

From: [Quality Compliance](#)
Subject: ***UPDATE*** Limited Service Campaign KOD - Certain 2011 - 2017 Tacoma - Frame Corrosion Resistant Compound (CRC) Application
Date: Friday, March 6, 2020 2:32:24 PM
Attachments: [KOD-TI-Spray 16-17-3.6.2020.pdf](#)
[KOD - Dealer Letter - 03.06.2020.pdf](#)
[KOD - 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 need 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 KOD (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 KOD Dealer letter on TIS for information to complete KOD.

Repair Type – CRC Application Required

Campaign Description:	LIMITED SERVICE CAMPAIGN KOD (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 dealer and authorized to spray CRC, KOD can be completed. If you are not an authorized dealer, refer to the KOD 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) 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

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,