

Original Publication Date: November 7, 2019

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

## LIMITED SERVICE CAMPAIGN K0D *(Remedy Notice)*

### Certain 2011 – 2017 Model Year Tacoma Frame Corrosion Resistant Compound (CRC) Application

Model / Years	Production Period	Approximate Total Vehicles
2011 – 2017 Tacoma	Late June 2010 – Early June 2017	302,470

#### 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)<sup>1</sup> 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.

<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.

**Note: If a vehicle is eligible to receive the CRC application under LSC K0D, but the remedy is not performed before the expiration of LSC K0D, the vehicle will not be eligible for frame replacement coverage under CSP ZKA.**

*This Limited Service Campaign will have varying expiration dates based on VIN/Region and is only available at authorized Toyota dealers. The estimated launch and expiration dates by region are shown in the table below.*

Campaign	Region	Approximate UIO	Estimated Launch Timing	Estimated Expiration Timing	Notes
K0D - 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	January 23, 2020	February 29, 2022	Dealer training by FTS staff will take place prior to launch.
	Boston	61,410	<b>Not Available</b> (Estimated February 2020)	March 31, 2022	Dealer training by FTS staff will take place prior to launch.
	CAT	101,880	<b>Not Available</b> (Estimated March 2020)	April 30, 2022	Dealer training by FTS staff will take place prior to launch.
	New York	57,520	<b>Not Available</b> (Estimated April 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	<b>Available</b>	Depends on Date of First Use (DOFU)	Frame replacement is eligible upon meeting or exceeding the Rust Perforation Standard (see the Technical Instructions)

\*All dealers are eligible to apply the remedy in the LSC after it has launched in their region, AND after they have received training from their FTS, and reviewed the State Dealer Packet with KPA. Contact region representatives with questions.

**Covered Vehicles**

There are approximately 302,470 vehicles covered by this Limited Service Campaign.

**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	
<b>Campaign Description:</b>	LIMITED SERVICE CAMPAIGN K0D (Remedy Notice) - Certain 2011 - 2017 Model Year Tacoma - Frame Corrosion Resistant Compound (CRC) Application
<b>Campaign Status:</b>	Inspection Required
<b>Expiration Date:</b>	12/31/21
<b>Completion Status:</b>	<b>Not Completed</b>
<b>Memo:</b>	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:	<b>Not Completed</b>
Memo:	The vehicles frame requires CRC application. If your dealer is a cold-climate state dealer, 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.

### Owner Letter Mailing Date

Toyota will begin to notify owners in launched regions shortly after launch. Mailings will be consistent with the phased launch schedule outlined above. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Limited Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email, state "Disclosure Form K0D" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process – Non-SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

*All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program.* Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

To assist dealers in determining the correct part numbers to order, as well as required remedy, a website has been developed. Please go to <https://tacoma-2011-2017-frames.imagespm.info/>. The website will guide you through the inspection results and determine the parts needed for the required repair, depending on your region's location and K0D launch status. ***The website is for part(s) application reference only and the website will not order the parts, confirm campaign completion status, or confirm campaign applicability.***

**Note:** When first logging in, enter your dealer code and the default password (XXXXXX). Upon logging in, the website will ask for you to reset the password and provide an e-mail address.

### Individual Parts:

Part Number	Part Name	Model Year	Qty
90950-01A19	Plug, Hole	2011-2015 (Short wheel base only)	2
90950-01987	Plug, Hole	2011-2017	2
00289-TS00P	Corrosion Resistant Compound (CRC) – 18L Pail	2011-2017	1

Parts Kits:

Part Number	Part Name	Model Year	Qty
04008-07735	Plug Hole Kit CRC Application 1	2011-2015	1

The kit above includes the following parts:

Part Number	Part Description	Qty	
90950-01A24	Plug, Hole	2	
90950-01984		2	
90950-01987		4	
90950-01631		4	
90950-01990		2	
90950-01991		2	
90950-01931		1	
90950-01A11		2	
94183-00831		Nut, Lock	2
94611-10800		Washer, Plate	4

Part Number	Part Name	Model Year	Qty
04008-07835	Plug Hole Kit CRC Application 2	2016-2017	1

The kit above includes the following parts:

Part Number	Part Description	Qty	
90950-01A24	Plug, Hole	2	
90950-01A25		2	
90950-01987		4	
90950-01631		4	
90950-01990		2	
90950-01991		2	
90950-01931		1	
90333-30002		Plug, Plate	4
94183-00831		Nut, Lock	2
94611-10800		Washer, Plate	4

04008-21104	Plug Hole Kit CRC Application 3	2011-2015	1																										
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04008-21204	Plug Hole Kit CRC Application 4	2016-2017	1																							
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**Campaign Special Service Tools**

The following equipment was shipped to your dealership prior to the launch of LSC K0D.

Equipment	Purpose	Application Area																		
Drying Equipment Kit	Drying	Interior / Open Section Frame Drying																		
<p><b>*Drying Kit Includes:</b></p> <table border="1"> <thead> <tr> <th>Equipment</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>Air Mover</td> <td>1</td> </tr> <tr> <td>E-TES Heater</td> <td>1</td> </tr> <tr> <td>Air Duct Plate</td> <td>1</td> </tr> <tr> <td>Air Duct Plugs</td> <td>2</td> </tr> <tr> <td>Air Duct Hoses</td> <td>2</td> </tr> <tr> <td>Air Duct Adapters</td> <td>2</td> </tr> <tr> <td>4in Hose Clamps</td> <td>4</td> </tr> <tr> <td>3in Hose Clamps</td> <td>2</td> </tr> </tbody> </table> <p>*There will be 2 silver colored hoses that will be included in the kit but will not be used in the campaign procedure.</p>			Equipment	Qty	Air Mover	1	E-TES Heater	1	Air Duct Plate	1	Air Duct Plugs	2	Air Duct Hoses	2	Air Duct Adapters	2	4in Hose Clamps	4	3in Hose Clamps	2
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Cleaning Equipment Kit	Cleaning	Interior / Open Section Frame Drying and Cleaning																		
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Wand Kit	712THV-T Wax Application	Interior Frame CRC Application																		
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Equipment	Purpose	Application Area								
Wax Application Spray Package	712THV-T Wax Application	Interior Frame CRC Application								
<b>*Wax Application Spray Package includes:</b>										
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The items below were previously shipped to your dealership for previous campaign (H0F and J0M).

Equipment	Purpose	Application Area
90° Drill Adapter	Drill Holes	These tools will be used to attach the Frame Side Rail Seal.
Drill Bits		
J0M Endoscope	Inspect Frame	Interior Frame Sections

**MATERIALS & SUPPLIES (Locally procured by dealer):**

- Wire Brush
- C-Clamp
- Bungee Cord / Strap
- Protective eyewear
- Air Coupler
- Gasket Scraper
- Dust mask
- Appropriate NIOSH approved respirator\*\* (Follow all Federal, State, Local Environmental, Health and Safety Requirements such as OSHA Regulations. Please refer to the SDS for details on the appropriate mask for each CRC.)

**\*\*NOTE:**

Refer to the SDS located in the Appendix for additional information on respirator use.

It is up to the individual dealership to ensure compliance with OSHA regulations.

If you require further assistance regarding NIOSH approved respirators, we have found 3M® to be a useful reference/source.

3M® Technical Assistance: 1-800-243-4630

3M® Customer Service: 1-800-328-1667

3M® Web Site: [www.3m.com/occsafety](http://www.3m.com/occsafety)

- Protective gloves
- Chemical Resistant Gloves (refer to SDS for specific type)
- Masking tape
- Duct tape
- Plastic wrap (for storage of wands, guns and wax pail)



Example of a NIOSH-approved respirator

- Shop cloth/paper towels
- Garbage Bags
- Paint Prep Cup (Φ 10-15cm (3.94 - 5.91 in.) for paint work. This cup will be used to check wax application.

### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly, technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master
- 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 SCK0D prior to performing this repair.

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### **Remedy Procedures**

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

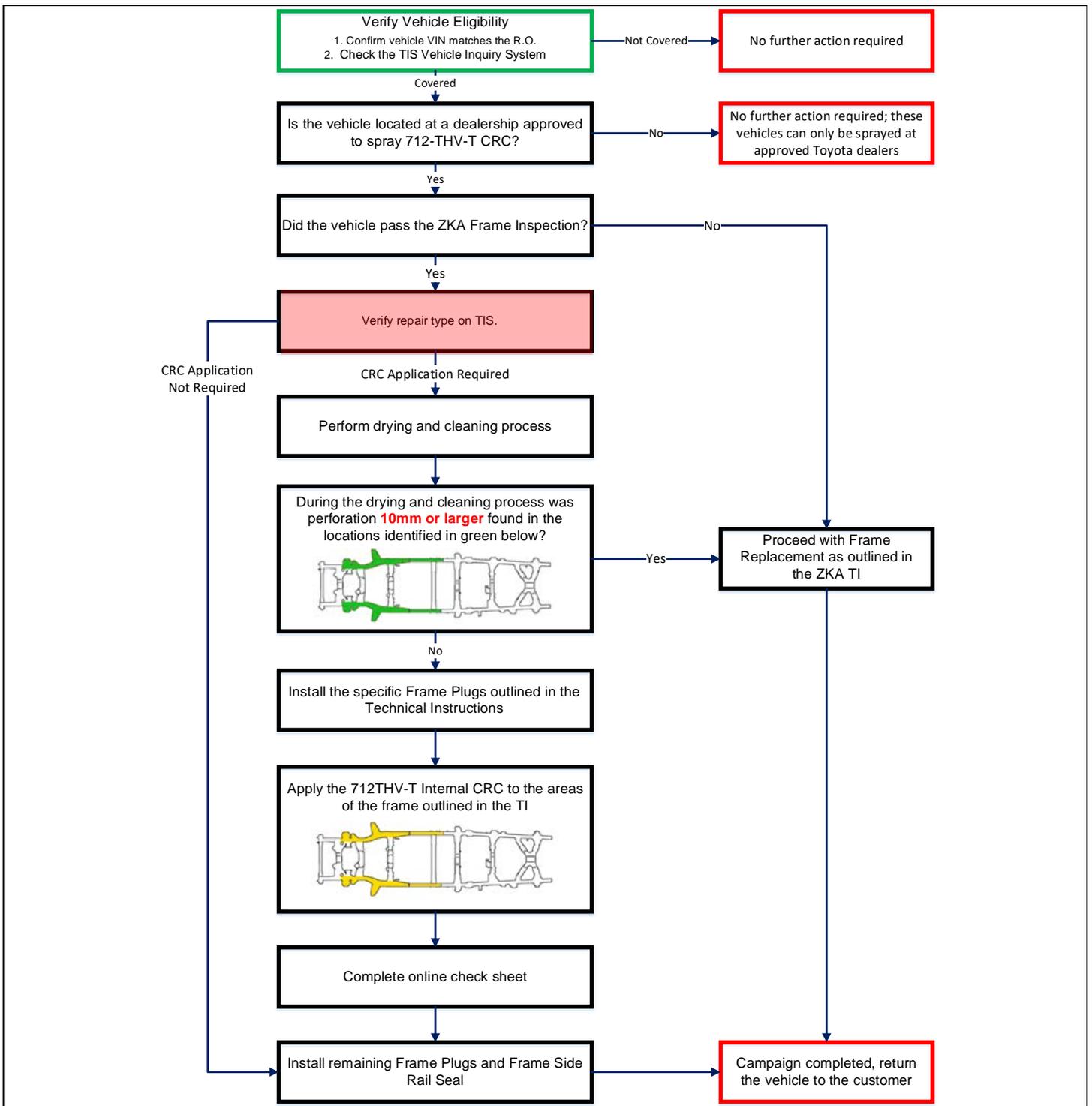
*This Limited Service Campaign will have varying expiration dates based on VIN/Region and is only available at authorized Toyota dealers. Refer to the table in the Remedy section for expiration details.*

### **Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

# Warranty Reimbursement Procedures

## Warranty Reimbursement Procedure



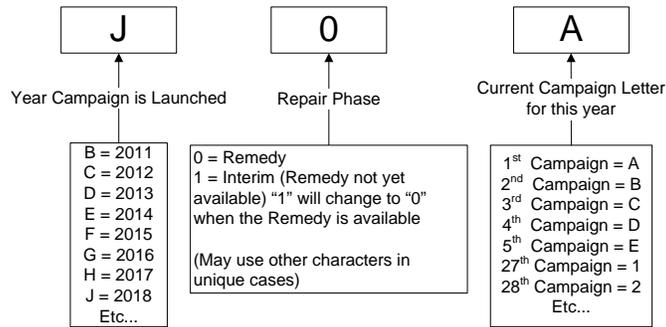
Op Code	Description	Flat Rate Hours
K0D11A	Install Frame Plugs ONLY	0.8 hrs/veh
K0D11B	11-15 MY Clean Frame, Dry Frame, Apply CRC, Install Plugs	7.4 hrs/veh
K0D11C	16-17 MY Clean Frame, Dry Frame, Apply CRC, Install Plugs	8.4 hrs/veh
K0D11D	11-15 MY Clean Frame, Qualifying Perforation Found (Frame to be replaced under CSP ZKA)	4.1 hrs/veh
K0D11E	16-17 MY Clean Frame, Qualifying Perforation Found (Frame to be replaced under CSP ZKA)	4.9 hrs/veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Rental Vehicle: Use RT sublet type for Op. Codes K0D11B/C. During the CRC application, customers' rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 5 days at a maximum cost of \$60.00 per day. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
  - For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.
  - Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Materials/Supplies:
  - The cost of CRC will be reimbursed per vehicle under sublet type OF.
    - For 11-15 MY vehicles, \$120 can be claimed per vehicle.
    - For 16-17 MY vehicles, \$163 can be claimed per vehicle.
  - A maximum of \$26/vehicle cost for preparation and application materials/supplies (masks, tape, gloves, partitions, waste disposal, etc.) will be accepted. Use YA sublet type for Op. Codes K0D11B/C.
- ***This Limited Service Campaign will have varying expiration dates based on VIN/Region and is only available at authorized Toyota dealers.***
  - ***Cincinnati Region Expiration: December 31, 2021***
  - ***Chicago Region Expiration: February 29, 2022***

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Limited Service Campaign. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

## Campaign Designation / Phase Decoder



**Examples:**

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014  
 J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2018.

*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.*

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.