From: Quality Compliance
Subject: UPDATE - Limited Service Campaign K0D - Certain 2011 - 2017 Model Year Tacoma - Frame Corrosion Resistant Compound (CRC) Application (Internal)
Date: Thursday, April 2, 2020 1:37:33 PM
Attachments: K0D - Dealer Letter Package 4.2.2020.pdf
K0D - Technical Instructions 2011-2015.pdf
K0D - Technical Instructions 2016-2017.pdf
K0D Region Letter.pdf
image002.png
image003.png

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2011 - 2017 model year Tacoma vehicles.

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

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 below.

Expiration Date

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
					Dealer training by FTS

K0D - CRC Application (will become available based upon legal and environmental agency approvals where applicable).	Cincinnati 2011 - 2017	40,370	November 7, 2019	December 31, 2021	staff will take place prior to launch.
	Chicago 2011 - 2017	41,280	January 23, 2020	February 29, 2022	Dealer training by FTS staff will take place prior to launch.
	Boston 2011 - 2015	42,434	April 2, 2020	May 31, 2022	Dealer training by FTS staff will take place prior to launch.
	Boston 2016 - 2017	18,979	**Not Available** (Estimated June 2020)	July 31, 2022	Dealer training by FTS staff will take place prior to launch.
	CAT 2011 - 2015	70,320	**Not Available** (Estimated May 2020)	June 30, 2022	Dealer training by FTS staff will take place prior to launch.
	CAT 2016 - 2017	31,412	**Not Available** (Estimated July 2020)	August 31, 2022	Dealer training by FTS staff will take place prior to launch.
	New York 2011 - 2017	57,520	**Not Available** (Estimated July 2020)	August 31, 2022	Dealer training by FTS staff will take place prior to launch.

Please reference the attachments for additional details.

Dealers will be notified on April 2, 2020 at approximately 3:00 pm Central time.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department