

TECHNICAL INSTRUCTIONS

FOR

WARRANTY EXTENSION PROGRAM ZH6, ZH7, ZH8 AND ZH9

FRAME INSPECTION ONLY

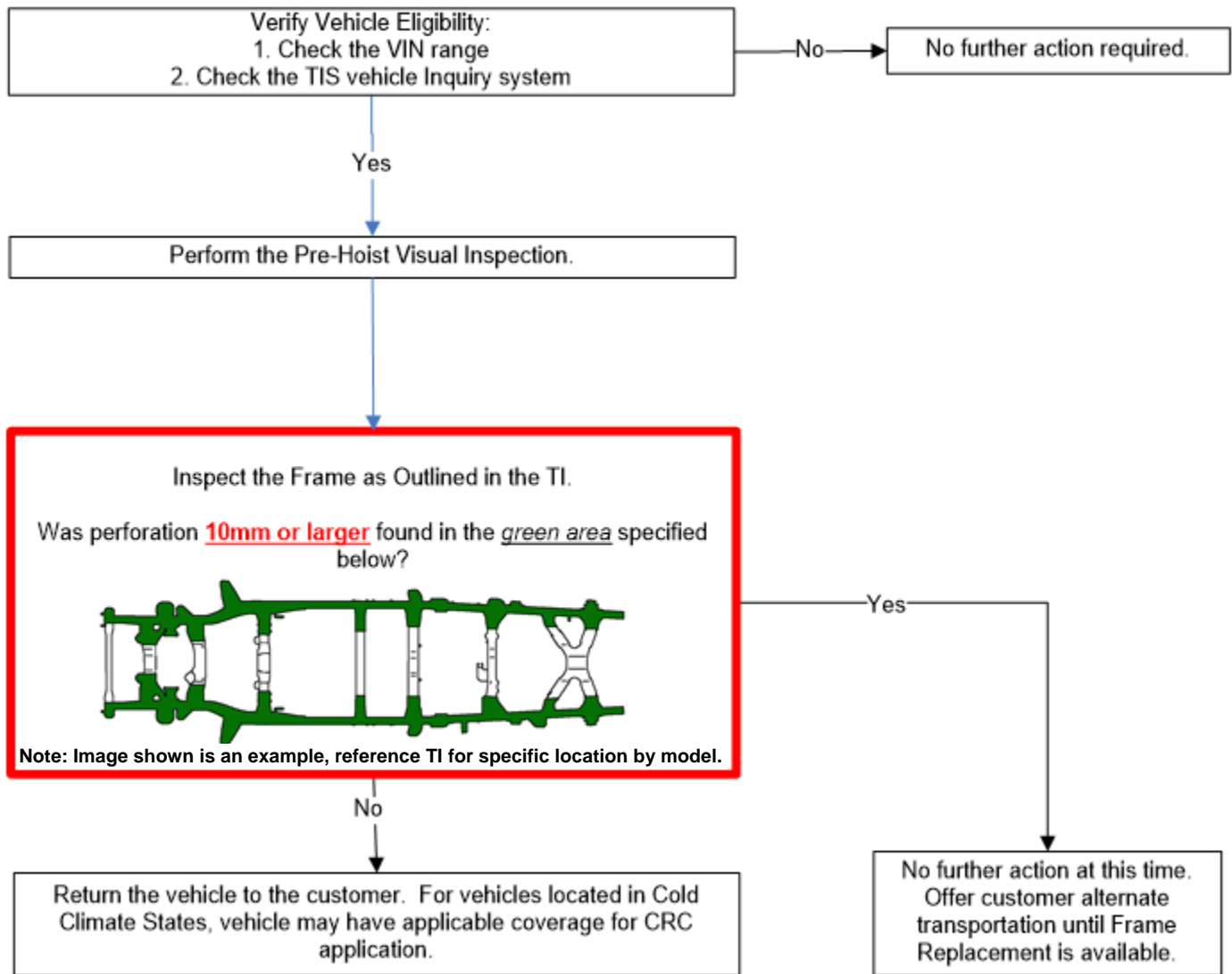
CERTAIN 2005-2010 TACOMA (ZH6)
CERTAIN 2007-2008 TUNDRA (ZH7)
CERTAIN 2005-2007 SEQUOIA (ZH8)
CERTAIN 2008 SEQUOIA (ZH9)

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall 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

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this WEP, and that it has not already been completed by another dealer.
- TMS warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

No parts required for inspection.

B. TOOLS & EQUIPMENT

- Shop Light
- Mirror

IV. BACKGROUND

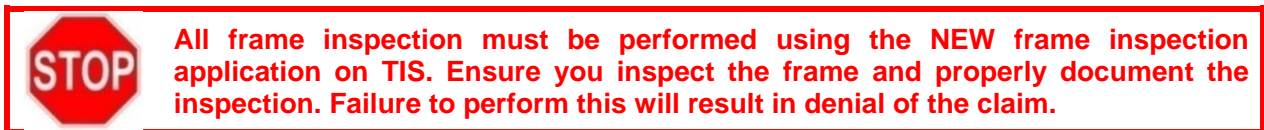
- Toyota has received reports that certain 2005-2010 Tacoma, 2007-2008 Tundra, and 2005-2008 Sequoia vehicles operated in specific cold climate areas (Cold Climate States) with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame.
- Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas.
- This combined with prolonged exposure to road salts and other environmental factors, may contribute to the development of more-than-normal rust in the frame of some vehicles.
- 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.

V. FRAME INSPECTION

A. PERFORM INITIAL PRE-HOIST INSPECTION

1. INSPECT THE FRAME FOR EXCESSIVE FRAME CORROSION THAT COULD AFFECT THE STRUCTURAL INTEGRITY OF THE FRAME.

B. FRAME INSPECTION



1. ACCESS INSPECTION APPLICATION

- a. Run the VIN in TIS and click on the Warranty Tab.
- b. Click on the "Frame Inspection" link on TIS.

The screenshot shows the TIS interface for a 2005 Toyota Tacoma. The vehicle information section includes:

- Division: TOYOTA
- Model: Tacoma
- Grade: PRERUNNER
- Model Year: 2005
- Drive Type: 2WD
- Body Type: Access Cab
- Engine Family: V6 - 1GR
- Engine No: 1GR0650306
- Date of First Use: 03/23/2005
- Production Date: 02/04/2005
- Plant Code: Z - FREMONT PLANT - NUMMI
- Transmission: SAT
- VIN: 5TE-TU62N-55Z048758

The Service Campaign section shows a campaign for Safety Recall E02 - Remedy Notice Certain 2005-2011 Model Year Tacoma Pre-Runner and 4x4 Vehicles Rear Leaf Spring. The completion status is "Not Completed". A "Frame Inspection" link is circled in red.

Maint	Certified				Expert				Master	MDT	Special Courses	Addnl Info
	EG	DT	CH	EL	EG	DT	CH	EL				
			✓				✓		✓	✓	(SC15A)	Remedy launched for vehicles in Boston, New York, CA, Cincinnati, Denver, Portland and Chicago regions.

2. LOG INTO THE INSPECTION APPLICATION

- a. Reenter your TIS password

Frame Inspection

Frame Inspection

Language: English French Spanish

Re-enter your TIS Password to proceed with the Frame Inspection

Verify the User ID currently logged into TIS matches the technician's User ID performing the Frame Inspection

TIS Password

Clear Login

3. ENTER VEHICLE INFORMATION

- a. Enter the vehicle mileage.
b. Select the state from the drop down menu that the vehicle is registered.
Note: Do NOT select the state the dealership is located.
c. Inspect the frame for CRC compound that could have been previously applied:

CRC was Previously Applied: Select the CRC Bottle Button

NO CRC Previously Applied: Select Frame Button

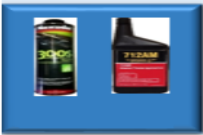
Note: CRC could only be previously applied to 2005 to 2008 Tacoma vehicles.

Frame Inspection


Frame Inspection Home

User ID	: JOHNSOJ459	Technician Name	: James Johnson
Dealer Code	: 54012	Dealer Name	: CYPRESS COLLEGE
Date/Time	: 07/08/2017 2:12 PM PDT	VIN	: 5TBRT38101S125908
		DMY	: TOYOTA Tundra 2001
Vehicle Mileage	:* <input type="text" value="120568"/> Miles	Vehicle Registered State	:* VT <input type="text"/>

Has the vehicle had CRC previously applied to the Frame?
Click on the appropriate icon below to start the Frame inspection process.



CRC Previously Applied

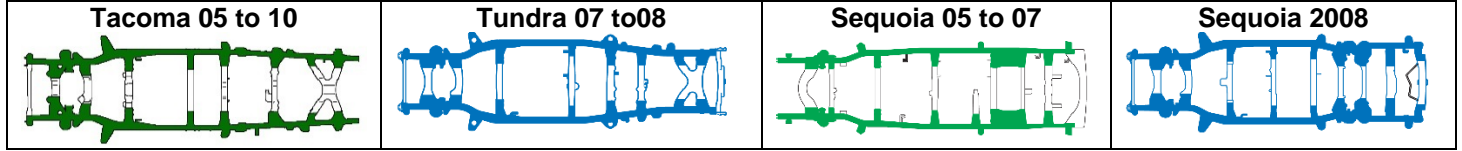


No CRC Applied

Clear Exit

4. INSPECT THE FRAME SECTIONS

a. Inspect the frame in the colored areas below and use the application to document the results of the inspection.



b. Select Section A

Note: The frame inspection application must be completed in alphabetical order.

Frame Inspection

Select Frame Section - NO CRC Applied

User ID :	JOHNSOJ459	Technician Name :	James Johnson
Dealer Code :	54012	Dealer Name :	CYPRESS COLLEGE
Date/Time :	07/08/2017 2:12 PM PDT	VIN :	5TBRT38101S125908
Vehicle Mileage :	120568 Miles	DMY :	TOYOTA Tundra 2001
		Vehicle Registered State :	VT

Click on the highlighted section of the frame diagram below to start the inspection process.
Each section of the frame must be inspected as instructed by the Technical Instructions.
You must start in Section A (Front Passenger Side of the vehicle) and proceed to each section in alphabetical order.

[Back](#)

c. Inspect the frame section and inspect all surfaces of the frame rail and crossmember. Select the photo that best represents the frame condition. If perforation of 10mm or larger is identified select "Peroration of the Frame".


Note: You must click the bubble next to the image to select the condition.


Frame Inspection


Select Frame Condition - NO CRC Applied


Inspect the frame condition as described in the technical instructions. Ensure to inspect the exterior and interior facing surfaces of the frame rail, along with the crossmembers of the frame. Identify the overall condition of the frame by selecting the appropriate image that best represents the condition of the frame section.

You must click on the bubble next to the image to make your selection.
Note: If there is perforation in any part of the identified frame section always select perforation.


E-Coat Intact


Light to Moderate Surface Rust


Complete Surface Rust with Rust Scales


Perforation of the Frame

[Back](#) [Clear](#) [Next](#)

- d. If you selected Perforation of the Frame, the application will request more information about the size of perforation(s) and location.
- e. The section with perforation will split into 2 sub-sections to further identify the perforation location.
- f. Select the size of the perforation in each sub-section.
- g. Upload a photo for each area containing perforation and describe the location in the comments section.

Note:

- **Include the R.O in the image of at least one of the perforation holes.**
 - **If both sub-sections have perforation, it will require two pictures to be uploaded.**
 - **If perforation was accidentally selected, use the back button to reset section.**
- h. Select Next to move onto the next section.

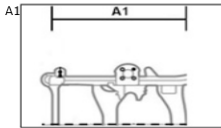
Frame Inspection

Select Perforation Identification - NO CRC Applied

The frame section has been split into two smaller sections to help clarify to the technical staff where the perforation is located. Please select the location and size of the perforation and upload an image of the perforation.

Note: If perforation is found in both areas please identify both perforation locations below.

A1



A1 Check the appropriate perforation size*


Perforation Found during Frame Clearing for CRC-10mm and above

16mm or above

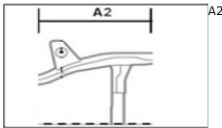
10 to 15mm

None

Comments: (500 Chars)

IMG_1302.JPG 

A2



A2 Check the appropriate perforation size*

Perforation Found during Frame Clearing for CRC-10mm and above

16mm or above

10 to 15mm

None

Comments: (500 Chars)

[Back](#) [Clear](#) [Next](#)

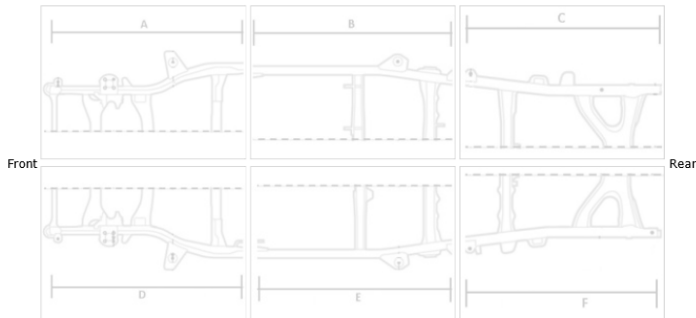
- i. Once all sections have been completed, select the Submit button.

Note: When completed it will be indicated by all sections being grayed out and the submit button will appear.

Frame Inspection

Frame Inspection - NO CRC Applied

User ID	: JOHNSOJ459	Technician Name	: James Johnson
Dealer Code	: 54012	Dealer Name	: CYPRESS COLLEGE
Date/Time	: 07/08/2017 2:12 PM PDT	VIN	: 5TBR38101S125908
		DMY	: TOYOTA Tundra 2001
Vehicle Mileage	:* 120568 Miles	Vehicle Registered State	:* VT <input type="text"/>



Front Rear

[Back](#) [Submit](#)

NO Perforation Found

j. If no perforation was not found, follow the directions as provided.

Frame Inspection


Frame Inspection - NO CRC Applied

User ID	: JOHNSOJ459	Technician Name	: James Johnson
Dealer Code	: 54012	Dealer Name	: CYPRESS COLLEGE
Date/Time	: 07/08/2017 2:12 PM PDT	VIN	: 5TBRT38101S125908
Vehicle Mileage	:* 120568 Miles	DMY	: TOYOTA Tundra 2001
		Vehicle Registered State	:* VT <input type="button" value="v"/>

Frame Inspection Case: FI0000000881
Inspection Summary: **No** Perforation

Perforation Found

k. If perforation was found, this application will be submitted to your Regional Office for review. The region office will review the inspection and provide feedback if the frame replacement is approved for future repair.



DO NOT proceed with frame replacement or parts ordering until you are provided with approval from the Regional Office. Approval will be sent to the inspection technician's TIS inbox and Service and Parts Manager email.

Repairs cannot start until the remedy is launched for this WEP.

Frame Inspection

Frame Inspection - NO CRC Applied

User ID	: JOHNSOJ459	Technician Name	: James Johnson
Dealer Code	: 54012	Dealer Name	: CYPRESS COLLEGE
Date/Time	: 07/08/2017 2:12 PM PDT	VIN	: 5TBRT38101S125908
Vehicle Mileage	:* 120568 Miles	DMY	: TOYOTA Tundra 2001
		Vehicle Registered State	:* VT <input type="button" value="v"/>

Frame Inspection Case: FI0000000881
Inspection Summary: Perforation has been found in Sections A1,C1,C2.
Toyota Technical Staff will review and provide feedback or authorization for repair.
Feedback and authorization will be sent to your TIS Inbox when the review has been completed.

[Close](#)