


From: **Quality Compliance** quality_compliance@toyota.com 
 Subject: UPDATE - Limited Service Campaign K0D - Certain 2011 - 2017 Model Year Tacoma - Frame Corrosion Resistant Compound (CRC) Application (Internal)
 Date: April 16, 2020 at 9:33 AM
 To:

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
K0D - CRC Application (will become available based upon legal and environmental agency approvals where	Cincinnati 2011 - 2017	40,370	November 7, 2019	December 31, 2021	Dealer training by FTS 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.
				Not Available	

applicable).	CAT 2011 - 2015	70,320	Not Available (Estimated May 2020)	June 30, 2022	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.

Materials/Supplies: The cost of CRC will be reimbursed per vehicle under sublet type OF.

- For 11-15 MY vehicles, \$160.57 can be claimed per vehicle.
- For 16-17 MY vehicles, \$202.37 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.

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



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INTEROFFICE MEMORANDUM

Original Publication Date: November 7, 2019

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

LIMITED SERVICE CAMPAIGN K0D (Remedy Notice)

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

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on November 7, 2019.

Region Unique Information

- Below is the FTS survey link that region members will be using for post repair quality survey.
https://t3.tms.toyota.com/t3Portal/frameSprayCheck?i=tis_frame_spray&campaignCode=K0D&vin=&campaignId=7&source=survey
- We have included an Operation Code for vehicles equipped with aftermarket external wax, as fitting the frame plugs may be difficult with external wax and may require partial removal of the wax around frame hole plug openings.

Operation Code	Operation Code Description	Maximum Labor Hours Claimed
K0D11C	2011-2015 Dry, Clean, Apply CRC, Install	7.4

K0D11F	Plugs – Aftermarket External Wax Present	7.4
K0D11G	2016-2017 Dry, Clean, Apply CRC, Install Plugs – Aftermarket External Wax Present	8.4

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

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