

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-1000

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Special Service Campaign (SSC) F0U
Certain 2010 - 2014 Model Year Tacoma 2TR-FE Vehicles
Exhaust Pipe Replacement for Catalytic Converter

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2010 – 2014 Model Year Tacoma 2TR-FE vehicles. This SSC covers approximately 170,200 vehicles.

Background

In the subject vehicles the front catalytic converter internal components may become deteriorated and begin to rattle. If continually operated in this condition, the deteriorated components could become dislodged and restrict the exhaust flow. If this occurs, the vehicle may illuminate a check engine light, and, depending on the level of exhaust restriction, the vehicle may experience a reduction in power.

Toyota has developed a new exhaust pipe with catalytic converters to prevent this condition from occurring.

Special Service Campaign (SSC) Remedy

Authorized Toyota dealerships are requested to replace the exhaust pipe with catalytic converters at **NO CHARGE** to the vehicle's owner.

1. Owner Notification Mailing Date

The owner notification will commence in Early November, 2015, approximately one week after the Dealer Letter.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the SSC announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

2. Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers conduct the SSC remedy on any new or used vehicles currently in dealer inventory that are covered by this SSC prior to customer delivery.

3. Number and Identification of Covered Vehicles

There are approximately 170,200 Tacoma 2TR-FE vehicles covered under this SSC.

If you are contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

4. Dealer Summary Reports

Summary Reports, containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. (Please verify eligibility by confirming through TIS prior to performing repairs.)

5. Parts Ordering

Orders can be placed through the dealership's facing PDC.

Campaign	Model Year	Trans.	Part Number	Part Description	Qty.
FOU	2010-2012	A/T	17410-0C120	PIPE ASSY, EXHAUST, FR	1
		M/T	17410-0C100	PIPE ASSY, EXHAUST, FR	1
	2013-2014		17410-0C150	PIPE ASSY, EXHAUST, FR	1
			17451-0D020	GASKET, EXHAUST PIPE	1
	2010-2014	MT/AT	90080-43033	GASKET, EXHAUST PIPE	1
			90177-A0004	NUT, LOCK	2
			90080-10064	BOLT, FLANGE	2
			90080-10291*	BOLT	2

*NOTE: Part Number 90080-10291 will be provided in a quantity pack of 10. Order quantities will be rounded up. Example 1: Order qty. of 4 you will receive a 10 pack. Example 2: Order qty. 12, you will receive two 10 packs.

Exhaust pipe and associated components should be ordered together on ONE order reference number. This allows the Special Activity team to release the pipe and all the associated components on MAC at the same time, ensuring the dealer receives all parts required for the repair.

There will be no additional requirements by the dealership for release of MAC parts.

It is extremely important that the pipe and all associated components are on ONE order reference!

Parts Ordering Steps:

1. Use the Technical Instructions to determine the correct pipe required for the vehicle.

2. *(Mandatory) The pipe(s) and all components must be on ONE order reference number.*

3. All parts required for multiple repairs may be included on a single order reference number; however, please make sure that the total order quantity meets the repair ratio.

Order Example for Three Vehicles:

Part Number	Part Description	Quantity Needed Per Repair	Order Quantity*
174100C111	Pipe Assembly, Exhaust, FR	1	3
174510D020	Gasket, Exhaust Pipe	1	3
9008043033	Gasket, Exhaust Pipe	1	3
90177A0004	Nut, Lock	2	6
9008010064	Bolt, Flange	2	6
9008010291	Bolt	2	6

* Abnormal order quantities may result in further review and order release may be delayed.

- ✓ **Once the dealer has place the order, DO NOT upgrade or change order status.**
- ✓ Failure to follow above process may cause delays and may result in an order cancellation.

Manual Allocated (MAC) Parts

To ensure parts availability, the following parts have been placed on Manual Allocation Control (MAC).

Part Number	Part Description	Order Process
174100C120	Pipe Assembly, Exhaust, FR	MAC
174100C100	Pipe Assembly, Exhaust, FR	MAC
174100C150	Pipe Assembly, Exhaust, FR	MAC
174510D020	Gasket, Exhaust Pipe	MAC
9008043033	Gasket, Exhaust Pipe	MAC
90177A0004	Nut, Lock	MAC
9008010064	Bolt, Flange	MAC
9008010291	Bolt	MAC

The MAC parts will be released based on the availability of all components. There will be no dealer contact required for parts release. This information is also available on the MAC Report on Dealer Daily.

6. Catalytic Converter Part Recovery

- Removed catalytic converters must be returned to Toyota. If the catalytic converter is not returned, the warranty claim is subject to debit and core charges.
- Please be sure to follow the steps in the Technical Instructions to ensure that the catalytic converter is properly prepared for shipping.
- Do not ship the full exhaust pipe assembly back to Toyota. If the exhaust pipe is shipped back as a complete unit, your dealer will be debited for the additional shipping charges.
- Please refer to Warranty Policy Bulletin 9.11 "Warranty Catalytic Converter Recycling Program" for additional information.

7. Remedy Procedures

Please refer to TIS for Technical Instructions. Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Handling of Vehicles with Additional Component Damage

In limited cases, a vehicle subject to this campaign may have experienced additional component damage due to the occurrence of this condition. If additional damage is present on the vehicle you are servicing, you will need to provide additional documentation for regional staff review. Please refer to the flow chart found in the appendix for proper handling of these vehicles.

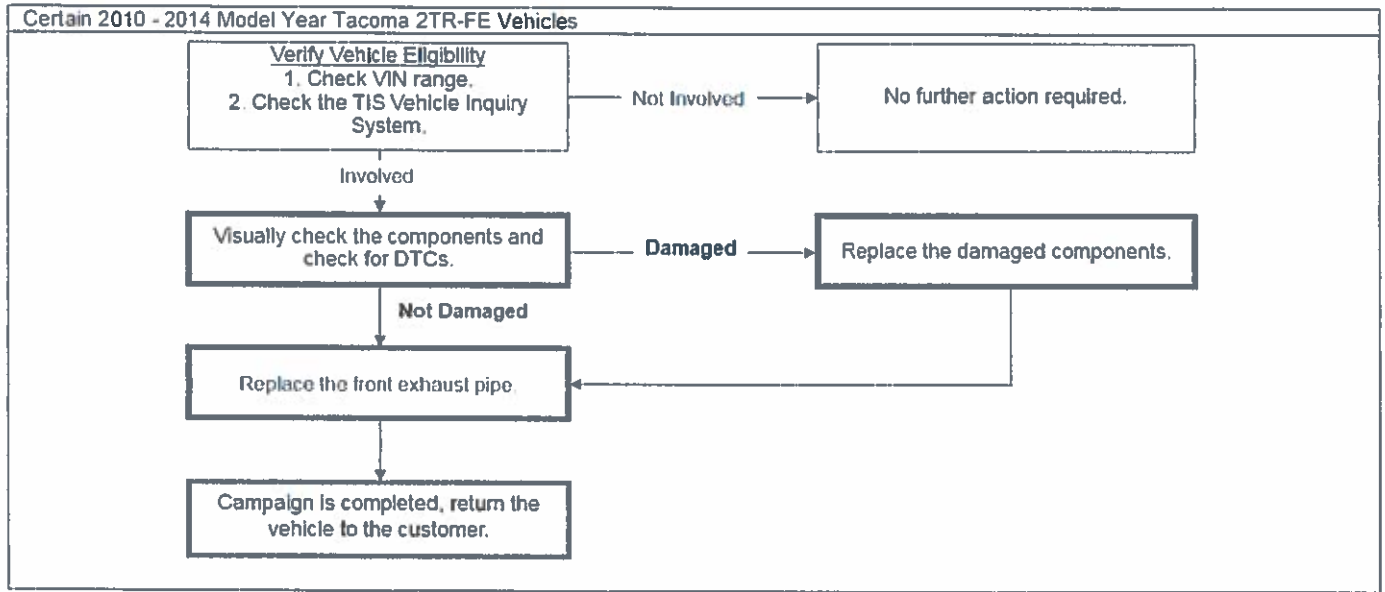
9. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this SSC repair are required to currently hold at least one of the following certification levels:

- **Certified any specialty**
- **Expert any specialty**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Special Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

10. Warranty Reimbursement Procedure



SSC	Op. Code	Description	Flat Rate
F0U	BGG41A	Perform Inspection and Replace Front Exhaust Pipe	1.4 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

NOTE: Claim filing information for vehicle with additional component damage will be provided by a regional representative, please reference the flow chart at the end of the dealer communication for proper documentation and handling procedures.

11. Campaign Designation Decoder

E	0	A
▲	▲	▲
Year Campaign is Launched	Repair Phase	Current Campaign Letter for this year
8 = 2008 9 = 2009 A = 2010 B = 2011 C = 2012 D = 2013 E = 2014 F = 2015 Etc...	0 = Remedy 1 = Interim (Remedy not yet available) "1" will change to "0" when the Remedy is available	1 st Campaign = A 2 nd Campaign = B 3 rd Campaign = C 4 th Campaign = D 5 th Campaign = E 6 th Campaign = F 7 th Campaign = G 8 th Campaign = H 9 th Campaign = I Etc...
Examples: A0D = Launched in 2010, Remedy Phase, 4 th Campaign Launched in 2010 C1B = Launched in 2012, Interim Phase, 2 nd Campaign Launched in 2012 E0A = Launched in 2014, Remedy Phase, 1 st Campaign Launched in 2013		

12. Vehicles Emission Recall Proof of Correction Form (California only)

As this SSC includes emission-related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VIN's will be submitted to the California state DMV January 31, 2016. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

13. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

14. Media Contacts

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 this number to customers. Please provide this contact to only media associates.)

15. Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or SSC 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 are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

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 Special Service Campaign.

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

**Certain 2010-2014 Model Year Tacoma Vehicles
Exhaust Pipe Replacement for Catalytic Converter
Special Service Campaign**

This notice applies to your vehicle: [VIN]

Dear Toyota Tacoma vehicle Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

What is the condition?

In the subject vehicles the front catalytic converter internal components may become deteriorated and begin to rattle. If continually operated the deteriorated components could become dislodged and restrict the exhaust flow. If this occurs the vehicle may illuminate a check engine light, additionally depending on the level of exhaust restriction the vehicle may experience a reduction in power.

Toyota has developed a new exhaust pipe with catalytic converters to prevent this condition from occurring.

What is included in the Special Service Campaign?

Before you are inconvenienced by this condition, any authorized Toyota will replace the exhaust pipe with catalytic converters at **NO CHARGE** to you.

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 Special Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to have the repair performed. The repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 software update.
- If you would like to update your vehicle ownership or 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 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 Standard Time.

What if you live in California and don't have this Special Service Campaign performed?

The State of California requires the completion of Special Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this *no cost* Special Service Campaign, your vehicle may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

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, USA, INC.



Special Service Campaign - F0U
Certain 2010 – 2014 Model Year Tacoma Vehicles
Catalytic Converter

Customer Frequently Asked Questions

Published Early November, 2015

Q1: What is the condition?

A1: In the subject vehicles the front catalytic converter internal components may become deteriorated and begin to rattle. If continually operated in this condition, the deteriorated components could become dislodged and restrict the exhaust flow. If this occurs, the vehicle may illuminate a check engine light, and, depending on the level of exhaust restriction, the vehicle may experience a reduction in power.

Toyota has developed a new exhaust pipe with catalytic converters to prevent this condition from occurring.

Q1a: What is the Catalytic Converter?

A1a: The vehicle's exhaust system has two ceramic type Three Way Catalytic Converters. The catalytic converters are used to reduce vehicle emissions.

Q2: Are there any warnings that this condition has occurred?

A2: Yes, if the condition has occurred, the occupants may notice an exhaust rattle due to the deteriorated front catalytic converter.

Q2a: Are there Warning Lamps or Diagnostic Trouble Codes (DTCs) present if this condition occurs?

A2a: If continually operated in this condition, the deteriorated components could become dislodged and restrict the exhaust flow. If this occurs, the vehicle may illuminate a check engine light, and, depending on the level of exhaust restriction, the vehicle may experience a reduction in power.

Q2b: What should I do if I experience a reduction in power?

A2b: If you have experienced a reduction of power output, please immediately stop the vehicle and contact an authorized Toyota dealer for diagnosis and repair. Continued driving with reduced power output may result in damage to additional components.

Q3: What is Toyota going to do?

A3: Owners of vehicles covered by this Special Service Campaign will receive a notification letter by first class mail starting in Early November, 2015.

Any authorized Toyota dealer will replace the exhaust pipe with new Catalytic Converters at **NO CHARGE** to the vehicle owner. Please see your local authorized Toyota dealer for additional details.

If additional damage has occurred due to this condition, the additional damage will be repaired at **NO CHARGE** under this campaign.

NOTE (Customers who live in the state of California)

The State of California requires the completion of Special Service Campaigns on emission-related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this

no cost Special Service Campaign, a vehicle may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

A Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3a: How does Toyota obtain my mailing information?

A3a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information based upon the DMV records. Please make sure your registration or title information is correct.

Q4: Which and how many vehicles are covered by this Special Service Campaign?

A4: There are approximately 170,200 Tacoma (Certain 2010 - 2014MY) vehicles covered under this Special Service Campaign in the U.S.

Model Name	Model Year	Production Period
Tacoma	Certain 2010-2014	Late July, 2009 through Mid-November, 2013

Q4a: Are there any other Toyota or Lexus vehicles covered?

A4a: No, there are no other Toyota or Lexus vehicles covered by this campaign.

Q5: How long will the repair take?

A5: The repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if you have previously paid for repairs to your vehicle for this specific condition?

A6: Owners who have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

Q7: What if an owner has additional questions?

A7: Owners with questions or concerns are asked to 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.



TOYOTA

SSC F0U - Handling Vehicles with Additional Damage



TOYOTA

TAS Case Documentation Requirements:

- Code the TAS case like the following:

Symptom Coding: (Customer Complaint)	
*Service Category:	Engine/Hybrid System <input type="button" value="Clear"/>
*Section:	Intake/Exhaust <input checkbox"="" type="button" value="TE: <input type="/>
*SubComponent:	Exhaust Pipe <input checkbox"="" type="button" value="PRO/DIO: <input type="/>
*Condition:	Noise-Abnormal <input type="button" value="Search TIS"/>
	Search TA Search TC Search TQCN Search TIS

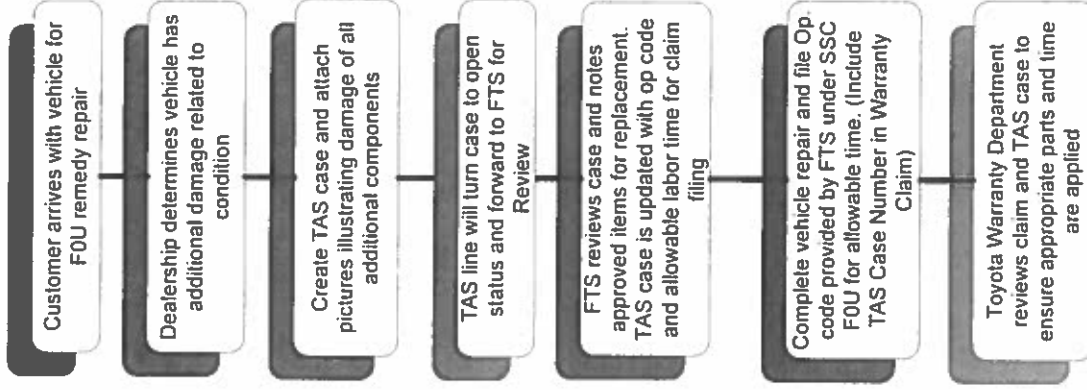
- Include a good call back number.
- Include this statement in the Condition Log: "Special Service Campaign F0U – Additional Damage - Request for Allowable Time"
- List damaged components with part number requiring replacement:
 - Damaged Harness, Air Pump Assy, Temp Sensor, Air Cleaner, Etc.
- Attach clear pictures illustrating the damage concern for each component requiring replacement.
- Attach a picture of the vehicle VIN plate.
- Submit the TAS case; the TAS line will then put the case in open status and forward to the FTS for review.

Submit the completed case in TAS; allow 1 day for a FTS to review the case. After 1 day, check the TAS case for status. If the repair is approved, the case will be marked closed. Additionally, the FTS will provide the necessary op codes as well as the allowable time for the repairs requested.

If the request is denied or additional information is required, the case will be left open. Please refer to the suggestion log for further instructions.

Important Note: it is critical that dealers document all damaged components in the TAS case and attach pictures of the damaged components. TMS warranty will review all warranty claims utilizing this special op code to ensure the allowable time noted in the TAS case by the FTS matches the warranty claim filed by the dealer. (Include TAS case # on the claim.)

NOTE: TAS hours of operation are 5:00 A.M to 5:00 P.M. PST Monday through Friday. Contact number: 1-855-716-7676



Legend:

- Customer Action
- Dealer Action
- TAS Action
- FTS Action
- TMS Warranty

