

**Certain 2005 through 2008 Model Year Tacoma Vehicles
Frame Inspection
Limited Service Campaign**

[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 is announcing a Limited Service Campaign Program, which includes your vehicle.

What is the condition?

Toyota has received reports that certain 2005 through 2008 model year Tacoma vehicles operated in specific cold climate areas with high road salt use 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 03/31/2016 (your vehicle must be inspected by this date).

You must have your vehicle inspected by a participating Toyota Dealership no later than **March 31, 2016**. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the **March 31, 2016**, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign on your vehicle.

Note: The frame is not stocked at the Toyota dealer or Toyota parts distribution centers, but are built to order by a supplier and shipped directly to the dealer. Lead time for these frames can vary based on demand and dealer geographical location.

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 March 31, 2016**. 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.

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to have the campaign completed. However, Toyota will be rolling this campaign out on a state by state basis and a received owner letter will help ensure the participating dealerships in your state have finalized the necessary preparations.

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.
- 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 to address this specific condition, please mail all required paperwork* to the following address for reimbursement consideration and allow 6-8 weeks for processing:

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

** Please refer to the attached Reimbursement Checklist for required paperwork 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. 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.

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.