

TOYOTA

3/23/16 – Frame Registration and Credit Program. Refer to page 9.
4/27/15 – Rental opcodes have been updated. Refer to yellow highlights on page 4.

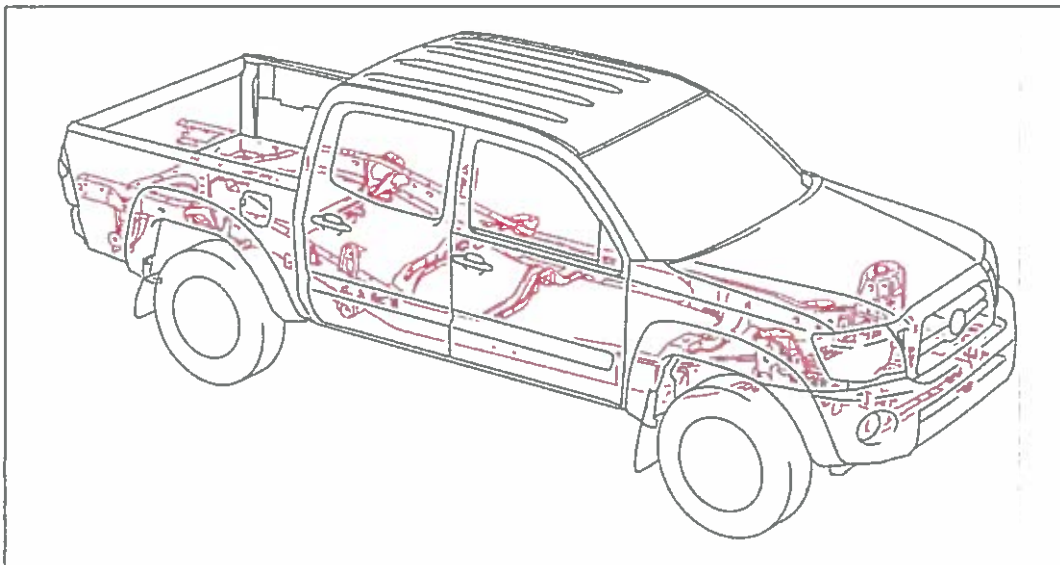
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Manager, and Parts Managers (located in AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY)

Subject: Limited Service Campaign (LSC) ESD
2005 through 2008 Model Year Tacoma Vehicles
Frame Inspection

In 2014, Toyota announced and rolled out a Limited Service Campaign (LSC E0D) for certain 2005-2008 model year Toyota Tacoma vehicles currently registered in specific cold climate areas with high road salt usage (Cold Climate States). Toyota is now announcing LSC ESD to also support owners of vehicles that are not registered in Cold Climate States but believe their vehicle has been operated in cold climate regions where high road salt is frequently used and/or customers with concerns that their vehicle's frame has more-than-normal corrosion.

LSC ESD covers vehicles currently registered in the following states: **AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY.**



Condition

- Toyota has received reports that certain 2005 through 2008 model year Tacoma vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame.
- 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.

Limited Service Campaign (LSC) Remedy

If a customer believes his/her vehicle has been operated in cold climate regions of the United States where high road salt is frequently used and/or a customer is concerned that their vehicle's frame has more-than-normal corrosion, dealerships are requested to inspect the vehicles frame for excessive corrosion. Based upon the results of the inspection, dealerships are requested to do one of the following at **no charge** to the vehicle owner:

- If the vehicle's frame passes Toyota's inspection, no further action is required.
- If significant rust perforation is found, the dealer will replace the vehicle's frame at **no charge** to the owner.



*Customers will have until **March 31, 2016**, to have the inspection of the vehicle's frame. If before the **March 31, 2016**, expiration date, an authorized Toyota dealer confirms that the vehicle's frame has significant rust perforation, the appropriate repairs must be completed within three months of the inspection date*. Please schedule all inspections well in advance of the **March 31, 2016**, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign.*

**Due to facility and staffing challenges when scheduling and performing frame replacements and the production and shipping of the frames and associated parts.*

1. **Owner Notification**

The owner notification will commence in early April, 2015, approximately one week after the Dealer Letter.

2. **Dealer/Owner Lists**

Summary Reports containing the **number** of covered vehicles in your dealership's Primary Marketing Area (PMA) have been enclosed in the dealer package. Based upon our records, a dealership which does not have a covered vehicle in their PMA will receive a report indicating so.

3. **Vehicle Coverage**

There are approximately 500,550 Tacoma (certain 2005 – 2008 model years) vehicles covered by LSC ESD. The vehicles covered by this campaign were produced from mid-September 2004 – May 2008.

Please note that only owners of the covered vehicles registered in that specific state will be notified. VINs registered within that specific state will be loaded simultaneously on TIS.

4. **Remedy Procedure**

The Supplemental Frame Replacement TI contains the frame inspection criteria and the procedure for replacing the frame, if needed, based on Toyota's inspection criteria.



- Verify vehicle eligibility by confirming through TIS prior to performing the inspection/repair.
- Dealers that conduct LSC ESD on vehicles not covered under this program **will not receive reimbursement.**

5. **Parts Ordering**

Parts Availability

The frame is not stocked at the Toyota parts distribution centers, but are built to order from the supplier and dropped shipped to the dealership. Lead time for these frames can vary based on demand and dealership geographical location. Please take this into consideration and schedule customer frame replacement appointments when all frame replacement parts have arrived at the dealership.



Only vehicles currently registered in the "Warm Weather States" are covered under LSC ESD (LSC expiration date March 31, 2016)
Warm Climate States: AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, and WY

(Parts Ordering Instructions CONTINUED . . .)

Parts Lookup Website:

To assist dealers in determining the correct part number(s) to order, the 2005 to 2008 Tacoma parts lookup table has been added to the existing parts lookup website. Parts will be looked up by vehicle VIN. Please go to <http://toyota-frame-parts-lookup.imagespm.info> select the appropriate campaign/vehicle, enter the VIN, and the correct part numbers to order will be displayed. **The website is for part(s) application reference only and won't order the parts, confirm campaign completion status, or confirm campaign applicability.**

Note: This site has been available for previous frame campaigns, but now the 2005 to 2008 Tacoma database has been activated for your dealer. If this is your dealership's first time logging in you will need to enter your dealer code and the default password; XXXXX. Upon logging in the website will ask for you to reset the password and provide an email address.

Ordering Process Requirement:

Due to the number of parts required for the frame replacement repair, ALL ancillary parts and the frame for each vehicle must be ordered on 1 order reference number. This process is required and is not optional. Certain ancillary parts in tight supply have been placed on MAC and will only be released once shipment of the frame is confirmed. This shipment confirmation is based on the order reference number, so the ancillary parts order reference and the frame order reference must match in order for your parts to be released.

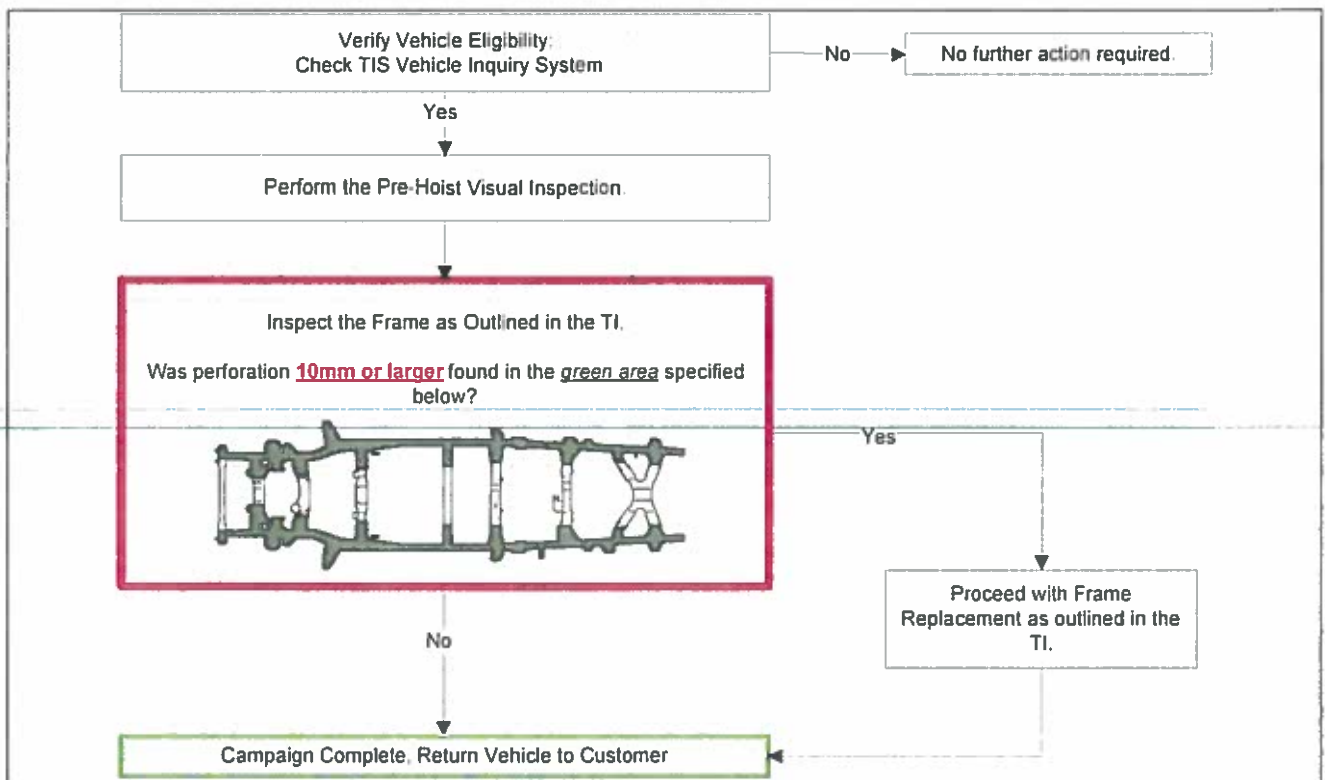
The parts will need to be ordered through the Dealer Daily Parts System.

6. Tools and Equipment

Please refer to TIS for the Technical Instructions containing a list of tools and equipment.

- Frame Inspection/Replacement Technical Instruction

7. Warranty Processor Instructions



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(Warranty Processor Instructions CONTINUED . . .)

Operation Codes:

Op. Code	Description	Flat Rate Hour
3607G1	Frame Inspected – No Significant Perforation Found*	0.6 hr/vehicle
3607GC	2WD Frame Replacement by Dealer	38.8 hr/vehicle
3607GD	4WD Frame Replacement by Dealer	40.4 hr/vehicle
3607GE	2WD Frame Replacement by Outside Shop	0.6 hr/vehicle
3607GU	4WD Frame Replacement by Outside Shop	0.6 hr/vehicle

* Based upon Toyota's inspection criteria

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Allowable Sublet for Limited Service Campaign ESD

- Sublet:** The sublet cost for Frames Replaced at an Independent or Dealer Body Shop should be claimed under sublet type 'YF' using the following formula:

Description	Sublet Amounts
Op. Code 3607GE (2WD)	= Maximum 38.2 hours X Outside Repair Shop Rate
Op. Code 3607GU (4WD)	= Maximum 39.8 hours X Outside Repair Shop Rate

• A maximum of \$250 per vehicle may be claimed under sublet type 'YG' for the cost of transporting vehicles to an Independent or Dealer Body Shop for Op. Codes ESD003 and ESD004.

Rental Vehicles:

Op. Code	Description	DSPM Authorization	Sublet Amounts	Sublet Type
3607GF	Vehicle Rental 1-30 Days	Not Required	**Follow the Toyota Transportation Assistance Program (TTAP) Guidelines.	RT
3607GG	Vehicle Rental 31-60* Days (For frame replacement)	Required		
3607GH	Vehicle Rental 61-90* Days (For frame replacement)			
3607GV	Vehicle Rental 91-120* Days (For frame replacement)			
3607GW	Vehicle Rental 121-150* Days (For frame replacement)			
3607GZ	Vehicle Rental 151-190* Days (For frame replacement)			

*Rental car for frame replacement is up to 7 days under sublet type RT. If frame replacement is delayed due to parts availability, additional time, up to a total of 30 days, may be claimed. Additional time, up to a total of 190 days, may be claimed **only** with DSPM advance written authorization.

**As stated in the policy, any special vehicles above the standard rental cost must be approved by the DSPM and should only be given to customers that face extreme hardship with the standard rental vehicle (e.g. the vehicle is used for their livelihood).

(Submit LSC claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.)

Note: Warranty Op. Code for claim filing will be available Thursday, March 26, 2015.



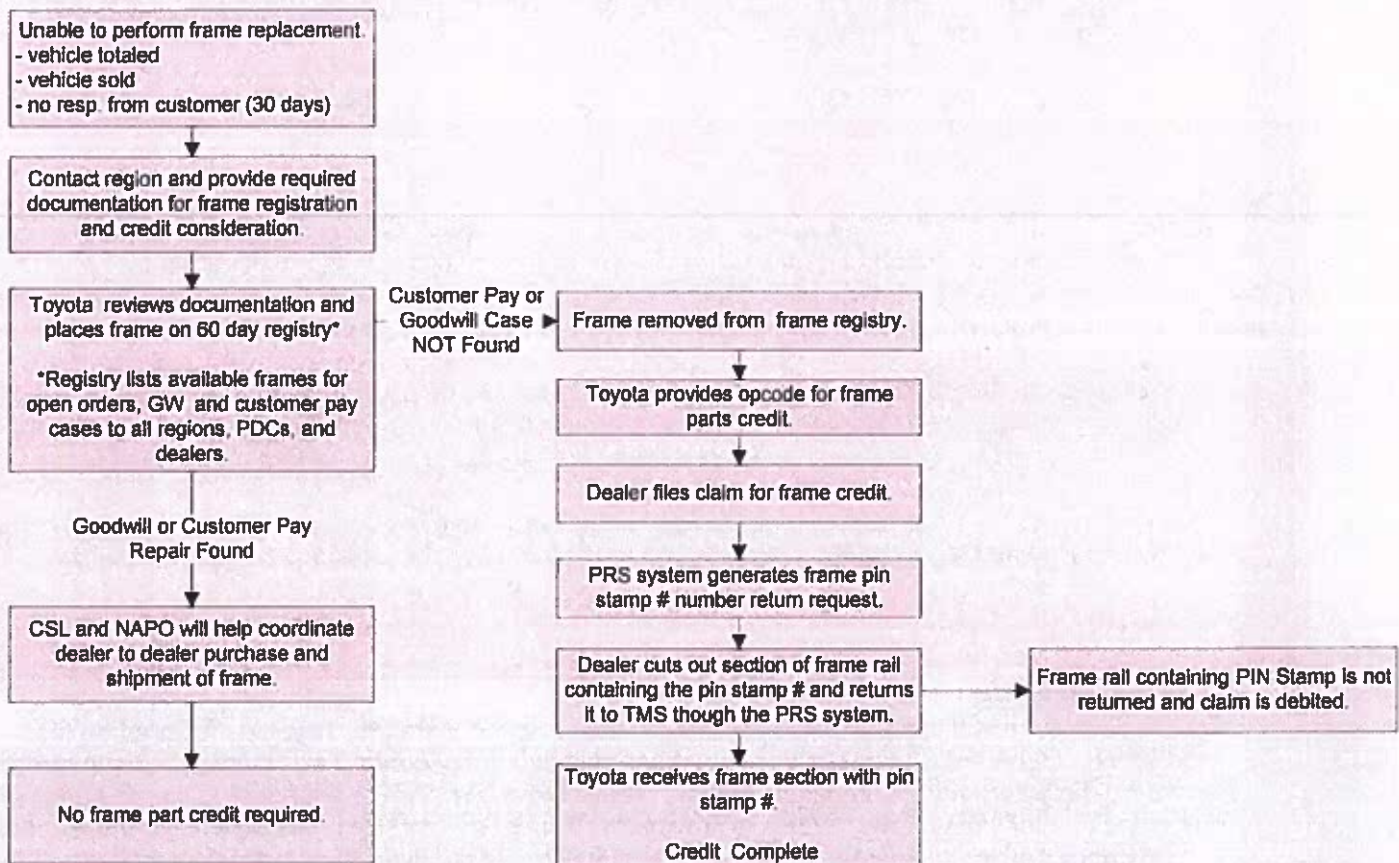
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8. Frame Registration and Credit Program

Toyota understands that this campaign has experienced longer than expected lead times for frame replacement parts. This longer than expected lead time between frame inspection/parts ordering and part arrival could result in a frame repair that is unable to be completed due to various reasons:

- Vehicle totaled or involved in an accident
- Customer sold vehicle (unable to reach new owner)
- Unresponsive customers due to extended delay
- Etc.

Due to these unique circumstances and the fact that frames are *nonreturnable Toyota has setup a frame registration and potential credit program to help assist dealers in these rare cases.



Frame Registration

For obsolete frame registration please provide the following information to your respective regional representative (DSPM/FTS):

- Dealer code
- VIN
- Documentation of why repair cannot be completed
 - **Totaled Vehicle:** Insurance papers for totaled vehicles/carfax report
 - **Private Party Sold Vehicle:** Copies of sales paper work (if possible)
 - **Unresponsive Customer:** Provide contact call log/journal.
 - 30 day minimum contact period
 - Must contain 4 different contact attempts on 4 different dates (phone, email, text, etc)
- Frame Part Number
- Frame Pin Stamp #
- Picture of Frame/PIN Stamp #
- Frame Order Reference Number
- Part storage description (ie. outside, warehouse, in shop)



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(Frame Registration and Credit Program Instructions CONTINUED . . .)

Toyota will review the documentation upon receipt and register the frame for a 60 day period. This 60 day period will be used to try and find a second use for the frame. It is expected that a second use for a frame will be found for the majority of obsolete frame cases. If Toyota identifies a second use, we will ask the dealers to assist with the following:

- **Selling Dealer:** Toyota will request the dealer in possession of the frame to sell their frame at dealer cost with no markup.
- **Purchasing Dealer:** Dealers purchasing the frame for vehicle repairs should pay selling dealer, at dealer parts cost, for the frame in a timely manner.
- **Frame Transportation:** Toyota will help coordinate the move of the frame using approved logistics carriers.

Frame Credit

If a secondary need for the frame is unable to be identified during the 60 day registration period, Toyota will issue the frame credit opcode and remove the frame from the national frame registry. The frame credit opcode will allow dealers to recover the cost of the frame with no parts markup. To complete the frame credit claim filing process, specific instructions will be provided at the end of the registration period.

- **Required Frame Pin Stamp Return:** All warranty claims for frame credits will require the frame section with the pin stamp to be returned through the PRS system. In order to return the frame pin stamp (serial number) the dealer will need to cut the pin stamp section out of the frame and return it to Toyota.

DO NOT return the entire frame assembly, claims that have the entire frame shipped are subject to warranty claim debit and/or will be held responsible for the extra frame shipment cost.

Failure to return the frame pin stamp will automatically result in claim debit.

9. Customer Handling

Please consider this campaign an opportunity to assure customers that Toyota is focused on their satisfaction. Customers who receive the owner notification may contact your dealership with questions regarding the letter and/or campaign remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

- Customers with additional questions or concerns should be instructed to please contact the Toyota Customer Experience Center (1-888-270-9371).
- If a customer has previously paid for repairs of their Tacoma frame for this specific condition during the applicable period, please contact the Toyota Customer Assistance Center at 1-888-270-9371.

10. Media Contacts

For News media inquiries only: Due to the nature of this LSC, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to media associates only.)

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.

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



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