

LSC DOD

2004-2006 Tundra

Reconciliation Website

Quick Reference Guide

<http://toyota-d0d-dsd-customer-reconciliation.imagespm.info/>

**ALL VINS MUST BE RECONCILED BEFORE AUGUST 30, 2015 FOR YOUR
DEALERSHIP TO RECEIVE PAYMENT.**

Overview

LSC DOD Expired July 31, 2015

Due to the expiration of LSC DOD, on August 5, 2015 all VINs were marked expired in TIS. As a result claims submitted after this date will automatically be rejected in the CPS warranty system. In order for your dealership to receive payment for vehicles serviced under LSC DOD your dealership must do the following:

- Log Into the LSC DOD Customer Reconciliation Website and Register
Website URL: <http://toyota-dod-dsd-customer-reconciliation.imagespm.info/>
 - Following this quick reference guide, reconcile all open “Frame Replacement” and “CRC Application” claims on the website.
 - Frames requiring frame replacement must have been inspected on or before July 31, 2015 and documented with a R.O. dated on or before the expiration date.
- Due to frame demand frames may take up to 6 months before they are delivered to your dealership. Your dealership is not required to have the frame repair completed by the claim reconciliation due date.
- CRC application must have been conducted on or before July 31, 2015, documented with an R.O. and technician flag time.

2004 TO 2006 TUNDRA VEHICLES SPRAYED AFTER JULY 31, 2015 WILL NOT BE ACCEPTED AND ARE NOT ELIGIBLE FOR GOODWILL.

- All claims must be reconciled on or before **August 30, 2015**. (NO PAYMENT will be received for dealers that do not reconcile VINs by this date.)

Login Page

TOYOTA

2004-2006 Tundra Frame Campaign D0D/DSD
Customer Reconciliation

Dealer website

Dealer Login

Complete all required (*) fields below.

* Dealer Code:

* Password:

Login

Forgot Password

Upon first login the default password is 5 upper case X's (XXXXXX).
The password is case sensitive.

You must click Login. Pressing the enter key on the keyboard
will not work.

Note: This page will only display upon first login.

TOYOTA 2004-2006 Tundra Frame Campaign DOD/DSD Customer Reconciliation Dealer website

Dealer Set Password

Please provide contact information for the person who will be able to answer questions from Toyota. If further clarification is needed, All fields are required.

Since this is your first time accessing the system you must set a new permanent pas

It is recommended that the registered person be the Service or Parts Manager. This person may be contacted by Toyota to follow up on claim information.

The registration form contains the following fields and instructions:

- Contact Name (first and last):** A text input field with a red arrow pointing to it from the text: "Please register with the direct number for the individual who can answer questions about frame claims. This box is large enough to input direct extensions if needed." Below this field is the sample: **Sample: (555) 444-1234 ext. 144**
- Email:** A text input field with a red arrow pointing to it from the text: "Please set your password to something you can remember. The password is case sensitive."
- Phone:** A text input field with a red arrow pointing to it from the text: "Please register with the direct number for the individual who can answer questions about frame claims. This box is large enough to input direct extensions if needed." Below this field is the sample: **Sample: (555) 444-1234 ext. 144**
- Enter New Password:** A text input field with a red arrow pointing to it from the text: "Please set your password to something you can remember. The password is case sensitive." Below this field is the instruction: **5-10 characters**
- Confirm Password:** A text input field with a red arrow pointing to it from the text: "Please set your password to something you can remember. The password is case sensitive." Below this field is the instruction: **5-10 characters**
- Submit:** A blue button at the bottom of the form.

From this page two types of claims can be reconciled:

- **Incomplete Frame Repairs:** Frames inspected on or before July 31, 2015 that required frame replacement, but your dealership is still awaiting frame parts and/or your dealership has not filed a claim prior to the VIN being marked **"EXPIRED"** in the system.
- **CRC:** Vehicles sprayed on or before July 31, 2015 that have not had claims filed before the VIN was marked Expired. **Vehicle sprayed after July 31, 2015 will NOT BE ACCEPTED and is not eligible for goodwill.**

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2004-2006 Tundra Frame Campaign DOD/DSD
Customer Reconciliation

Dealer website

Home

TOYOTA DOD Customer Reconciliation | Log Out

Message Center

This website will be used to reconcile all 2004 to 2006 Tundra Limited Service Campaign claims that have not been submitted or are awaiting frame replacement parts as of July 31, 2015.

Incomplete Frame Repairs: Customer vehicles must have had their frame inspected on or before July 31, 2015 and all frame parts ordered must be completed by August 4, 2015.

CRC Claims: All CRC application must have been completed on or before July 31, 2015. There NO CRC application allowed for 2004 to 2006 Tundra after July 31, 2015.

Note: All VINs that have not had warranty claims filed will be marked expired in the system on August 5, 2015. However VINs identified for your dealer under the Open Frame Replacement Repair Reconciliation have been held open in the system at this time.

All CAMPAIGN REPAIR reconciliation must be completed no later than August 30, 2015. Claims will not be paid for unreconciled VINs.

Customer Reconciliations

Total Frame Repairs Reconciled:
0 out of 1

[Reconcile >>](#)

Total CRC Applications Reconciled:
There are currently 0.

[Reconcile >>](#)

Click on blue button to start the reconciliation process. Only one claim type can be reconciled at a time.

Contact Person

John Doe
John.Doe@toyota.com
(310) 867-5309 ext.1234

[Update >>](#)

Frame Reconciliation Home Page.

Most dealers will have a prepopulated VIN list of vehicles for frame replacement. This list is based off of vehicle VINs searched by your dealer on the frame parts lookup website, but Toyota has not received a warranty claim to date for that VIN.



Home

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Frame Replacement Reconciliations

Click on a VIN in the *pre-populated list below in order to reconcile the vehicle frame repair and ensure the claim will be paid.

If your dealer has additional VIN/frame repair(s) that are not provided in the prepopulated list, you can add them thru this website, but you must complete the entire prepopulated list before the Add VIN button will be enabled.

* NOTE: The prepopulated list of vehicles was created based on your dealership's search history on the Frame Parts Lookup website. Any VIN that has not had a warranty claim filed but Toyota has recognized your dealership looking up parts for a specific VIN has been prepopulated as a potential vehicle to be reconciled. Not all dealerships will have a prepopulated list.

You have 0 of 1 Reconciled

All campaign repair reconciliation must be completed no later than August 30, 2015. Claims will not be paid for unreconciled VINs.

VIN	Reconcile	Claim	Frame Parts	R.O. Date	R.O. Nbr	Vehicle Inspection	Parts Ordering	Rental Frame Campaign
5TBDT48114S000000	Waived		Search Date	Date		Date	Contact	(V/N) Parts In Order TIS Ref No.

Click on the VIN # to start the reconciling process for this vehicle.



The "Add VIN" button will only activate after all prepopulated VINs have been completely reconciled. When the button is activated your dealership will be able to add additional VINs.



Download a Report (excel) All reconciliations you have completed to date

It is your dealership's responsibility to ensure all qualifying vehicles that require frame replacement are reconciled using this website.

Click this link to download a complete reconciliation report for your dealership.

Frame Input Screen (Sample Screen from Prepopulated VIN)

TOYOTA 2004-2006 Tundra Frame Campaign DOD/DSD
Customer Reconciliation
Dealer website

Home > Frame Repair Listing

TOYOTA Campaign DOD Customer Reconciliation | Log Out

Frame Repair Reconciliation Input Screen

Input the following required information to complete the frame repair reconciliation process. All fields are required. The pre-populated fields that are not grayed out can be edited if inaccurate.

All campaign repair reconciliation must be completed no later than August 30, 2015. Claims will not be paid for unreconciled VINs.

Check if vehicle does not require repair and your dealer will not be filing a claim

VIN (must be a 2004 to 2006 Tundra): 5TBDT481145000000

Frame Part Search Date (mm/dd/yyyy): 05/27/2015

R.O. Date (mm/dd/yyyy): 05/27/2015

R.O. Number: 2222222

Vehicle Inspection Date (mm/dd/yyyy): 05/27/2015

Parts Ordering Contact:

Rental? (select one) ▼

Frame Parts Order Reference No.:

Campaign Designation in TIS: (select one) ▼

Submit

ONLY Check this box if the VIN will not have its frame replaced. (ex. The vehicle was in an accident, or the customer doesn't want their frame replaced.)
BY CLICKING THIS BOX YOU WILL NOT BE ABLE TO FILE A CLAIM.



All fields must be completed to reconcile the vehicle.

Select "Yes" if the customer is in a long term rental.
Select "No" if the customer is not in a rental or will only require a rental during the repair.

Select DOD or DSD from the drop down menu based on the vehicle campaign designation in TIS.

Due to vehicles moving in and out a cold or warm states, the vehicle could have both DOD and DSD populated when searched in TIS and Service Lane. Select the campaign where the vehicle status shows either "EXPIRED" or "Not Completed".

Frame Reconciliation Home Screen (Add VIN Button Activated)

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2004-2006 Tundra Frame Campaign D0D/DSD
Customer Reconciliation

Dealer website

Home

TOYOTA Campaign D0D Customer Reconciliation | Log Out

Frame Repair Reconciliations

>> Reconciliation for STBDT481145000000 successfully updated.

Click on a VIN in the *pre-populated list below in order to reconcile the vehicle frame repair and ensure the claim will be paid.

If your dealer has additional VIN/frame repair(s) that are not provided in the prepopulated list, you can add them thru this website, but you must complete the entire prepopulated list before the Add VIN button will be enabled.

* NOTE: The prepopulated list of vehicles was created based on your dealership's search history on the Frame Parts Lookup website. Any VIN that has not had a warranty claim filed but Toyota has recognized your dealership looking up parts for a specific VIN has been prepopulated as a potential vehicle to be reconciled. Not all dealerships will have a prepopulated list.

You have 1 of 1 Reconciled

All campaign repair reconciliation must be completed no later than August 30, 2015. Claims will not be paid for unreconciled VINs.

VIN	Reconcile Date	Claim Waived	Frame Parts Search Date	R.O. Date	R.O. Nbr	Vehicle Inspection Date	Parts Ordering Contact	Rental Frame (V/N)	Campaign In TIS
STBDT481145000000	07/23/2015		05/27/2015	05/27/2015	2222227	05/27/2015	John Doe	Yes	XX1234XX D0D

Add Vehicle Not on Above List:

VIN:

Once all prepopulated VINs have been reconciled, you will be able to manually enter any additional VINs.



>>Download a Report (excel) of all reconciliations you have completed to date

It is your dealership's responsibility to ensure all qualifying vehicles that require frame replacement are reconciled using this website.

CRC Reconciliation Home Page

CRC Claims only require reconciliation if the claim has not been paid prior to the VIN being marked expired in TIS.

The vehicle must have been sprayed on or before July 31, 2015

TOYOTA 2004-2006 Tundra Frame Campaign D0D/DSD
Customer Reconciliation
Dealer website

Home * TOYOTA Campaign D0D Customer Reconciliation | Log Out

CRC Application Reconciliations

Click the Add VIN button to start the reconciliation process for CRC Application. After completing the following screen you will be returned here and can add another.

As you add VINs/vehicles they will be listed below. Click on a VIN to view or edit again.

All VINs that have not had warranty claims filed by August 4, 2015 will be marked expired in the system on August 5, 2015. However CRC VINs that have been marked expired in the system, but are properly documented and reconciled on this website will be opened on a weekly basis. VINs that have been properly reconciled the previous week will show "Not Completed" the following Monday and your dealership will be able to resume claim filing.

0 Reconciled to date

VIN	Reconcile	R.O.	R.O. Vehicle	CRC	CRC	CRC
	Date	Date	Nbr	Inspection	Spray	Spray
	Date	Date	Date	Start Time	End Time	

Add Vehicle Not on Above List:

VIN:

After entering the VIN click the blue "Add VIN" Button.



>>Download a Report (excel) of all reconciliations you have completed to date

Click this link to download a complete reconciliation report for your dealership.

Enter a valid 2004 to 2006 Tundra VIN to start the CRC reconciliation process.

CRC Reconciliation Input Page

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2004-2006 Tundra Frame Campaign DDD/DSD
Customer Reconciliation

Dealer website

[Home](#) - [CRC Application Listing](#)

[TOYOTA Campaign DDD Customer Reconciliation](#) | [Log Out](#)

CRC Application Reconciliation Input Screen

Input the following required information to complete the CRC Application reconciliation process. All fields are required.

Hint: For the CRC spray start and end time reference your dealerships "CRC Campaign Vehicle Production Log" as required by the CRC Application Dealer Information Packet. This document should have all the spray start and end times by VIN for your dealership.

All campaign repair reconciliation must be completed no later than August 30, 2015. Claims will not be paid for unreconciled VINs.



All fields must be completed to reconcile the vehicle.

VIN (must be a 2004 to 2006 Tundra):

5TBET341065000000

R.O. Date (mm/dd/yyyy):

05/27/2015

R.O. Number:

20000000

Vehicle Inspection Date (mm/dd/yyyy):

05/27/2015

CRC Spray Date(mm/dd/yyyy):

05/27/2015

CRC Spray Start Time (military or am/pm e.g. 2:00pm or 14:00):

1:00

CRC Spray End Time (military or am/pm e.g. 2:00pm or 14:00):

13:00

Submit

2015

Toyota DDD DSD Reconciliation