

# LSC DSD

## 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 DSD Expired July 31, 2015

Due to the expiration of LSC DSD, 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 DSD your dealership must do the following:

- Log Into the LSC DSD Customer Reconciliation Website and Register  
Website URL: <http://toyota-d0d-dsd-customer-reconciliation.imagespm.info/>
- Following this quick reference guide, reconcile all open “Frame Replacement” and Frame Inspection” 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.**

- Inspection only claims must have been conducted on or before July 31, 2015, and documented with an R.O. dated on or before the expiration date.
- 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 DOD/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

Contact Name (first and last):

Email:

Phone:

Enter New Password:

Confirm Password:

Submit

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.

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.

Sample: (555) 444-1234 ext. 144

Please set your password to something you can remember. The password is case sensitive.

## Home Page

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.
- **Frame Inspection Only:** Vehicles inspected on or before July 31, 2015 that have not had claims filed before the VIN was marked "EXPIRED" in the system.

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2004-2005 Tundra Frame Campaign DDD/DSD  
Customer Reconciliation

## Dealer website

HATCH TOYOTA Campaign DSD 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.

**FRAME INSPECTIONS:** All frame inspection must be completed on or before July 31, 2015. Frame inspection after July 31, 2015 are not covered by this campaign.

**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:

1 out of 1

Reconcile >>

Total Frame Inspections Reconciled:

There are currently 0.

Reconcile >>

### Contact Person

John Doe  
John.Doe@toyota.com  
(310) 867-5309 ext.7234

Update >>

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

## Frame Reconciliation Home Page

Some 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.

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

Home - TOYOTA Campaign DSD Customer Reconciliation | Log Out

### 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 Date | Frame Parts Waived | Search Date | R.O. Date | R.O. Nbr | Vehicle Inspection Date | Parts Ordering Contact | Rental Frame Campaign (VIN) | Parts in Order | Ref No. |
|--------------------|----------------------|--------------------|-------------|-----------|----------|-------------------------|------------------------|-----------------------------|----------------|---------|
| 5T8BD1481145000000 |                      |                    |             |           |          |                         |                        |                             |                |         |

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) < a red arrow points to this link

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)

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.

*Vehicle does not require repair and your dealer will not be filing a claim*

VIN (must be a 2004 to 2006 Tundra):  
5TBDT48114S000000

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)

All fields must be completed to reconcile the vehicle.

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.



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 DDD/DSD  
Customer Reconciliation

# Dealer website

Home

TOYOTA Campaign DDD Customer Reconciliation | Log Out

## Frame Repair Reconciliations

>> **Reconciliation for STBD7481145000000 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  | Claim      | Frame Parts | R.O. Date | R.O. Mbr   | Vehicle Inspection | Parts Ordering | Rental Frame | Campaign |
|-------------------|------------|------------|-------------|-----------|------------|--------------------|----------------|--------------|----------|
| STBD7481145000000 | 07/23/2015 | 05/27/2015 | 05/27/2015  | 222222    | 05/27/2015 | John Doe           | Yes            | XX1234XX     | DDD      |

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.



## Frame Inspection Home Page

Frame Inspection 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 inspected on or before July 31, 2015

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Customer Reconciliation

## Dealer website

Home »

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### Frame Inspection Reconciliations

Click the Add VIN button to start the reconciliation process for Frame Inspection. 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.

0 Reconciled to date

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

| VIN | Reconcile | R.O. Date | R.O. Nbr | Vehicle Inspection Date |
|-----|-----------|-----------|----------|-------------------------|
|-----|-----------|-----------|----------|-------------------------|

Add Vehicle Not on Above List:

VIN:

Add VIN

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



[Download a Report \(excel\)](#)

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.

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

2015

Toyota\_DSD\_DSD\_Reconciliation

### Frame Inspection Reconciliation Input Screen

Input the following required information to complete the Frame Inspection reconciliation process. All fields are required.

**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):

5TBET34106S000000

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

R. O. Number:

Vehicle Inspection Date (mm/dd/yyyy):

Submit