

To: All Toyota Dealer Service Managers & Parts Managers

Subject: Owner Renotification of Non-Completed Limited Service Campaign

Limited Service Campaign completion is important and is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Limited Service Campaign Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the Follow-Up Notice and contact your dealership. Please note the follow-up activity may cause an increase in your current campaign owner appointments. Toyota will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

1. **Limited Service Campaigns Covered in the Renotification**

Campaigns	Description (Title)	Applicable States	Model and Model Year	Expiration Date
E0D	Corrosion-Resistant Compound Application	Cold State Only*	Certain 2005 to 2008 MY Tacoma	March 31, 2016
ESD	Frame Inspection	Warm State Vehicles**	Certain 2005 to 2008 MY Tacoma	March 31, 2016

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

** (Warm 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.

2. **Follow-Up Owner Notification Letter Mailing Date**

The Limited Service Campaign Follow-Up Owner Notification Letters ("owner letters") will begin in early December. The owner letters will be mailed, by first class mail over a period of several weeks.

3. **Technical Instructions**

Technical Instructions to conduct these campaigns can be found on TIS.

4. **Customer Handling**

Please consider this follow-up notice a great opportunity to focus on the customer's needs. Customers who receive the follow-up notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of these campaigns and know how to accurately answer customer's questions, or how to direct the customer to someone that can. To assure a consistent and accurate description of the campaign, refer to the specific campaign Q&A (available in TIS) to answer any specific customer questions.

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for these campaigns.

Thank you for your cooperation.

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