

From: Quality Compliance
Sent: Thursday, November 7, 2019 3:23 PM
Subject: Limited Service Campaign KOD - Certain 2011 - 2017 Model Year Tacoma - Frame Corrosion Resistant Compound (CRC) Application (Internal)
Attachments: KOD Dealer Packet 11.07.2019.pdf; KOD Region Letter 11.07.2019.pdf; KOD-TI-Spray-16-17MY Pub 11.7.19.pdf; KOD-TI-Spray-11-15MY Pub 11.7.19.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is beginning a phased implementation of Limited Service Campaign KOD for certain 2011 - 2017 model year Tacoma vehicles.

- **Limited Service Campaign KOD is currently only available in the *Cincinnati Region*.**
- **Cincinnati Region Dealers performing KOD must satisfy all preparation and training requirements prior to being able to purchase Corrosion Resistant Compound. These requirements are listed below:**
 - **Dealers must have received the KOD Dealer Packet.**
 - **Dealers must have reviewed the KOD Dealer Packet with KPA. Dealers can call KPA at (877-572-4347) to review the KOD Dealer Packet.**
 - **Technicians must have received hands-on training from their FTS prior to launch date (Additional training opportunities may be available based on FTS availability).**
 - **Technicians must complete online training module (SCKOD).**

Condition:

Toyota has received reports regarding frame corrosion perforation on 2011 – 2017 model year Tacoma vehicles. In these reports, customers have indicated that vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle’s frame. 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.

Remedy:

Any authorized Toyota dealer in the Cold Climate States (CCS)¹ will first inspect the condition of the vehicle’s frame under associated Customer Support Program (CSP) ZKA. Based upon the results and date of the inspection, the dealership will do one of the following:

- If qualifying rust perforation is *not* found, and the vehicle is located in a Cold Climate State, the dealer will apply Corrosion Resistant Compound (CRC) and/or install frame plugs to key areas of the vehicle’s frame **FREE OF CHARGE** to the owner under Limited Service Campaign (LSC) KOD.
- If qualifying rust perforation is not found, and the vehicle is not located in a Cold Climate State, no further action is required.
- If significant rust perforation *is* found, the dealer will replace the vehicle’s frame **FREE OF CHARGE** to the owner under Customer Support Program ZKA if all conditions of the program are met.

Covered Vehicles:

Model Name	Model Year	Approximate Total Vehicles	Production Period
Tacoma	2011 - 2017	302,470	Late June 2010 – Early June 2017

Campaign	Region	Approximate UIO	Estimated Launch Timing	Estimated Expiration Timing	Notes
KOD - CRC Application (will become available based upon legal and environmental agency approvals where applicable).	Cincinnati	40,370	November 7, 2019	December 31, 2021	Dealer training by FTS staff will take place prior to launch.
	Chicago	41,280	Not Available (Estimated December 2019)	February 29, 2022	Dealer training by FTS staff will take place prior to launch.
	Boston	61,410	Not Available (Estimated January 2020)	March 31, 2022	Dealer training by FTS staff will take place prior to launch.
	CAT	101,880	Not Available (Estimated February 2020)	April 30, 2022	Dealer training by FTS staff will take place prior to launch.
	New York	57,520	Not Available (Estimated March 2020)	May 31, 2022	Dealer training by FTS staff will take place prior to launch.
ZKA - Frame Inspection and Frame Replacement	All	1,102,200	Available	Depends on Date of First Use (DOFU)	Frame replacement is eligible upon meeting or exceeding the Rust Perforation Standard (see the Technical Instructions)

Technician Certification Requirements

- Certified Technician (Any Specialty)
- Expert Technician (Any Specialty)
- Master Technician
- Master Diagnostic Technician

In addition to the requirements above, technicians performing this repair will also be required to take the mandatory FTS hands-on training AND the E-Learning SCKOD prior to performing this repair.

Owner Letter Mailing Date

Toyota will begin to notify owners in launched regions shortly after launch.

Please reference the attachments for additional details.

Dealers will be notified on November 7, 2019 at approximately 4:00 pm Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department