

From: Quality Compliance

Sent: Thursday, March 03, 2016 2:07 PM

Subject: LSC E0D/ESD: 2005 to 2008 Tacoma Frame Campaign Expiration Overview

All Toyota Dealer General Managers, Service Managers, and Parts Managers

LSC E0D/ESD EXPIRES MARCH 31, 2016

Limited Service Campaign: E0D: 2005 – 2008 Tacoma – Corrosion-Resistant Compound (CRC) Application (Cold Climate States)

Limited Service Campaign: ESD: 2005 – 2008 Tacoma – Frame Inspection (Warm Climate States)

FRAME REPLACEMENT

Customer vehicles that qualify for frame replacement under E0D/ESD must have their vehicle inspected and documented on or before **MARCH 31, 2016**.

CRC APPLICATION (Cold Climate States 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 if the vehicle is sprayed after March 31, 2016. Additionally vehicle sprayed after the expiration date are not eligible for goodwill.

FRAME INSPECTION (Warm State Only)

Last day to inspect Tacoma frames is **MARCH 31, 2016**, claims will not be paid for any vehicle inspected after the expiration date.

CUSTOMER SERVICE

With this LSC expiration it is important that your dealership properly organize scheduling so that customers seeking LSC inspections can have their frame inspected and have the proper repair or documentation completed. For additional questions please contact your regional representative.

PARTS ORDERING DEADLINES

CRC KIT ORDERING (COLD STATE ONLY)- MARCH 29, 2016 is the last day to order CRC kits.

CRC kits will be placed on stop sale and are unable to be ordered because it takes 3 business days to ship. Any kits ordered after this date will not arrive at the dealership in time to perform the CRC application.

FRAME PARTS ORDERING- APRIL 5, 2016 is the last day to order frames and all associated ancillary parts. Frames will be placed on stop sale after this date. In addition the part lookup website access for 2005 to 2008 Tacoma parts will be turned off and will no longer be accessible for dealers.

NOTE: When using the parts lookup website (<http://toyota-frame-parts-lookup.imagespm.info/>), ***it is CRITICAL entered information is accurate.*** The website will be recording all information by dealer to support the reconciliation process.

WARRANTY CLAIM FILING

VIN EXPIRATION

On **APRIL 1, 2016** all VINs will be marked expired in TIS, as a result expired VINs that have claims filed will be temporarily placed in "Not Approved" status until the VIN has been reconciled. Claim filing will resume for VINs that are properly reconciled as described below.

RECONCILIATION PROCESS (**APRIL 5, 2016 – APRIL 30, 2016**)

All dealers will need to go through a reconciliation process for any vehicles with outstanding claims/repairs that have not been completed as of March 31, 2016. In preparation for this process please confirm all repair orders and other applicable paperwork related to these vehicles are organized in order to expedite the reconciliation process. Additional details and training for the reconciliation process will follow in late March. Below are samples of claims that will need to be reconciled.

Reconciliation Example A: Vehicle has CRC applied prior to March 31, 2016 but the claim was not filed and approved prior to the March 31, 2016 expiration date.

Reconciliation Example B: Vehicle has been inspected prior to March 31, 2016 and qualifies for frame replacement, but has not been completed due to parts availability.

CLAIM FILING PROCESS

Correctly reconciled VINs will be re-opened in TIS for claim filing on a weekly basis during the reconciliation process. To confirm if the VIN has been reopened check the VIN inquiry in TIS. Once the VIN has been re-opened the warranty claim can be filed.

CRC/INSPECTION ONLY CLAIMS- VINs applicable to these repairs must have the claim filed by **MAY 31, 2016**. Reconciled VINs that have not had a claim submitted by **MAY 31, 2016** will be marked expired on **JUNE 1, 2016**.

FRAME REPAIR CLAIMS- Toyota understands that this campaign has experienced parts issues, therefore, frame repairs and claims must be completed within 3 months of parts arrival.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject. In addition attached to this email is the quick reference guide that can be found on TIS that goes over all the key expiration dates.

Thank you for your cooperation.

Quality Compliance Department

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Limited Service Campaign E0D/ESD Key Expiration Date Quick Reference Guide



Certain 2005-2008 Model Year Tacoma Vehicles

Customer Service

MARCH 31, 2016

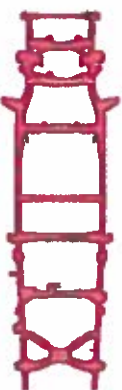
FRAME REPLACEMENT

All frames must be inspected on or before March 31, 2016 in order to qualify for frame replacement. Vehicles inspected after this date will not be covered under the Limited Service Campaign.

CRC APPLICATION (COLD STATE ONLY)

March 31, 2016 is the last day of CRC application, regardless of vehicle inspection date taking place on or before the expiration date.

Note: Toyota notified customers and certain regulatory authorities that the campaign would expire on March 31, 2016; you must abide by this notice and not perform CRC application after the March 31, 2016 expiration date.



Parts Ordering

MARCH 29, 2016

CRC KIT ORDERING (Cold State Only)

March 29, 2016 is the last day to order CRC kits. CRC kits will be placed on stop sale and will not be able to be ordered after this date.

CRC kits are unable to be ordered after this date because it takes 3 business days to ship. Any kits ordered after this date will not arrive at the dealership in time to perform the CRC application.

Tacoma CRC Kit Part #: 00289-T00KT-DS

Note: CRC kits that support other ongoing campaigns will not be placed on stop sale.

APRIL 5, 2016

FRAME ORDERING

April 5, 2016 is the last day to order frames and all associated ancillary parts. Frames will be placed on stop sale after this date.

In addition the part lookup website access for 2005 to 2008 Tacoma parts will be turned off and will no longer be accessible for dealers.

Note: Part lookup tables for other ongoing frame campaigns will still be accessible through this website.



VIN Expiration and Reconciliation Process

APRIL 1, 2016

VIN EXPIRATION

All VINs that have not had warranty claims filed will be marked expired in TIS and National Service History. When the VINs are expired warranty claims will temporarily be placed in "Not Approved" status until the VIN has been reconciled.



APRIL 5, 2016 – APRIL 30, 2016

VEHICLE CLAIM RECONCILIATION

All vehicles that have not had warranty claims filed, frame repairs completed, or are awaiting frame parts as of April 1, 2016 are required to be reconciled using the Tacoma Frame Reconciliation Website. This must be completed by April 30, 2016.

Note:

- The reconciliation website will have a prepopulated VIN list based on VINs searched in the parts lookup website as of March 31, 2016. The VIN list is intended to assist with process.
- It is the dealer's responsibility to reconcile all VINs included or not included in the prepopulated list.
- Reconciliation begins April 5th so the required data analysis can be performed for the prepopulated list.

Claim Filing

Correctly reconciled VINs will be reopened in TIS for claim filing on a weekly basis during the reconciliation process. To confirm the VIN has been reopened check the VIN in TIS. Once the VIN has been reopened the warranty claim can be filed.

May 31, 2016

- Inspection Only Claims (Warm States)
- CRC Application Claims

VINs applicable to these repairs must have claims filed by this date. Unclaimed VINs will be marked expired June 1, 2016 closing the campaign.



Frame Repairs (Parts Arrival + 3 Months)

Toyota understands that this campaign has experienced parts issues, therefore, frame repairs and claims must be completed within 3 months of parts arrival.

