

## INTEROFFICE MEMORANDUM

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To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale   
Vice-President, Product Quality and Service Support

## CUSTOMER SUPPORT PROGRAM ZKA

Certain 2011–2017 Model Year Tacoma  
Coverage for Vehicle Frame Corrosion Perforation

Specific information for Region support is provided below.

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

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 States<sup>1</sup>) with high road salt usage, or exposed to other environmental factors, may exhibit more-than-normal corrosion to the vehicle's frame.

<sup>1</sup> – 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 K0D) 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 K0D 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)
K0D	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.

#### **Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on September 5, 2019 at 3:30 PM CST.

*Please reference the attached Dealer Letter for additional details.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.