

Product Quality and Service Support, Quality Compliance
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Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

Approved By: Tom Trisdale
Vice President, Product Quality and Service Support



To: All Toyota Dealers
From: Quality Division – Product Quality and Service Support

Frame Programs

ZH6 - Certain 2005 – 2010 Model Year Tacoma Vehicles

ZH7 - Certain 2007 – 2008 Model Year Tundra Vehicles

ZH8 - Certain 2005 – 2007 Model Year Sequoia Vehicles

ZH9 - Certain 2008 Model Year Sequoia Vehicles

ZTH – Certain 2001 – 2004 Model Year Tacoma Vehicles

BXD/BZD: Certain 2000 – 2003 Model Year Tundra Vehicles

Extension of Warranty Coverage for Frame Corrosion/Frame Replacement

Frame Ordering/Repair/Administration Updates

Mis-Built

For frames that are suspected to have been mis-built, dealers should:

1. Contact the Parts Technical Support Group (PTSG) at prasupport@toyota.com with information on the condition and status of repair. Also include the original part order reference number.
 - a. A Field Product Quality Report (FPQR) should also be generated and attached to the communication.
 - i. The report should include photos of the condition, and photos of all labels and stampings on the frame.
 - ii. This report can be submitted by region staff (FTS) or dealership personnel.
2. Dealership will receive communication back with next direction(s) from PTSG.
 - a. Response will include confirmation of mis-built condition, if applicable, and instructions on mis-built frame disposition.

Warranty Claim Filing for *Confirmed* Mis-Built Frames

Once the condition is identified, the technician should:

1. Time-Punch **OFF** the **Frame Campaign repair**
2. Open a new RO for the Service Part repair
3. Time-Punch **ON** the **Service Part repair**
4. Disassemble the mis-built frame and begin reassembling the new frame up to the point where the mis-built condition was discovered
5. Time-Punches **OFF** the **Service Part repair**
6. Time-Punch back **ON** the **Frame Campaign** and complete the frame replacement

In these instances, three claims will need to be submitted:

- **Claim 1:** Normal Frame Campaign claim (as if a mis-built frame **was not** found)
- **Claim 2 (frame part only):** Parts claim through facing PDC
- **Claim 3 (labor only):** Service Part Claim (*Numbered Items below correspond with the numbering on the illustration below*)

- | | |
|-----------------------|--|
| 1. Entitlement Type | Service Part (Original RO No. / Date / Miles / Service Part Indicator) |
| 2. OFP | Mis-built frame Part Number (starts with 0400...) |
| 3. CCR | Include what was mis-built |
| 4. Parts | No parts are associated with these claims |
| 5. DSPM Authorization | Required |
| 6. Op Code | 511991 Op Code |
| 7. Labor Time | Actual time (per time-punches) within reason |

Sublet	Authorization Info	Opcode Summary	Comments	Fees	Employee
Repair					Alt CCR
Additional Information					Replacement Parts
Claim Type	REGULAR	Entitlement Type	SERVICE PART	Condition	FRAME DOES NOT LINE UP WITH MOUNTS ON BODY
VIN ...	XXXXXXXXXXXXXXXXXX	DOFU	XX/XX/XX	Ext Ref No.	XXXXXXXX
RO No.	XXXXXX	Date	XX/XX/XX	Miles	XX.XX
Auth No.	XXXXXX	Auth Type	G - DSPM	Cause	MISBUILT FRAME
OFP No.	0400X-XXXXX	FRAME SUB-ASSY		Remedy	REPLACED FRAME ASSY.
Main Opcode	511991	WVC	OTHERS	Labor Tax %	
Combo Cod.				Total Combo Hrs	0.0
Tot Labor Hrs.	XX	Labor Rate	\$XX	Hrs	XX
Open RO Date	XXXXXX	T1 Code	XX	T2 Code	XX
Original RO No.	XXXXXX	Date	XX/XX/XX	Miles	XX.XXX
				Service Part Indicator	✓
Judgment Condition					Installation Failure
Approved					OFP Installer
Not Approved					Manual Warrantor Assignment
Return Reason					Reason/Comment
Condition Comment					
Total Labor	\$XXX.XX	Total Parts Cost	\$0.00	Requested Amount	\$XXX.XX
Total Sublet	\$0.00	Total Parts Mark-up	\$0.00	Approved Amount	
				Tax Amount	\$0.00
				Total Fees	\$0.
Find	Summary	History	Related Recovery	Related Claimant	Errors
ENGLISH					Return
					Print

Note: Documentation may be required (e.g. time punches, Tech Notes, etc.)

Cancellations

For frame orders that need to be cancelled, contact the Parts Technical Support Group (PTSG) at prasupport@toyota.com with the following information: Dealer Code, Part Order Reference #, reason for cancellation, and dealership contact. If the frame is already out for delivery, it will be unable to be cancelled, and will need to be transferred to a different dealership.

Dealership Buy/Sell

If your dealership has gone through a buy/sell, contact the Parts Technical Support Group (PTSG) at prasupport@toyota.com with the following information: Old and New dealer codes, any open frame orders along with part order reference #s, and dealership contact. Any open frame orders will need to be cancelled and then re-ordered under the new dealer code by TMNA.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.