOP).
   a) Only return full, one liter bottles of 712AM (identified in step 1).
   b) Record the total bottle count for your reference.

Note:
- ***Do not return complete CRC kits or bottles of Noxudol 300S.***
- *Returned bottles of Noxudol 300S will not be reimbursed.*
- *Dealers may be debited for the transportation and disposal fees incurred for returned Noxudol 300S.*

4. Once the return packaging process is complete, ship the return-kit via FedEx.

5. Replacement 712AM will be shipped directly to you within 2 weeks.
   a) The quantity of replacement bottles provided back to your dealership will be based on the count returned.

Note:
- *If additional return-kits (Part Number TMS-COR-A) are needed or if you have any further questions regarding the 712AM return date, contact PQ&SS at 1-800-233-3718, option 4 or at quality_compliance@toyota.com*

We apologize for any inconvenience the excessively separated 712AM may have caused you.
Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

CORROSION RESISTANT COMPOUND (712AM) PACKING INSTRUCTION – Kit TMS-COR-A

1. Using the clear tape strip (provided), assemble the fiberboard box (provided). Damaged or used packaging may not be used.

2. Place the plastic bag (provided) in the bottom of the box. Place one of the Grey Absorbent Sheets (provided) at the bottom of the plastic bag. If necessary fold the sheet to fit the box.

3. Ensure that the cap on every bottle is closed firmly. Hand-tight is sufficient. Do not use a wrench to tighten. Apply the red sealing tape (provided) around the circumference of the cap on each bottle.

4. Place the bottles inside the plastic bag, inside the box. Add additional cushioning if need. Place one of the Grey Absorbent pads (provided) on top of the bottles. Seal bag using the zip tie (provided). (Do NOT put more than six (6) bottles in each box.)

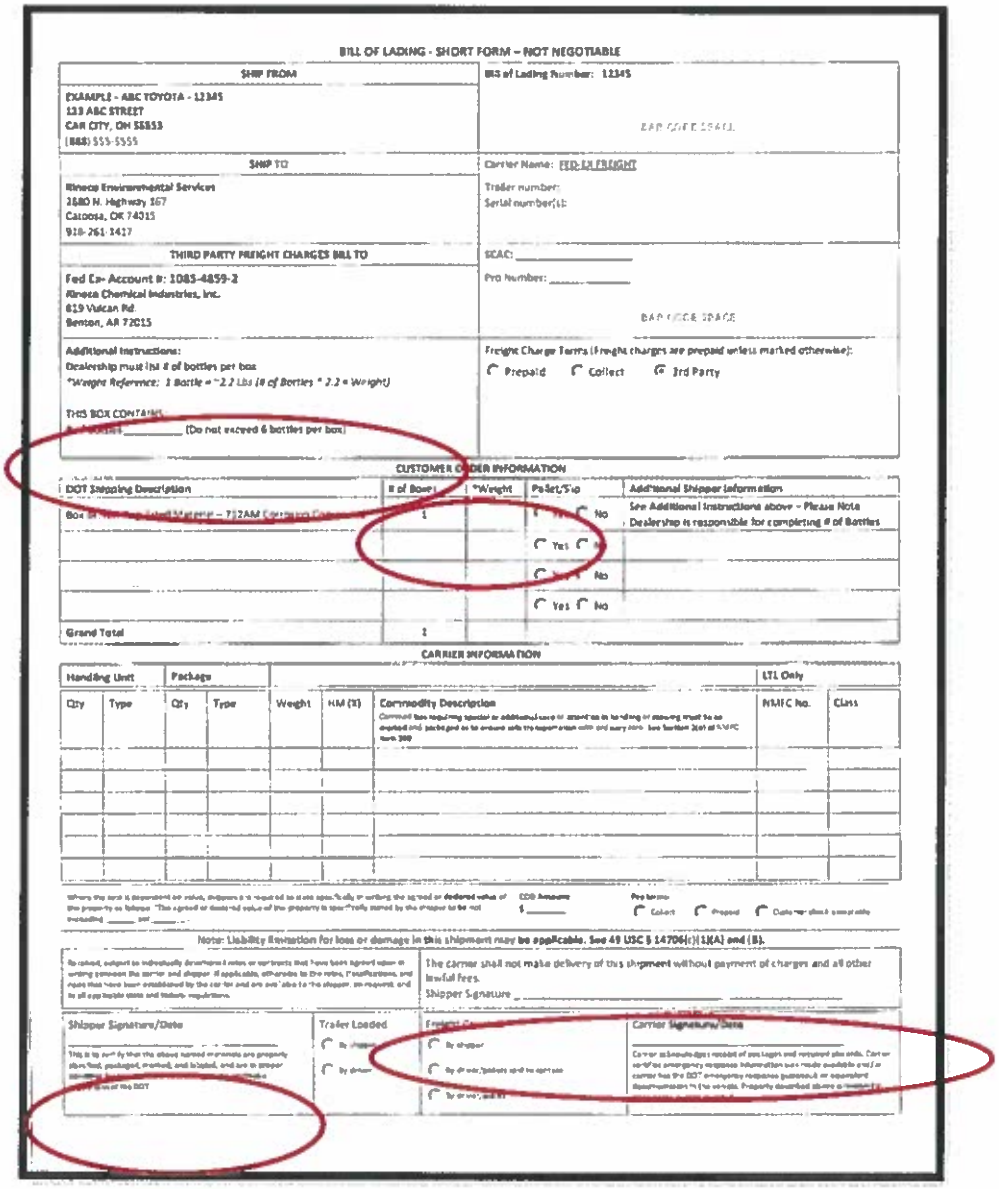
5. Close and secure the box with the clear tape strips (provided). Making sure the tape does not obstruct the Orientation arrow labels.

6. Place the FedEx Ground Shipping Label (provided) with the Ship To/Ship From information on the top of the box. Make sure it does not overlap any of the sides.

7. Complete the Bill of Lading (provided) with the following information.
   - In the fourth box on the left side of the documentation, write in the number of bottles being shipped. Do NOT put more than six (6) bottles per box.
   - For the Section titled "Customer Order Information", write in the number of boxes and the weight. The weight can be calculated by multiplying the number of bottles by 2.2 pounds.
   - Sign and date the document at the bottom under "Shipper Signature/Date".
   - Also sign on the right side where indicated below.
8. Make a copy of the bill of lading for the dealership to keep on file and provide the original bill of lading to the carrier.

See Below

Bill of Lading



BILL OF LADING - SHORT FORM – NOT NEGOTIABLE

SHIP FROM

EXAMPLE - ABC TOYOTA - 12345
123 ABC STREET
CAR CITY, OH 55555
(888) 555-5555

Bill of Lading Number: 12345

SHIP TO

Rineco Environmental Services
2680 N. Highway 167
Catoosa, OK 74015
918-261-1417

Carrier Name: FED EX FREIGHT

Trailer number:
Serial number(s):

THIRD PARTY FREIGHT CHARGES BILL TO

Fed Ex Account #: 1085-4859-2
Rineco Chemical Industries, Inc.
619 Vulcan Rd
Benton, AR 72015

SCAC: _____
Pro Number: _____

Additional Instructions:
Dealership must list # of bottles per box
*Weight Reference: 1 Bottle = ~2.2 Lbs (# of Bottles * 2.2 = Weight)

THIS BOX CONTAINS:
_____ (Do not exceed 6 bottles per box)

Freight Charge Terms (Freight charges are prepaid unless marked otherwise):
Prepaid Collect 3rd Party

CUSTOMER ORDER INFORMATION

DOT Shipping Description	# of Boxes	*Weight	Pallet, Slip	Additional Shipper Information
Box [illegible] – 7:12AM Eastern Time	1		No	See Additional Instructions above – Please Note Dealership is responsible for completing # of Bottles
			Yes No	
			No	
			Yes No	
Grand Total	1			

CARRIER INFORMATION

Handling Unit Qty	Handling Unit Type	Package Qty	Package Type	Weight	HM (X)	Commodity Description	LTL Only NMFC No.	LTL Only Class

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____."

COD Amount: $ _____

Fee terms: Collect Prepaid Customer check acceptable

Note: Liability limitation for loss or damage in this shipment may be applicable. See 49 USC § 14706(c)(1)(A) and (B).

The carrier shall not make delivery of this shipment without payment of charges and all other lawful fees.
Shipper Signature _____

Shipper Signature/Date

This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT

Trailer Loaded
By shipper
By driver

Freight Counted
By shipper
By driver/pallets said to contain
By driver/pieces

Carrier Signature/Date

Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received

Questions? Please contact ShipMate at +1 (310)-370-3600