

From: [REDACTED]
Sent: Tuesday, April 05, 2016 9:37 AM

To: [REDACTED]

Cc: [REDACTED]

Fuchino (TMS)

Subject: EOD Reconciliation Website Instructions

TSTM's,

As follow up to the WebEx training sessions, attached to this email is the instructions for the dealers on how to operate the reconciliation website for EOD. The instructions contain the website url.

Please send these instructions out to your dealers. In addition to this email the instructions will be published tonight on TIS.

Thanks!

[REDACTED]
Product Engineer
Quality Compliance Department
Toyota Motor Sales, U.S.A., Inc.

[REDACTED]
[REDACTED]

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LSC E0D 2005-2008 Tacoma Reconciliation Website

Quick Reference Guide

<https://toyota-e0d-esd-reconciliation.imagespm.info/>

**ALL VINS MUST BE RECONCILED NO LATER THAN APRIL 30, 2016
FOR YOUR DEALERSHIP TO RECEIVE PAYMENT.**

Overview

LSC EOD Expired March 31, 2016

Due to the expiration of LSC EOD, on April 1, 2016 all VINs were marked expired in TIS. As a result claims submitted after this date will automatically be placed in "Not Approved" status in the CPS warranty system. In order for your dealership to receive payment for vehicles serviced under LSC EOD your dealership must do the following:

- Log Into the LSC EOD Customer Reconciliation Website and Register

Website URL: <https://toyota-eod-esd-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 March 31, 2016 and documented with a R.O. dated on or before the expiration date.

Due to frame demand frames may take up to 8 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 March 31, 2016, documented with an R.O. and technician flag time.

2005 TO 2008 TACOMA VEHICLES SPRAYED AFTER MARCH 31, 2016 WILL NOT BE ACCEPTED AND ARE NOT ELIGIBLE FOR GOODWILL.

- All claims must be reconciled on or before **April 30, 2016**. (NO PAYMENT will be received for dealers that do not reconcile VINs by this date.)

Login Page

TOYOTA 2005-2008 Tacoma Frame Campaign E0D/ESD
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 (XXXXX).
The password is case sensitive.

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

Registration Page

Note: This page will only display upon first login.

TOYOTA 2005-2008 Tacoma Frame Campaign EOD/ESD
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 password.

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.

Contact Name (first and last):

Email:

Phone:

Enter New Password:

Confirm Password:

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.

Submit

Home Page

From this page two types of claims can be reconciled:

- Frame Replacement Repairs: Frames inspected on or before March 31, 2016 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 March 31, 2016 that have not had claims filed before the VIN was marked Expired.

Vehicle sprayed after March 31, 2016 will NOT BE ACCEPTED and is not eligible for goodwill.

TOYOTA

2005-2008 Tacoma Frame Campaign EOD/ESD
Customer Reconciliation

Dealer website

Home > TOYOTA Campaign EOD Customer Reconciliation | Log Out

Message Center

This website will be used to reconcile all 2005 to 2008 Tacoma vehicles that have not had claims submitted or are still awaiting frame replacement parts as of March 31, 2016.

Frame Replacement Repairs: Customer vehicles must have had their frame inspected on or before March 31, 2016 and all frame parts orders must be completed by April 5, 2016.

CRC Claims: All CRC application must have been completed on or before March 31, 2016. There will be NO CRC application allowed for 2005 to 2008 Tacoma after March 31, 2016.

Note: All VINs that have not had warranty claims filed by March 31, 2016 will be marked expired in the system on April 1, 2016. When the VINs are expired warranty claims will temporarily be placed in "not approved" status until the VIN has been reconciled.

All Campaign Repair reconciliation must be completed no later than April 30, 2016. Claims will not be paid for unreconciled VINs.

Customer Reconciliations

Total Frame Repairs Reconciled:
0 out of 9

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
310.468.XXXX ext 144

Update >>>

2016 Toyota_EOD_ESD_Reconciliation

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 as of March 31, 2016, but Toyota has not received a warranty claim to date for that VIN. Vins searched after March 31st will not be prepopulated.



TOYOTA 2005-2008 Tacoma Frame Campaign EOD/ESD
Customer Reconciliation

TCFTA Campaign EOD Customer Reconciliation Log Out

Dealer website

Frame Repair Reconciliations

Click on a VIN in the table below to start the reconciliation process. Once you click on a VIN, you will be able to see the status of the repair and ensure the claim will be paid.

If your dealer has accepted a VIN frame repair that is not included in the spreadsheet, you can add them through this website. But you must complete the entire spreadsheet before the Add VIN button will be enabled.

NOTE: The spreadsheet list of vehicles was created based on your dealership's search on the frame parts lookup website. Any VINs that has not been repaired, or a repair that has not been completed, your dealer should click on the VIN for a "Reconcile" button. All VINs that have been repaired, but not reconciled, will have a "Reconciled" button.

You have 0 of 9 Reconciled

All campaign repair reconciliation must be completed no later than April 30, 2016. 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 (Y/N)	Parts In Order	Campaign TIS Ref No.
STELU02N62228124			11/25/2015	11/25/2015	48492	11/25/2015	STEVE CHERPNA			
STELU02N62292697			10/31/2015	10/31/2015	48276	10/31/2015	STEVE CHERPNA			
STELU02N62233086			08/26/2015	08/26/2015	48267	08/26/2015	STEVE CHERPNA			
STELU02N62211439			10/11/2015	11/06/2015	48222	11/01/2015	STEVE CHERPNA			
STELU02N622007515			10/11/2015	08/11/2015	48112	08/11/2015	STEVE CHERPNA			
STELU02N62240460			10/31/2015	10/31/2015	47000	10/31/2015	MARK WERTMAN			
STELU02N622059491			10/16/2015	12/10/2015	46762	12/10/2015	STEVE CHERPNA			
STELU02N622019543			01/04/2016	01/02/2016	47089	01/02/2016	STEVE CHERPNA			
STELU02N622076097			10/17/2015	10/17/2015	46697	10/17/2015	STEVE CHERPNA			

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.

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

Frame Input Screen (Sample Screen from Prepopulated VIN)

TOYOTA 2005-2008 Tacoma Frame Campaign EOD/ESD
Customer Reconciliation

Dealer website

Home » Frame Repair Listing

TOYOTA Campaign EOD 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 April 30, 2016. Claims will not be paid for unreconciled VINs.



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.

If this box is checked, the repair does not require repair and your dealer will not be filing a claim

VIN (must be a 2005 to 2008 Tacoma):
STELUJ2N2C223124

Frame Part Search Date (mm/dd/yyyy):
11/25/2015

R.O. Date (mm/dd/yyyy):
11/20/2015

R.O. Number:
-65492

Vehicle Inspection Date (mm/dd/yyyy):
11/24/2015

Parts Ordering Contact:
STEVE CHEROVA

Rental?
(select one) Yes No

Frame Parts Order Reference No.:

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.

All fields must be completed to reconcile the vehicle.

Campaign Designation in TIS:
(select one) EOD ESD

Submit

Select EOD or ESD 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 EOD and ESD 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)

Dealer website

Home » TOYOTA Campaign EDD Customer Reconciliation Log Out

Frame Repair Reconciliations

>> Reconciliation for STEU042N45Z078037 successfully updated.

Click on a VIN in the "Prepopulated" list to be taken to reconciliation site, or in the "Frame Repair" and "Add Vehicle" sections, you will be able to add a new VIN to the list.

Your dealer has additional VINs that are not populated in the spreadsheet. If you can add them, please click the "Add VIN" button to add them. A spreadsheet of these VINs will be emailed.

NOTE: The prepopulated list of VINs was created based on our dealer's search history of the Frame Repair Lookup website. Any VIN that has not had a warranty claim, or that has not been repaired, or that is not in our dealer's system, will not be included in the list. VINs that have been repaired at a different vehicle to be reconciled. Note: Dealers that have a spreadsheet list.

You have 9 of 9 Reconciled

All campaign repair reconciliation must be completed no later than April 30, 2016. 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/VN)	Order In	Campaign TIS	Ref No.
STEU042N45Z078174	04/02/2016		11/25/2015	11/20/2015	48562	11/20/2015	STEVE CHERNO	NA	1123412	EDD	
STEU042N45Z078297	04/02/2016		12/21/2015	12/21/2015	48562	12/21/2015	STEVE CHERNO	NA	1074567	EDD	
STEU042N45Z078308	04/02/2016		08/26/2015	08/26/2015	48567	08/27/2015	STEVE CHERNO	NA	24466123	EDD	
STEU042N45Z078359	04/02/2016		11/11/2015	11/06/2015	48562	11/10/2015	STEVE CHERNO	NA	1013456	EDD	
STEU042N45Z078395	04/02/2016		08/11/2015	08/11/2015	45178	08/11/2015	STEVE CHERNO	NA	1764512	EDD	
STEU042N45Z078406	04/02/2016		12/21/2015	12/21/2015	47500	12/21/2015	YVKE FATMAN	NA	10562329	EDD	
STEU042N45Z0785431	04/02/2016		12/16/2015	12/10/2015	48773	12/17/2015	STEVE CHERNO	NA	1123456	EDD	
STEU042N45Z078548	04/02/2016		01/04/2016	01/04/2016	47551	01/02/2016	STEVE CHERNO	NA	1074567	EDD	
STEU042N45Z078637	04/02/2016		12/17/2015	12/17/2015	46550	12/17/2015	STEVE CHERNO	NA	10562329	EDD	

Add Vehicle Not on Above List:

VIN:

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

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 March 31, 2016

TOYOTA 2005-2008 Tacoma Frame Campaign EOD/ESD
Customer Reconciliation
Dealer website

Home » TOYOTA Campaign EOD 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 March 31, 2016 will be marked expired in the system on April 1, 2016. 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 Date	R.O. Date	Vehicle Nbr	Vehicle	CRC Date	CRC Spray	CRC Start Time	CRC End Time
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Add Vehicle Not on Above List:

VIN:

Enter a valid 2005 to 2008 Tacoma VIN to start the CRC reconciliation process.

After entering the VIN click the black "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.

CRC Reconciliation Input Page

TOYOTA 2005-2008 Tacoma Frame Campaign EOD/ESD Customer Reconciliation

Dealer website

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

[TOYOTA Campaign EOD 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 April 30, 2016. Claims will not be paid for unreconciled VINs.



VIN (must be a 2005 to 2008 Tacoma):

5TEJG6274382504925

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

03/31/2016

R.O. Number:

9874553

Vehicle Inspection Date (mm/dd/yyyy):

03/31/2016

CRC Spray Date(mm/dd/yyyy):

03/31/2016

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

11:00 AM

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

1:00 PM

X

Submit

All fields must be completed to reconcile the vehicle.

2016

Toyota EOD/ESD Reconciliation