

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

[VIN]

CSC-10058681-4896

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.
- 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. 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.



Limited Service Campaign DSD (FAQ)
 Certain 2004 - 2006 Tundra Vehicles
 Excessive Corrosion to the Vehicle's Frame

Frequently Asked Questions

Published mid-January 2015

In August 2013 Toyota announced a Limited Service Campaign (LSC D0D) for certain 2004-2006 model year Toyota Tundra vehicles currently registered in specific cold climate areas with high road salt usage (Cold Climate States*). Toyota is now announcing LSC DSD to also support owners of vehicles that are not registered in Cold Climate States but believe their vehicle has been operated in cold climate regions where high road salt is frequently used and/or customers with concerns that their vehicle's frame has more-than-normal corrosion.

Q1: What is the condition?

A1: 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.

Q2: What is the cause of this condition?

A2: The frames in some number of 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 rust corrosion in the frames 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.

Q3: What states are covered by Limited Service Campaign (LSC) DSD?

A3: Vehicles currently registered in the following states and the U.S.A. Territories will be covered by this offer:
AK, AL, 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, UT, WA, and WY

Q3a: Why are only 30 states involved in LSC DSD?

A3a Toyota has previously launched a separate LSC (D0D) in the other 20 states (Cold Climate States*). Toyota has determined that vehicles currently registered in the Cold Climate States are more likely to experience the conditions that are primary factors in producing excess corrosion to the frame.

***CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV**

In order to support customers in the remaining 30 states, who believe their 2004-2006 model year Tundra vehicles have been operated in cold climate regions of the United States where high road salt is frequently used, Toyota is announcing this LSC.

Q4: Which and how many vehicles are covered by this LSC?

A4: There are approximately 311,000 Tundra (2004 – 2006 model year) vehicles covered by LSC DSD.

Model	Model Year	Production Range	Appx. UIO
Tundra	2004-2006	Sep. 12, 2003 – Jan. 2, 2007	311,000

Q5: What is Toyota going to do?

A5: In mid-January 2015, Toyota will notify owners of covered vehicles by first class mail. If you believe your vehicle has been operated in cold climate regions of the United States where high road salt is frequently used, you may obtain an inspection at **no charge** until **July 31, 2015**, if you so desire.



If a Toyota dealership determines that your vehicle's frame has significant rust perforation before the **July 31, 2015**, expiration date, the dealer will have an additional 3 months to perform the appropriate repairs. Please schedule an appointment well in advance of the **July, 31, 2015**, expiration date to ensure sufficient time to complete this LSC.*

Please note: All vehicles must have the campaign completed and claims filed by the deadlines outlined above.

** Per Toyota's Inspection Criteria*

Q5a: How does Toyota obtain my mailing information?

A5a: Toyota uses an industry provider who works with each state Department of Motor Vehicles (DMV) to receive registration or title information. Please make sure your registration or title information is correct.

Q6: What should I do?

A6: If you believe your vehicle has been operated in cold climate regions of the United States where high road salt is frequently used, please contact any authorized Toyota dealer and schedule an appointment to have the vehicle inspected before **July 31, 2015**.

Q7: How long will the inspection take?

A7: The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7a: What if the vehicle's frame fails Toyota's inspection criteria; how long will the repair take?

A7a: The frame replacement will take approximately 40-45 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: When will this Limited Service Campaign expire?

A8: This Limited Service Campaign will be offered until **July 31, 2015**. All applicable repairs must also be **completed** by this date.

Q9: What if I have previously paid for repairs related to this campaign?

A9: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q10: What if I have additional questions or concerns?

A10: Customer satisfaction is very important to Toyota. If you have additional questions or concerns, please contact the Toyota Customer Experience Center 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.