

Product Quality and Service Support, Quality Compliance
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Toyota Motor Sales, USA, Inc.
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To: All Toyota Dealers
From: Product Support Division

**CRC Spray Application Preparation
Limited Service Campaign H0F
Certain 2005 – 2010 Model Year Tacoma
Certain 2007 – 2008 Model Year Tundra
Certain 2005 – 2008 Model Year Sequoia
Frame Corrosion Resistant Compound (CRC) Application**

As part of the Class Action Lawsuit regarding Frame Corrosion on the models listed above, we will begin to launch the CRC Spray portion of the settlement agreement in the near future.

Please reference the included CRC Readiness Checklist and FAQ (Frequently Asked Question). These documents should be used to prepare your dealership for CRC spray application.

It is the dealership's responsibility to be within all regulatory requirements and compliance before starting to spray frames with CRC under campaign H0F.

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

Dealer CRC Application Readiness Checklist

- ❑ The HOF campaign will be conducted in the same building and the same service bay/area used for the previous CRC campaigns.
 - Note: If you are located in NY, DE, or NJ, or a local jurisdiction with a permitting requirement,¹ and if you have changed your spray location or the ownership, name or contact information for your dealership has changed, you may need to update your air permit to be properly authorized to conduct the HOF Campaign.
 - Also Note: If you are located in a jurisdiction that required approval from your local Fire Marshal to conduct the CRC campaign and you have either changed your spray location or the ownership, name or contact information for your dealership has changed, you may need to contact your local Fire Marshal to determine if any further review/approval is required.

- ❑ The facility's Service Management has reviewed the Dealer Information Packet for the Corrosion Resistant Compound (CRC) campaigns and understands the steps the dealership must take to comply with applicable legal requirements (including recordkeeping requirements) while conducting the HOF campaign.

- ❑ Training has been conducted for ALL Technicians performing the CRC applications, including with respect to the requirements, instructions and information contained in the Dealer Information Packet, and the facility is maintaining proper documentation of such training.
 - Note: Updated Quick Reference Guides and Technical Instructions for the HOF Campaign are being prepared and will need to be included in your training programs. Please confirm that further training will be conducted upon receipt of these material and proper documentation of such training is maintained.

- ❑ The facility has confirmed its compliance for the HOF campaign with respect to all the following Respiratory Protection Program-related requirements:

¹ Jefferson County, KY; Evansville, IN; or Cook County, IL

Dealer CRC Application Readiness Checklist

- 1. The facility's Written Respiratory Protection Program is current.
 - 2. Within the past 12 months, the facility has reviewed the current Written Respiratory Protection Program with Service Management and with ALL Technicians performing the CRC applications.
 - 3. Medical Evaluations have been conducted (or renewed if required) on ALL Technicians performing the CRC applications.
 - 4. Within the past 12 months, Respirator Fit Testing has been conducted on ALL Technicians performing the CRC applications, and the facility is maintaining proper documentation of such testing.
 - 5. Within the past 12 months, Respiratory Protection Training has been completed for ALL Technicians performing the CRC applications, and the facility is maintaining proper documentation of such training.
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- Facility management has informed not only all Technicians performing the CRC applications, but also any employees working in the vicinity or who otherwise may encounter the CRC materials of the relevant hazards as required by OSHA's Hazard Communication Standard.
 - The facility has been maintaining daily production logs for the other CRC campaigns and has taken steps to assure that such logs will continue to be prepared for the HOF campaign. Forms for this purpose can be found in the Dealer Information Packet.

Please contact the C.L.E.A.N. Dealer support line at (877) 572-4347 or email toyotasupport@kpaonline.com for any additional questions.

About KPA

In business since 1986, KPA delivers Environmental Health & Safety, Risk Management, HR Management, and Sales & Finance Compliance programs to over 6,500 clients nationwide that achieve regulatory compliance, control risk, protect their assets, and effectively manage people through a combination of intuitive software, interactive training, and onsite compliance audit services.

CRC Campaign FAQ

1. Where can I find documents and information related to the HOF Campaign?

Dealer Packets, Production Logs, and other important documents can be found on the C.L.E.A.N. Dealer website. To access it:

1. Go to www.cleanddealer.com
2. Hover over Program Support and click on CRC Program
3. Enter your dealership's dealer code and zip code to log in

If you are having trouble logging in, if your dealer code or zip code has changed, or for general assistance, please contact the C.L.E.A.N. Dealer support line at (877) 572-4347 or email toyotasupport@kpaonline.com.

2. Do I have to read the Dealer Packet?

The Dealer Packet contains most of the information you need to properly perform the CRC campaigns, including state, and other local requirements. Please read through the packet in its entirety if you have not already done so.

3. What are the spray space requirements?

You must conduct the HOF Campaign in the same spray space, and with the same set-up as was approved for previous campaigns. If your dealership is not able to do so, you must contact C.L.E.A.N. Dealer support to facilitate approval by both TMS, and your state and/or local fire code enforcement official, and to ensure any permitting requirements are met. You must receive all approvals and or permit updates (if required) prior to spraying in a new space.

Please refer to the Dealer Packet for more information on spray space set-up, and materials.

4. What are Production Logs and the requirements associated with them?

Many states require dealers to maintain an ongoing record of how many vehicles are sprayed, or the amount of VOCs emitted and other emissions. If your dealership is required to maintain and retain a record, you will find a template in the appropriate format, and containing any relevant requirements, on the C.L.E.A.N. Dealer website as detailed in question 1 above.

5. Do we need a Respiratory Protection Program?

Yes. You must have a Written Respiratory Protection Program in place that accurately reflects your workplace. The program should be reviewed and updated (if needed) annually, and any time there is a change in respirator use, or changes in the workplace that affect respirator use.

CRC Campaign FAQ

Contact the C.L.E.A.N. Dealer support line for more information on Written Respiratory Protection Programs.

6. What are the training requirements for technicians performing the CRC Campaigns?

The following trainings must be completed:

- Hazard Communication Training
 - Required annually for technicians who must handle chemicals
- Respiratory Protection Training
 - Required annually for technicians who must wear a respirator
 - Technicians must also undergo a **medical evaluation** before using a respirator, and any time there are changes in the employee's health, or work performed while using a respirator
 - Technicians must also be **fit tested** annually with the respirator they will be using

Contact the C.L.E.A.N. Dealer support line for more information on training, fit testing, and medical evaluation providers.

7. How do I obtain a new spray gun?

TMS will be sending out new spray guns prior to the campaign launch. Dealers are only allowed one set of spray guns at a time. If replacement parts are needed, they can be obtained by calling (310) 468-5516.

8. Who do I contact if I have a question not addressed here?

Please contact the C.L.E.A.N. Dealer support line at (877) 572-4347 or email toyotasupport@kpaonline.com.

Note: Only requirements related to the CRC application are listed here. Other regulatory requirements may apply to your facility.

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