

**Limited Service Campaign DSD**  
**Certain 2004 through 2006 Model Year Tundra Vehicles - Frame Inspection**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to announce a Limited Service Campaign Program, which includes your vehicle.

**What is the 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. 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.

**What is included in this Limited Service Campaign?**

If you believe your vehicle has been operated in cold climate regions of the United States where high road salt is frequently used, any authorized Toyota Dealer will inspect your vehicle's frame for excessive corrosion\*.

***The Limited Service Campaign covers remedy cost for perforation of the vehicle's frame caused by rust corrosion with no mileage limitations until 07/31/2015*** (your vehicle must be inspected by this date).

You must have your vehicle inspected by a participating Toyota Dealership no later than **July 31, 2015**. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the **July 31, 2015**, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign on your vehicle.

Vehicles currently registered in the following states, as well as the U.S. territories, will receive this offer: **AL, AK, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, WA, UT, WY.**

**\*Please see your Toyota dealership for further details.**

**How do you take advantage of this Limited Service Campaign?**

If you believe your vehicle has been operated in cold climate regions of the United States where high road salt is frequently used and/or if you have a concern that your vehicle's frame may have more-than-normal corrosion, please contact your authorized Toyota dealer and make an appointment to have your vehicle's frame inspected completed **by 07/31/2015**. The inspection will take approximately 30 minutes.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet.

***This program is intended for individual customer support and only applies to work performed at an authorized Toyota dealership.***

**What if you have other questions?**

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

**What if you have previously paid for repairs for this condition?**

If you have previously paid for repairs related to this condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6 – 8 weeks for processing:

Toyota Motor Sales, USA, Inc.  
Toyota Customer Experience WC10  
19001 South Western Avenue  
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required document and submission details*

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information. If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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

Sample

**Limited Service Campaign  
Reimbursement Checklist**

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
      1. Why was the vehicle brought into the repair facility?
      2. What was the repair facility's diagnosis?
      3. What did the repair facility do to correct the concern?
  
- Proof-of-Payment
  - Only the following items are valid proof-of-payment
    - Copy of a cancelled check
    - Copy of a signed credit card receipt
    - Copy of a credit card statement
    - (If paid by cash) Letter from repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash
  
- Proof-of-Ownership
  - Only the following items are valid proof-of-ownership
    - Copy of the Bill of Sale
    - Copy of the Title
  
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Campaign launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Campaign prior to reimbursement consideration.