


DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL08-04 Date: 12/1/08 Page: 1 of 6 REVISED 06/24/16
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SUBJECT: WARRANTY ENHANCEMENT (ZTH) – CUSTOMER SUPPORT PROGRAM (CSP) TACOMA FRAME RUST CORROSION PERFORATION ON CERTAIN 2001 THROUGH 2004 MODEL YEAR TACOMA VEHICLES

Toyota has initiated a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 2001 through 2004 model year Tacoma vehicles.

Toyota received isolated reports regarding a small number of '01 through '04 model year Tacoma vehicles operated in severe cold climate areas with high road salt use. They were reported to be exhibiting excessive rust causing perforation of the frame. Toyota investigated these reports and determined that the frames for this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles.

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.

What is Covered

The vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles from the date of first use (whichever comes first). To assure customers that we stand behind our product, the warranty coverage has been extended to a total of 15 years/unlimited mileage from the vehicle's date of first use for this specific condition. This warranty coverage extension is contingent upon vehicles registered in **severe cold climate** states having a corrosion resistant treatment process completed prior to **the expiration of LSC 90D**.

Severe cold climate states include vehicles registered in **CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV and the District of Columbia**.

Vehicles registered in non severe cold climate states will have their warranty extended for 15 years/unlimited mileage from the vehicle's date of first use for this specific condition, and do not require the corrosion resistant treatment process.

Non severe cold climate states include vehicles registered in **AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and the U.S. Territories**.

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This warranty extension will be offered for a period of 15 years/unlimited mileage from the vehicle's date of first use, provided that the customer adheres to the terms specified in this policy and/or owner letter.

In the event frame perforation caused by rust is found on a vehicle covered by this CSP, the frame will require repair or replacement.

If the vehicle has frame perforation caused by rust, customers are requested to contact any Toyota dealer and make arrangements for inspection of the frame. **After inspection, Toyota will repair the frame (according to the inspection results).** Based upon the condition of the specific vehicle and replacement parts/frame availability, Toyota **may** decide to repurchase the vehicle rather than to repair the frame. Please reference the dealer letter mailed on November 25, 2008 for vehicle inspection and repurchase information.

Please note that direct marketing of warranty or this Customer Support Program is strictly prohibited as outlined in Warranty Policy 5.21, Warranty Solicitation.

What is Not Covered

This offer is subject to the same conditions set forth in the New Vehicle Limited Warranty with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer; (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles); (3) The vehicle must be operable, must have been operated regularly over the preceding twelve months and have a valid and current registration or the customer must demonstrate that he/she was unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be drivable and, in any event, are not eligible for the full frame repair or repurchase consideration. In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery which the customer may have received.

Determining Eligibility

Vehicles registered in severe cold climate states will be listed as "potentially eligible" for ZTH in Service Lane and TIS (under the Warranty tab in Vehicle Inquiry) if they met all CRC application prerequisites to be eligible for this warranty enhancement.

Vehicles registered in severe cold climate states that did not meet the CRC application prerequisites prior to the expiration of 90D will be marked "expired" or "No Longer Eligible."

Note: Vehicles listed as "potentially eligible" must still meet all other eligibility requirements listed above to be eligible for this warranty enhancement.

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Applicable VIN Ranges

MODEL	WMI	MY	VIN RANGE		
			VDS	Ranges	
Tacoma	5TE	2001	GM92N	Z727245	Z880431
			GN92N	Z726201	Z880433
			HN72N	Z726498	Z880444
			NL42N	Z718168	Z880440
			NM92N	Z718261	Z880427
			PM62N	Z718416	Z880351
			SM92N	Z718295	Z880439
			SN92N	Z718166	Z880436
			VL52N	Z718280	Z880441
			VN52N	Z718355	Z879914
			WM72N	Z718164	Z880443
			WN72N	Z718395	Z880438
		2002	GM92N	Z000001	Z899998
			GN92N	Z000190	Z899894
			HN72N	Z000002	Z899999
			NL42N	Z000006	Z899978
			NM92N	Z000233	Z899936
			PM62N	Z000022	Z899995
			SM92N	Z000245	Z899972
			SN92N	Z000012	Z899646
			VL52N	Z000013	Z899990
			VN52N	Z000017	Z898219
			WM72N	Z000058	Z899904
			WN72N	Z000019	Z899885
		2003	GM92N	Z145585	Z305459
			GN92N	Z145318	Z305507
			HN72N	Z145460	Z305500
			NL42N	Z145319	Z305504
			NM92N	Z145535	Z305379
			PM62N	Z145471	Z305481
			SM92N	Z145555	Z305506
			SN92N	Z145622	Z305491
			VL52N	Z145395	Z305505
			VN52N	Z145797	Z304523
			WM72N	Z145487	Z305493
			WN72N	Z145316	Z305501

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Applicable VIN Ranges Cont'd

			GM92N	Z305895	Z466734
			GN92N	Z305509	Z466774
			HN72N	Z305686	Z466778
			NL42N	Z305510	Z466783
			NM92N	Z305853	Z466785
		2004	PM62N	Z305763	Z466764
			SM92N	Z305863	Z466748
			SN92N	Z305944	Z466746
			VL52N	Z305639	Z466782
			VN52N	Z306177	Z454172
			WM72N	Z305789	Z466757
			WN72N	Z305508	Z466784

Claim Submission Process**Inspection Procedure**

Claim Type	Opcode	Description	Condition/Cause/Remedy (CCR) Statement	Labor Time	Sublet Type
Repair Program	8630J1*	Inspection of the frame for rust perforation (No perforation found)	INSPECT FRAME CORROSION NO RUST PERFORATION FOUND	0.6 Hr/Veh	YG** (ZTH Towing)
Repair Program	8630J2*	Inspection of the frame for rust perforation (Perforation found)	INSPECT FRAME CORROSION RUST PERFORATION FOUND	0.6 Hr/Veh	YG** (ZTH Towing)

*Submit inspection claims to TMS for payment immediately after vehicle has been inspected.

**Only if applicable.

Frame Replacement Procedure

Claim Type	Opcode	Description	Condition/Cause/Remedy (CCR) Statement	Labor Time	Sublet Type
Repair Program	8630J3	Frame replacement at dealership	RUST PERFORATION FOUND FRAME REPLACEMENT FRAME REPLACED AT DEALER	60 Hr/Veh	N/A
Repair Program	8630J4*	Frame replacement at independent or dealer body shop	RUST PERFORATION FOUND FRAME REPLACEMENT FRAME REPLACED INDEPENDENT	N/A	YF

* Frame replacements sublet to an independent body shop should not exceed 60 hrs at the body shop's mechanical labor rate.

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All frame replacements at an independent body shop *will* be repaired at **actual cost**. Labor time includes additional time to remove and replace rusted components, and frame disposal. There will be no “Z time” allowed on these claims. **All replacement parts must be submitted in the Replacement Part section of the warranty claim. Any warranty claims submitted with replacement parts in sublet will be automatically returned for correction.**

Repurchase Procedure

In the event vehicle repurchase is deemed necessary, please reference the dealer letter mailed on December 5th, 2008 for vehicle repurchase procedures. **Note – all repurchase decisions must be pre-approved by your Region/PD office.** The following opcode has been provided to cover additional administration fees associated with the repurchase process:

Claim Type	Opcode	Description	Condition/Cause/Remedy (CCR) Statement	Labor Time	Sublet Type
Repair Program	8630J5*	Administration fees for repurchase process	ADMIN TIME VEHICLE REPURCHASE ISG PROCESS	0.1 Hr/Veh	N/A

*Must submit 8630J2 Inspection claim prior to submitting 8630J5 Admin. Fee claim.

Complimentary Loaner Vehicles

Complimentary loaner vehicles are allowed for customers waiting for their vehicles to be repaired or replaced. If Toyota makes the decision to repair or replace the frame, the inspection claim must be submitted immediately. After the inspection has been completed and frame rust perforation has been identified, provide the customer with a loaner vehicle and submit a second warranty claim for the rental. **Note: The first 30 rental days do not require DSPM authorization.** A rental claim must be submitted for every thirty days of rental expense and should not exceed the maximum of 97 days.

All efforts should be made to place the customer in a Toyota loaner vehicle. If a Toyota loaner vehicle is not available, DSPM authorization is required. Below are the “rental only” opcodes which should be used for submitting rental claims. **Rental expense will be submitted separately from repair/replacement for this CSP only.** Dealers will be required to scan and attach the rental invoice on the warranty claim in CPS. (The rental sublet scanning instructions are attached.)

Claim Type	Opcode	Description	Sublet Type	CCR	Sublet Amt	DSPM Auth
Repair Program	8630JF	Rental 1-30 Days	RT	Number of rental days on attached invoice Customer's Name Inspection Claim Number	\$35 per day	No
Repair Program	8630JG	Rental 31-60 Days	RT	Number of rental days on attached invoice Customer's Name Inspection Claim Number	\$35 per day	Yes
Repair Program	8630JH	Rental 61-97 Days	RT	Number of rental days on attached invoice Customer's Name Inspection Claim Number	\$35 per day	Yes

Rental Document Attachment Information and Instructions:

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Prior to the rental claim being submitted, dealers must complete and submit a warranty claim for the vehicle inspection. Please use the following instructions to attach the rental document to the warranty claim in CPS:

1. Click on the *Attachments* Tab.
2. Select the *Document Type* drop down and choose Rental Invoice.
3. Click on the *Browse* button to locate the rental invoice you have previously scanned in your computer and attach the file.
4. Once the file has been successfully attached to the claim, you will see it listed on the screen.
5. If you need to add additional attachments or delete an attachment, you may use the *Add* or *Delete* buttons.

The screenshot shows the 'Claimant Claim Detail' interface. At the top, there are tabs for 'Repair', 'Additional Information', 'Replacement Parts', and 'Attachments'. The 'Attachments' tab is selected. Below the tabs, there is a 'Document Name' field with a 'Browse...' button and a 'Document Type' dropdown menu set to 'RENTAL INVOICE'. A table below shows two attached files: 'birthday balloons.jpg' and 'FL@TO.jpg', both dated 08/27/2008 and 28966/25231 bytes in size, with a type of 'RENTAL INVOICE'. At the bottom, there are 'Add', 'Delete', and 'View' buttons. A summary table at the bottom right shows financial details like 'Total Labor \$0.00', 'Total Parts Cost \$0.00', 'Requested Amount \$0.00', 'State Tax Due \$0.00', 'Total Sublet \$0.00', 'Total Parts Mark-up \$0.00', 'Approved Amount \$0.00', and 'Total Fees \$0.00'. Callouts with numbers 1-5 provide instructions on how to use these features.

1. When an 'RT' sublet type is entered on the claim, click on the Attachment Tab to attach the rental invoice.

2. Select Document Type: Rental Invoice.

3. Click the Browse button to locate and attach the rental invoice file.

4. Successfully attached files will be displayed here.

5. To add or delete files, use these buttons.

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