

TOYOTA

TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
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Toyota Motor Sales, USA, Inc.
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Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer
From: Product Support Division

LSC EOD/ESD EXPIRES MARCH 31, 2016

Limited Service Campaigns:

EOD – Corrosion-Resistant Compound (CRC) Application (Cold Climate States)

ESD – Frame Inspection (Non Cold Climate States)

2005 – 2008 Tacoma

FRAME REPLACEMENT

Customer vehicles that qualify for frame replacement under EOD/ESD must have their vehicle inspected on or before March 31, 2016. Frame and ancillary parts orders must be submitted no later than Tuesday, April 5th, 2016 following the expiration date.

CRC APPLICATION – EOD ONLY

Last day of CRC application is March 31, 2016, regardless of vehicle inspection date taking place on or before the expiration date. Claims will not be paid for any vehicle sprayed after March 31, 2016 and are not eligible for goodwill.

The last day for CRC kit orders is March 29, 2016 and as a reminder the kits are not returnable.

CRC kit orders are shipped ground and take approximately 3 days for delivery, please take this into consideration when ordering to ensure they arrive prior to the expiration date. Orders should also not exceed campaign appointments.

The screenshot shows the Toyota logo at the top center. Below it is a blue header bar with the text "Toyota Frame Parts Lookup - Prompt VIN (EOD Campaign)". To the right of the header are links for "Print Page", "Select Campaign", and "Logout". The main content area is titled "Prompt VIN" and contains the instruction: "Enter data below for the EOD campaign. VIN must be 17-digits long. All fields are required". There are five input fields: "VIN:", "R.O. Date:" (with a calendar icon and "(mm/dd/yyyy)" format), "R.O. Number:", "Vehicle Inspection Date:" (with a calendar icon and "(mm/dd/yyyy)" format), and "Parts Ordering Contact Name:". A "Search" button is located at the bottom of the form.

When using the parts lookup website (<http://toyota-frame-parts-lookup.imagespm.info/>), it is **CRITICAL** that all information that is entered is accurate. The website will be recording all of the information in order to track orders as the expiration date for these LSCs approach.

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