

From: [Quality Compliance](#)
Subject: ***UPDATE*** Limited Service Campaign K0D - Certain 2011 - 2017 Tacoma - Frame Corrosion Resistant Compound (CRC) Application
Date: Friday, March 6, 2020 2:32:24 PM
Attachments: [K0D-TI-Spray 16-17 3.6.2020.pdf](#)
[K0D - Dealer Letter - 03.06.2020.pdf](#)
[K0D-Technical Instructions 2011-2015 - 3.6.2020.pdf](#)

• **Repair Type Confirmation Section Has Been Updated**

Repair Type Confirmation

It is critical that each VIN is confirmed using TIS to determine the repair type. Certain vehicles require CRC application and parts, other vehicles require no CRC application and only needs parts. ***If an incorrect repair is performed, the claim will be subject to debit.***

Repair Type – No CRC Application Required

Campaign Description: LIMITED SERVICE CAMPAIGN K0D (Remedy Notice) - Certain 2011 - 2017 Model Year Tacoma - Frame Corrosion Resistant Compound (CRC) Application
 Campaign Status: Inspection Required
 Expiration Date: 12/31/21
 Completion Status: Not Completed
Notes: The frame on this vehicle was sprayed with CRC during manufacturing, refer to the K0D Dealer letter on TIS for information to complete K0D.

Repair Type – CRC Application Required

Campaign Description: LIMITED SERVICE CAMPAIGN K0D (Remedy Notice) - Certain 2011 - 2017 Model Year Tacoma - Frame Corrosion Resistant Compound (CRC) Application
 Campaign Status: Inspection Required
 Expiration Date: 02/28/22
 Completion Status: Not Completed
Notes: The vehicle frame requires CRC application. If your dealer is a Cold Climate State and authorized to spray CRC, K0D can be completed. If you are not an authorized dealer, refer to the K0D Dealer letter on TIS for information.

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) K0D.
- 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

Technician Certification Requirements

- Certified (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

Please reference the attachments for additional details.

Thank you for your support,

From: [Quality Compliance](#)
Subject: Limited Service Campaign 20TD01, Certain 2012-2019 Model Year Sequoia Potentially Incorrect Toyota Genuine Carpet Floor Mats (Internal)
Date: Thursday, March 12, 2020 9:36:42 AM
Attachments: [20TD01-Sequoia Floor Mat \(LSC\) Dealer Packet.pdf](#)
[20TD01-RI-Rem.pdf](#)
[20TD01-TI-Rem.pdf](#)

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2012-2019 model year range model year Sequoia vehicles.

Condition:

There is a possibility that some of the involved 2012-2019 Sequoias received a Toyota Genuine carpet floor mat set that is designed for different model year Sequoia vehicles (model years 2008-2011). If installed, the driver's floor mat would not be secured in the way it was designed due to differences in the attachment grommets.

Remedy:

For all involved vehicles, any authorized Toyota dealer can inspect the driver's floor mat and if an incorrect Toyota Genuine driver's floor mat designed for the 2008-2011 model year Sequoia is identified in an involved vehicle, any authorized Toyota dealer will install the correct Toyota Genuine carpet floor mat set **FREE OF CHARGE**.

Covered Vehicles:

Model / Years	Production Period	Approximate Total Vehicles
2012-2019 Model Year Sequoia	Late August 2011- Early February 2019	94,500

Technician Certification Requirements

- Certified Service Technician (any specialty)
- Certified Diagnostic Specialist (any specialty)
- Master Technician
- Master Diagnostic Specialist

Owner Letter Mailing Date

Toyota will begin to notify owners of involved vehicles in March 2020.

Expiration Date

This coverage will be offered until March 31, 2023, regardless of mileage.

Dealers will be notified on March 12, 2019 at approximately 4:00 pm Central time.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department

From: [Quality Compliance](#)
Subject: Limited Service Campaign 20TD01, Certain 2012-2019 Model Year Sequoia Potentially Incorrect Toyota Genuine Carpet Floor Mats (Dealer)
Date: Thursday, March 12, 2020 4:05:31 PM
Attachments: [20TD01-Sequoia Floor Mat \(LSC\) Dealer Packet.pdf](#)
[20TD01-TI-Rem.pdf](#)

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2012-2019 model year range model year Sequoia vehicles.

Condition:

There is a possibility that some of the involved 2012-2019 Sequoias received a Toyota Genuine carpet floor mat set that is designed for different model year Sequoia vehicles (model years 2008-2011). If installed, the driver's floor mat would not be secured in the way it was designed due to differences in the attachment grommets.

Remedy:

For all involved vehicles, any authorized Toyota dealer can inspect the driver's floor mat and if an incorrect Toyota Genuine driver's floor mat designed for the 2008-2011 model year Sequoia is identified in an involved vehicle, any authorized Toyota dealer will install the correct Toyota Genuine carpet floor mat set **FREE OF CHARGE**.

Covered Vehicles:

Model / Years	Production Period	Approximate Total Vehicles
2012-2019 Model Year Sequoia	Late August 2011- Early February 2019	94,500

Technician Certification Requirements

- Certified Service Technician (any specialty)
- Certified Diagnostic Specialist (any specialty)
- Master Technician
- Master Diagnostic Specialist

Owner Letter Mailing Date

Toyota will begin to notify owners of involved vehicles in March 2020.

Expiration Date

This coverage will be offered until March 31, 2023, regardless of mileage.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA

Quality | Quality Compliance Department