

To: Quality Compliance
Subject: RE: CUSTOMER SUPPORT PROGRAM ZKA - Certain 2011-2017 Model Year Tacoma - Coverage for Vehicle Frame Corrosion Perforation - INTERNAL

From: Quality Compliance
Sent: Wednesday, September 4, 2019 4:05 PM
ToSubject: CUSTOMER SUPPORT PROGRAM ZKA - Certain 2011-2017 Model Year Tacoma - Coverage for Vehicle Frame Corrosion Perforation - INTERNAL

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for vehicle frame corrosion perforation on 2011 – 2017 model year Tacoma vehicles.

Background

Toyota has received a number of reports regarding vehicle frame corrosion perforation on certain 2011-2017 model year Tacoma vehicles. These reports have indicated that these vehicles, when operated in specific cold climate areas (Cold Climate States¹) with high road salt usage, or exposed to other environmental factors, may exhibit more-than-normal corrosion to the vehicle’s frame.

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.

Although the vehicle’s frame is covered by Toyota’s New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever comes first), we at Toyota care about the customers’ ownership experience. Toyota is providing coverage for repairs related to vehicle frame corrosion perforation.

A separate program will be announced in the future and will include CRC (Corrosion Resistant Compound) application. Toyota is currently preparing parts and approvals for the CRC application process. CRC application will be covered under a separate Limited Service Campaign (LSC KOD) for a period of two years and will only be available for vehicles registered/regularly operated in the Cold Climate States that do not meet vehicle frame replacement criteria. This Limited Service Campaign has not yet launched at the time of this publication. Toyota expects to launch KOD in phases beginning in the Fall of 2019. The expected schedule can be seen in the chart below.

Campaign	Activity	Estimated Launch Timing	Notes
ZKA	Frame Inspection	Available	As necessary
	Frame Replacement	Available	Upon meeting or exceeding the Rust Perforation Standard (see the Technical Instructions)
KOD	Frame CRC Application – See below	See below	CRC application will become available based upon legal and environmental agency approvals (where applicable; see below).
	Cincinnati	October 2019	Dealer training by FTS staff will take place prior to launch.
	Chicago	November 2019	Dealer training by FTS staff will take place prior to launch.
	Boston	December 2019	Dealer training by FTS staff will take place prior to launch.
	CAT	January 2020	Dealer training by FTS staff will take place prior to launch.
	New York	February 2020	Dealer training by FTS staff will take place prior to launch.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Covered Vehicles

There are approximately 1,102,200 vehicles covered by this Customer Support Program. Approximately 17,100 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2011-2017 Tacoma	Late June 2010 – Early June 2017	1,102,200

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the vehicle's frame. The specific condition covered by this program is vehicle frame corrosion perforation. If the condition is verified, the vehicle will be repaired with a new frame under the terms of this Customer Support Program.

Warm / Cold Climate	Coverage
Cold Climate State Vehicles*	12 years from the Date of First Use (DOFU) with no mileage limitation
Warm Climate State Vehicles	

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

*All cold climate state vehicles are eligible for CSP ZKA until the expiration of LSC KOD.

Once campaign KOD expires, if a cold climate state vehicle has not had LSC KOD performed, the vehicle will no longer be eligible for ZKA and will be marked as expired under ZKA.

Please reference the attachments for additional details.

Dealers will be notified on September 5, 2019 at approximately 3:30 PM Central time. Do not distribute or notify dealer staff until this time.

Thank you for your support.

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department