

CSV - Certain 2001 through 2004 Model Year Toyota Tacoma Vehicles
Excessive Corrosion of the Spare Tire Carrier Lift Plate
LIMITED SERVICE CAMPAIGN NOTICE

[VIN]

CSC-10058414-5075

Dear Toyota Tacoma 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 certain 2001 through 2004 model year Tacoma vehicles.

What is the condition?

On 2001-2004 model year Tacoma vehicles, prolonged exposure to road salts and other environmental factors could cause the Spare Tire Carrier Lift Plate to corrode. In limited cases, the lift plate may excessively corrode and break resulting in detachment of the spare tire from the vehicle.

This condition is most likely to affect certain 2001-2004 model year Tacoma vehicles operated in cold climate areas with high road salt use. Toyota has initiated a Safety Recall in the cold climate areas. This Limited Service Campaign covers vehicles in other areas.

What is included in the Limited Service Campaign

If you believe your vehicle has been or will be operated in cold climate areas where road salt is frequently used, any authorized Toyota Dealer will inspect your vehicle's spare tire carrier lift plate. Based on the results of the inspection and Toyota's inspection criteria, the spare tire carrier will be replaced at **no charge** to you.

As an additional measure of confidence, an authorized Toyota dealer will also perform a functional test of the spare tire carrier to ensure proper operation. The functional test will also be performed at **no charge** to you.

This Limited Service Campaign will be available until January 31, 2017, and will only be available at an authorized Toyota Dealer.

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. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact an authorized Toyota dealer and make an appointment to have your vehicle inspected before **January 31, 2017**.

The inspection of the spare tire carrier lift plate will take approximately 10 minutes. If the dealer determines the spare tire carrier requires replacement, the repair will take approximately 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

This program is intended for individual customer support and only applies to warranty 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 the repair.

- 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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific 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 paperwork details.

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