


| | | |
|--|--|--|
| DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator |  TOYOTA Warranty Policy Bulletin | No.: POL17-11 Date: 07/17/2017 Page: 1 of 5 REVISED 10/16/2017 |
|--|--|--|

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZH8):
 WARRANTY EXTENSION FOR FRAME CORROSION ON
 CERTAIN 2005-2007 MY SEQUOIA VEHICLES**

Background

Toyota has received reports of customer concerns in which the vehicles operated in specific cold climate areas (Cold Climate States) with high road salt usage may exhibit more-than-normal corrosion with the vehicle’s frame.

On May 21, 2017, a settlement of claims in a *class action lawsuit* involving 2005 – 2007 Toyota Sequoia vehicles regarding frame corrosion was approved. This *class action settlement* includes inspection of the customer’s frame, and if the frames meet or exceed the Rust Perforation Standard based on the Court-ordered inspection criteria, the frame will be replaced at no cost to the customer. Toyota is currently preparing parts for frame replacement.

This settlement will also include CRC (Corrosion Resistant Compound) application. Toyota is currently preparing parts for CRC application process. Once available, CRC application will be covered under a separate Limited Service Campaign (LSC), and will only be available for vehicles registered in the Cold Climate States¹ that pass frame inspection criteria, and did not:

- Previously have the frame replaced and/or:
- Previously had the frame sprayed with CRC under any previous campaign

| Activity | Estimated Launch Timing | Notes |
|------------------------|-------------------------|---|
| Frame Inspection | Available | As Necessary |
| Frame Replacement | Available | Upon meeting or exceeding the Rust Perforation Standard based on Court-ordered inspection criteria |
| Customer Reimbursement | Available | Through Settlement Administrator, see www.toyotaframesettlement.com |
| Frame CRC Application | Available | Only for vehicles that do not meet or exceed the Rust Perforation Standard based on Court-ordered inspection criteria; only for cold-climate states ¹ ; under separate LSC (H0F); expires May 20, 2019 |

¹ – District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV.

Applicability

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to frame corrosion. The specific condition covered by this program is rust that satisfies the Rust Perforation Standard as per the Settlement Agreement.

This Warranty is applicable for **the latter of 12 years from the Date of First Use (DOFU) or 1 year from the date of final approval (5/21/2017).**

If a customer believes their 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, Toyota dealerships are requested to inspect the vehicle's frame for corrosion using the Court-ordered Frame Inspection and Replacement Protocol. Based upon the results of the inspection, dealerships are requested to do one of the following at **no charge** to the vehicle owner:

- For warm climate states, if the vehicle's frame passes Toyota's inspection, no further action is required.
- For Cold Climate States (District of Columbia (DC), CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and WV), if the vehicle's frame passes Toyota's inspection, the vehicle may be eligible to have Corrosion Resistant Compound (CRC) protection applied. This will be applied under a separate Limited Service Campaign (LSC).
- For all states and territories, if the vehicle's frame meets or exceeds the standard for frame replacement, the frame will be replaced at **no charge** to the customer.

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

****This Warranty Enhancement Program is subject to the terms of the Settlement Agreement and conditions set forth in the Toyota New Vehicle Limited Warranty. The WEP does not apply to vehicles that have flood damaged titles or vehicles that were sent to a salvage yard, junkyard, wreckage facility or similar entity.***

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Covered Vehicles

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Claims for repairs that were performed by non-qualified technicians are subject to debit.

Remedy Procedures

To assist dealers in determining the correct part number(s) to order, a website has been set up to look up part numbers by 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.***

- The parts will need to be ordered through the Dealer Daily Parts System
- ETAs for the parts will be available via the normal system
- Frame ETAs will be made available on the Dealer Daily website, in the MAC reference area

Note: When first logging in; 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.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Claim Submission

Frame Replacement opcodes will be provided soon. If applicable, proceed with ordering the required parts per the website referenced above.

| Claim Type | Model | Opcode | Description | Labor Time |
|----------------|---------|--------|---|-----------------|
| Repair Program | Sequoia | GHG23A | 2005-2007 MY Frame Inspection – No Significant Perforation Found | 0.5 hr./vehicle |
| | | ZH8404 | 2005-2007 MY Frame Inspection – Qualifying Perforation Found – Awaiting Frame Replacement | |

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim. No OFP is required on the claim.

Replacement Parts

Replacement Parts will be provided when Frame Replacement activities begin.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Transportation Assistance

Due to parts procurement limitations, for vehicles that do not pass the Toyota inspection criteria, loaner vehicles will be made available for up to 60 days if the vehicle is required to remain at the Toyota Dealer overnight. Toyota's policy does not guarantee customers the same model they are driving as a substitute while their vehicle is being repaired; however, dealers should consider all relevant customer needs and, when necessary and reasonably possible, attempt to provide a vehicle that best meets those requirements.

For vehicles covered under this Warranty Policy Bulletin, the cost of the loaner will be reimbursed up to a maximum of \$60/day.

A rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

| Claim Type | Opcode | Description | Sublet Type |
|----------------|---------|---|-------------|
| Repair Program | GHG24A | 2005-2007 MY Vehicle Rental 1-30 Days | RT |
| | GHG24B* | 2005-2007 MY Vehicle Rental 31-60 Days | |

* DSPM Authorization is required for rentals greater than 31 days.

Customer-Paid Repairs or Replacement of Components

Customers who previously paid for the replacement of a frame, prior to January 3, 2017, are required to submit a claim to the settlement administrator by July 20, 2017 (60 days after final court approval) for reimbursement consideration by the Court-appointed Settlement Claims Administrator. Those customers who are eligible for reimbursement will be provided a check by the settlement administrator. If customers have questions regarding the status of their reimbursement requests, please have them contact the settlement administrator at 1-800-481-7948.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.