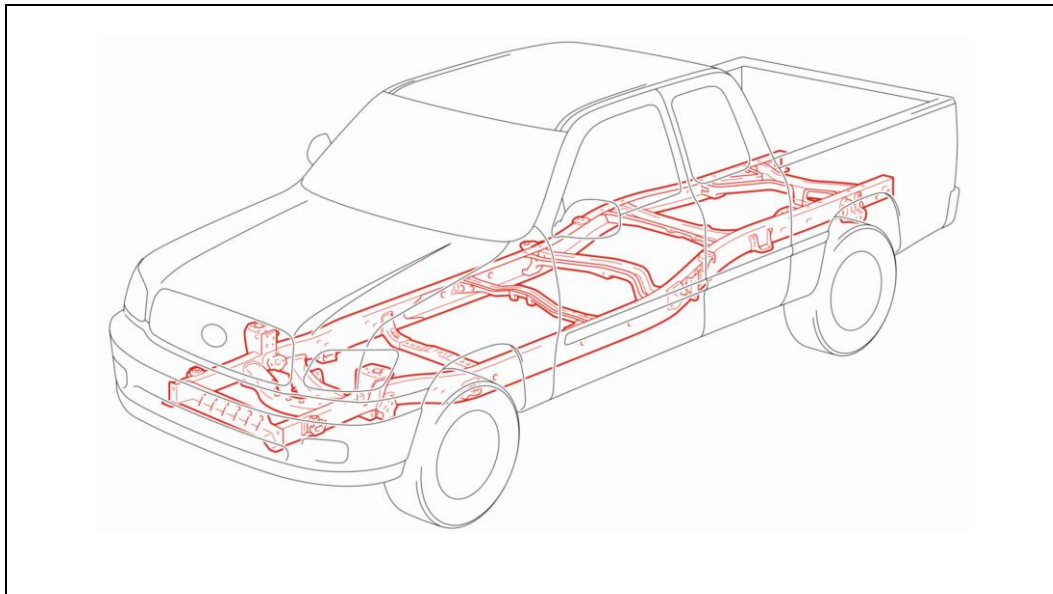


To: All Toyota Dealer Principals, Service Manager, and Parts Managers (located in AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY)

Subject: Limited Service Campaign (LSC) DSD
2004 through 2006 Model Year Tundra Vehicles
Frame Inspection

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.

LSC DSD covers vehicles **currently registered** in the following states: **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.**



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.

Limited Service Campaign (LSC) Remedy

If a customer believes his/her vehicle has been operated in cold climate regions of the United States where high road salt is frequently used and/or a customer is concerned that their vehicle's frame has more-than-normal corrosion, dealerships are requested to inspect the vehicles frame for excessive corrosion. Based upon the results of the inspection, dealership are requested to do one or more of the following at **no charge** to the vehicle owner:

- If the vehicle's frame passes Toyota's inspection, no further action is required.
- If significant rust perforation is found, the dealer will replace the vehicle's frame at no charge to the owner.



*Customers will have until **July 31, 2015**, to have the inspection of the vehicle's frame. If before the **July 31, 2015**, expiration date, an authorized Toyota dealer confirms that the vehicle's frame has significant rust perforation, the appropriate repairs must be completed within three months of the inspection date*. Please schedule all inspections well in advance of the July 31, 2015, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign.*

*Due to facility and staffing challenges when scheduling and performing frame replacements and the production and shipping of the frames and associated parts.

1. **Owner Notification**

The owner notification will commence in mid-January 2015.

2. **Dealer/Owner Lists**

Summary Reports containing the **number** of covered vehicles in your dealership's Primary Marketing Area (PMA) have been enclosed in the dealer package. Based upon our records, a dealership which does not have a covered vehicle in their PMA will receive a report indicating so.

3. **Vehicle Coverage**

There are approximately 311,000 Tundra (certain 2004 – 2006 model years) vehicles covered by LSC DSD. The vehicles covered by this campaign were produced from Sep. 12, 2003 – Jan. 2, 2007.

Please note that only owners of the covered vehicles registered in that specific state will be notified. VINs registered within that specific state will be loaded simultaneously on TIS.

4. **Remedy Procedure**

The Supplemental Frame Replacement TI contains the frame inspection criteria and the procedure for replacing the frame, if needed, based on Toyota's inspection criteria.



- Verify vehicle eligibility by confirming through TIS prior to performing the inspection/repair.
- Dealers that conduct LSC DSD on vehicles not covered under this program **will not receive reimbursement.**

5. **Parts and Material Ordering**

To assist dealers in determining the correct part number(s) to order, a website has been set up to look up part numbers by VIN.

- Go to <http://toyota-frame-parts-lookup.imagespm.info>
- **When first logging in, enter your dealer code and the default password; xxxxx.** Upon logging in, the website will ask for you to reset the password and provide an email address.
- Enter the VIN and the correct part numbers to order will be displayed.
- Order parts through the Dealer Daily Parts System
- ETAs for the parts will be available via the normal system

The website is for part(s) application reference only and will not order the part, nor will it confirm campaign applicability or completion status.



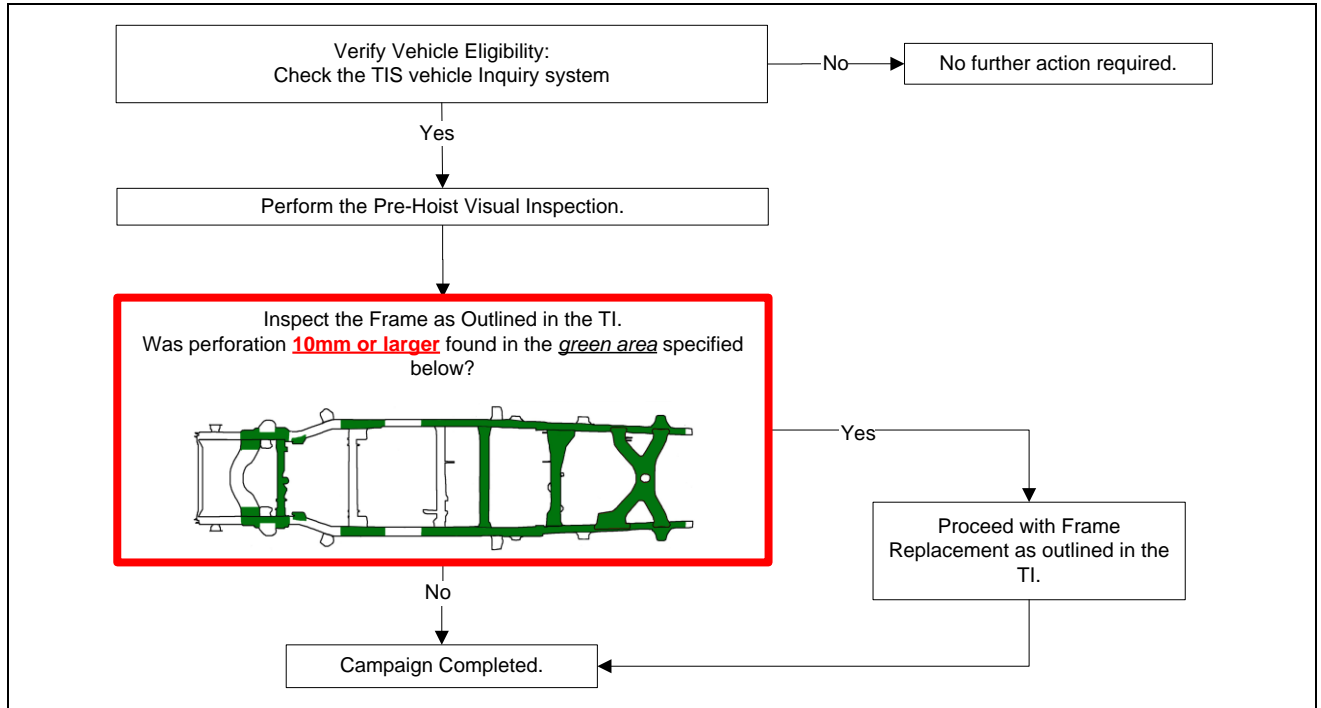
Only vehicles currently registered in the "**Warm Weather States**" are covered under LSC DSD (LSC expiration date July 31, 2015)
Warm Climate States: AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY

6. Tools and Equipment

Please refer to TIS for the Technical Instructions containing a list of tools and equipment.

- Frame Inspection/Replacement Technical Instruction

7. Warranty Processor Instructions



Operation Codes:

Op. Code	Description	Flat Rate Hour
3628C1	Frame Inspected – No Significant Perforation Found*	0.6 hr/vehicle
DSD001	2WD Frame Replacement by Dealer	40.6 hr/vehicle
DSD002	4WD Frame Replacement by Dealer	42.6 hr/vehicle
DSD003	2WD Frame Replacement by Outside Shop	3.8 hr/vehicle
DSD004	4WD Frame Replacement by Outside Shop	3.8 hr/vehicle

*Based upon Toyota’s inspection criteria

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Allowable Sublet for Limited Service Campaign DSD

- **Sublet:** The sublet cost for Frames Replaced at an Independent or Dealer Body Shop should be claimed under sublet type ‘YF’ using the following formula:

Description	Sublet Amounts
Op. Code DSD003 (2WD)	= Maximum 36.8 hours X Outside Repair Shop Rate
Op. Code DSD004 (4WD)	= Maximum 38.8 hours X Outside Repair Shop Rate

- A maximum of \$250 per vehicle may be claimed under sublet type ‘YG’ for the cost of transporting vehicles to an Independent or Dealer Body Shop for Op. Codes DSD003 and DSD004.



(Warranty Processor Instructions CONTINUED . . .)

• **Rental Vehicles:**

Op. Code	Description	Sublet Amounts	Sublet Type	DSPM Authorization
DSD005	Vehicle Rental 1-30 Days	Follow the Toyota Transportation Assistance Program (TTAP) Guidelines.	RT	Not Required
DSD006	Vehicle Rental 31-60* Days (For frame replacement)		RT	Required

Rental car for frame replacement is up to 7 days under sublet type RT. If frame replacement is delayed due to parts availability, additional time, up to a total of 30 days, may be claimed. Additional time, up to a total of 60 days, may be claimed **only with DSPM advance written authorization.
(Submit LSC claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.)

8. **Customer Handling**

Please consider this campaign an opportunity to assure customers that Toyota is focused on their satisfaction. Customers who receive the owner notification may contact your dealership with questions regarding the letter and/or campaign remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

- Customers with additional questions or concerns should be instructed to please contact the Toyota Customer Experience Center (1-888-270-9371).
- If a customer has previously paid for repairs of their Tundra frame for this specific condition during the applicable period, please contact the Toyota Customer Assistance Center at 1-888-270-9371.

9. **Media Contacts**

For News media inquiries only:

Due to the nature of this LSC, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to media associates only.)

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.

Thank you for your cooperation,
TOYOTA MOTOR SALES, U.S.A., INC.



Only vehicles currently registered in the "Warm Weather States" are covered under LSC DSD (LSC expiration date July 31, 2015)
Warm Climate States: 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