

 **IMPORTANT UPDATE** 

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
5/12/2021	ZKA Dealer Letter has been updated to reflect KOD being available in all CCS regions.
9/12/2019	Warranty Reimbursement section has been updated to include claim filing instructions for vehicles covered under the 3 years or 36,000 miles (whichever comes first) New Vehicle Limited Warranty.

***The most recent update in the attached Dealer Letter will be highlighted with a red box.***

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

Thank you for your cooperation.

Original Publication Date: September 5, 2019

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

## CUSTOMER SUPPORT PROGRAM ZKA

### Certain 2011-2017 Model Year Tacoma Coverage for Vehicle Frame Corrosion Perforation

Model / Years	Production Period	Approximate Total Vehicles
2011-2017 Tacoma	Late June 2010 – Early June 2017	1,102,200

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for vehicle frame corrosion perforation on 2011 – 2017 model year Tacoma vehicles.

#### **Background**

Toyota has received a number of reports regarding vehicle frame corrosion perforation on certain 2011-2017 model year Tacoma vehicles. These reports have indicated that these vehicles, when operated in specific cold climate areas (Cold Climate States<sup>1</sup>) with high road salt usage, or exposed to other environmental factors, may exhibit more-than-normal corrosion to the vehicle's frame.

<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.

Although perforation of the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to vehicle frame corrosion perforation.

A separate program (limited Service Campaign KOD) will include CRC (Corrosion Resistant Compound) application. CRC application will be covered under Limited Service Campaign (LSC KOD) for a period of two years and will only be available for vehicles registered/regularly operated in the Cold Climate States that do not meet vehicle frame replacement criteria.

Campaign	Activity	Estimated Launch Timing	Notes
ZKA	Frame Inspection	Available	As necessary
	Frame Replacement	Available	Upon meeting or exceeding the Rust Perforation Standard (see the Technical Instructions)
KOD	Frame CRC Application – See below	See below	CRC application will become available based upon legal and environmental agency approvals (where applicable; see below).
	Cincinnati	Available	Dealer training by FTS staff will take place prior to launch.
	Chicago	Available	Dealer training by FTS staff will take place prior to launch.
	Boston	Available	Dealer training by FTS staff will take place prior to launch.
	CAT	Available	Dealer training by FTS staff will take place prior to launch.
	New York	Available	Dealer training by FTS staff will take place prior to launch.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

#### Customer Support Program Details

This Customer Support Program provides coverage as it applies to the vehicle's frame. The specific condition covered by this program is vehicle frame corrosion perforation. If the condition is verified, the vehicle will be repaired with a new frame under the terms of this Customer Support Program.

Warm / Cold Climate	Coverage
Cold Climate State Vehicles*	12 years from the Date of First Use (DOFU) with no mileage limitation
Warm Climate State Vehicles	

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

\*All cold climate state vehicles are eligible for CSP ZKA until the expiration of LSC KOD.

**Once campaign KOD expires, if a cold climate state vehicle has not had LSC KOD performed, the vehicle will no longer be eligible for ZKA and will be marked as expired under ZKA.**

**Program Coverage:**

If a customer believes their vehicle has been operated in cold climate regions of the United States where high road salt is frequently used, or exposed to other environmental factors, and/or a customer is concerned that their vehicle's frame has more-than-normal corrosion, Toyota dealerships are requested to inspect the vehicle's frame for corrosion perforation using the program's Rust Perforation Standard. Based upon the results of the inspection, dealerships are requested to do one of the following at *no charge* to the vehicle owner:

- For warm climate states, if the vehicle's frame passes Toyota's inspection criteria, no further action is required.
- For Cold Climate States (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), if the vehicle's frame passes Toyota's inspection criteria, the vehicle is eligible to have Corrosion Resistant Compound (CRC) protection applied.
- For all states and territories, if the vehicle's frame meets or exceeds the standard for frame replacement, the frame will be replaced **FREE OF CHARGE** to the customer for the coverage period.

**Covered Vehicles**

There are approximately 1,102,200 vehicles covered by this Customer Support Program. Approximately 17,100 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will begin to notify owners in early September 2019 and will be mailed over several months. A sample of the owner notification letters has been included for your reference.

## 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 Customer Support Program. 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.

**Customer Marketing**

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

**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.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All Toyota 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 Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

**Final repair must be signed off and validated by a MDT, Shop Foreman, or Service Manager using the Frame Replacement Inspection Form.**

Always check which technicians can perform the recall remedy 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.

***NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.***

**Parts Recovery Procedures**

All parts replaced, except the frame, as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes. The frame can be scrapped or recycled per local regulations three days after the warranty claim has been paid.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

### **Remedy Procedures**

The Technical Instructions contain inspection criteria for completing the frame inspection, as well as instructions to access the frame inspection website. The frame must be inspected by a qualified Toyota technician, who will inspect the vehicle frame rails and cross member mounting locations. If any perforation in the vehicle frame is found to be 10 mm or larger, the frame will be replaced. Please use the flow chart below.

If the vehicle passes the frame inspection, and the CRC application is applicable, instructions will be provided in the Technical Instructions under LSC KOD.

To assist dealers in determining the correct part numbers to order, as well as direction forward, a website has been developed. Please go to <https://tacoma-2011-2017-frames.imagespm.info/>. If your region is applicable to spray CRC (LSC KOD), the website will guide you through the inspection results process. ***The website is for part(s) application reference only and won't order the parts, confirm campaign completion status, or confirm campaign applicability.***

- The parts will need to be ordered through the Dealer Daily Parts System.
- ETAs for the parts will be available via the normal system.
- Frame ETAs will be made available on the Dealer Daily website, in the MAC reference area.

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

**The below list of ancillary parts is reimbursable in the event that careful removal of the part damages the component and/or where the component is corroded to the point that re-installation is not possible. *Normal wear & tear for time and miles does not justify ancillary part reimbursement. All ancillary parts should be retained until the claim has been approved by Warranty. Clear pictorial documentation of ancillary parts must be attached to the dealer's copy of the Repair Order (RO). These pictures must have the RO placed next to the ancillary part, and both captured in the same picture. TMNA/TMS Warranty reserves the right to request photo documentation in order to confirm that replacement was necessary. If the requested pictures are (1) not submitted, (2) unclear, (3) and/or do not justify replacement under this program, the warranty claim is subject to denial and/or debit as permitted by state law.***

Hardware (applicable Bolts, Nuts, Clips, Clamps, Washers, Cotter Pins, Brackets, etc.), Brake Tube/Lines (including Flexible), Bumper Springs, Cab Mounting Cushions, Toe/Camber Cam Assemblies, Control Arm Bushings, Differential Supports, Engine/Transmission Mounts, Fender Apron Seals, Crossmember Extension, Stabilizer Bar Links/Bushings/Cushions, Front Suspension Member Brace, Fuel Tank, Fuel Tank Protector, Fuel Tank Straps, Fuel Lines/Tubes, Parking Brake Cables, Toe Adjustment Plates, Spare Tire Carrier, Shackle Kit, Steering Intermediate Shaft, Power Steering Rack (including lines attached to Rack) and Tie Rod Ends, Upper Control Arms, Hub Grease Caps

It's important to note that, as part of this repair, technicians are instructed to inspect the frame. This includes conducting a Pre-Hoist Inspection, in which the structural integrity of the frame can be confirmed prior to raising the vehicle off the ground. During this time, technicians can also visually inspect for broken components under the vehicle. If there are any additional broken factory parts identified prior to the start of, or during, the repair, Toyota will not be responsible for the costs to replace these parts. Customers should be made aware of this prior to the start of the repair.

If the vehicle is modified with non-Toyota, aftermarket parts that prevent the dealer from being able to replace the vehicle frame using the Toyota supplied Technical Instructions, the dealer may choose not to participate in the replacement of the frame until the vehicle is brought back to a condition in which the frame replacement can be performed using the supplied instructions. Dealers may also choose to offer to perform the vehicle frame replacement, but with additional costs associated with removal and installation of aftermarket parts charged to the vehicle owner.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign 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.

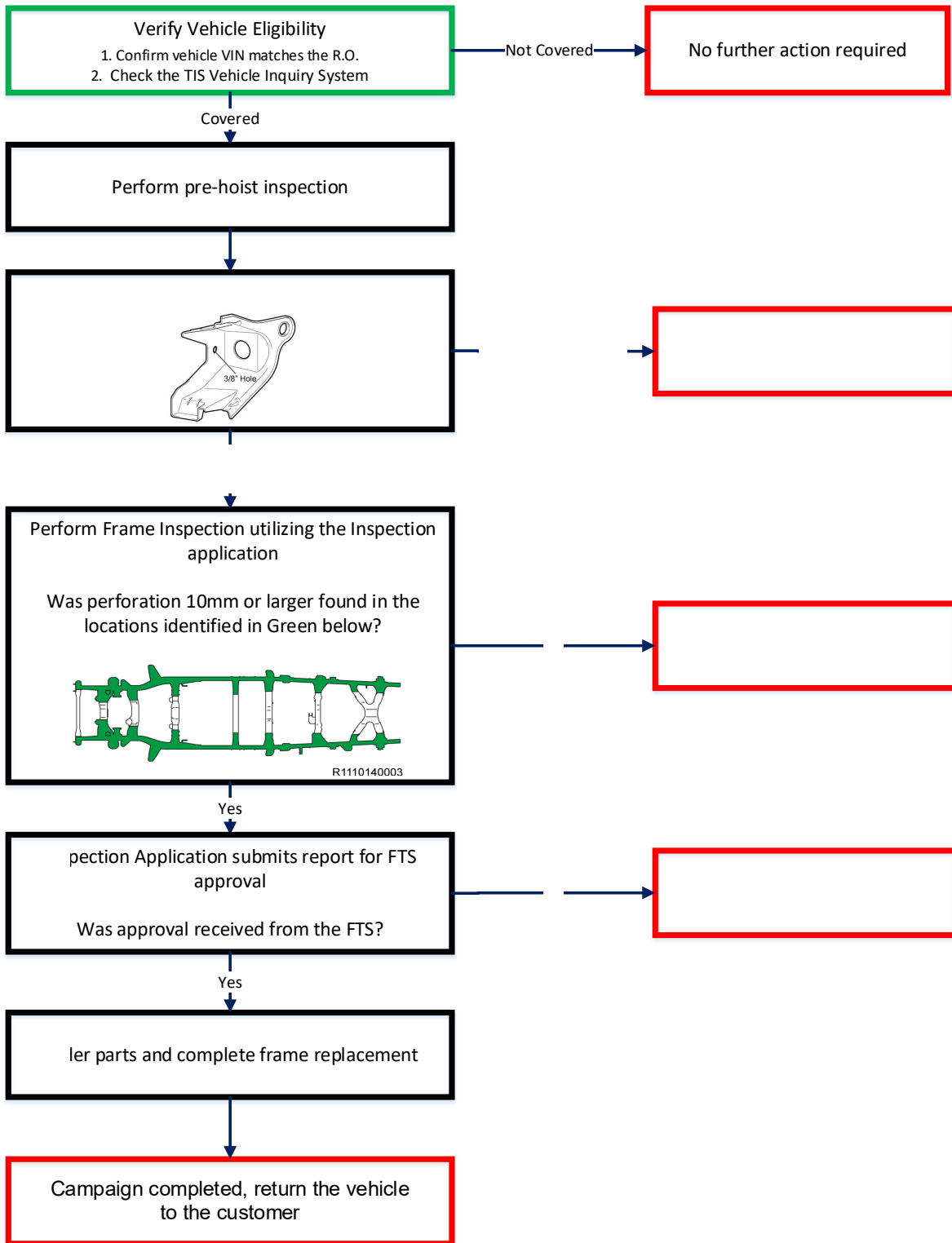
As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*All Customer Support Program (CSP) 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.

## Warranty Reimbursement Procedures

### Reimbursement Procedure

**NOTE:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.





Op Code	Model Year	Description	Flat Rate Hour
ZKA11W	All	Frame Inspection* – Side Rail Seal Installed	.1 hr/veh
ZKA11X	All	Frame* Inspection	0.6 hr/veh
ZKA11A	2011-2015	Frame Inspection* + Replace 2WD Frame + Install Frame Plugs (Dealer)	40.2 hr/veh
ZKA11B		Frame Inspection* + Replace 4WD Frame + Install Frame Plugs (Dealer)	41.8 hr/veh
ZKA11E		Frame Inspection* + Replace 2WD Frame + Install Frame Plugs (Sublet)	0.6 hrs/veh
ZKA11F		Frame Inspection* + Replace 4WD Frame + Install Frame Plugs (Sublet)	0.6 hrs/veh
ZKA11J		Replace 2WD Frame + Install Frame Plugs (Dealer)	39.6 hrs/veh
ZKA11K		Replace 4WD Frame + Install Frame Plugs (Dealer)	41.2 hrs/veh
ZKA11N		Replace 2WD Frame + Install Frame Plugs (Sublet)	0.0 hrs/veh
ZKA11R		Replace 4WD Frame + Install Frame Plugs (Sublet)	0.0 hrs/veh

If the vehicle is still under the New Vehicle Limited Warranty (3 yrs/36,000 miles), submit the repair as a **Regular** warranty claim using the information below.

Opcode	Description	Time	OFF	T1	T2
FRA001	Frame Inspection* – Side Rail Seal Installed	0.1	51001-04###	99	99
FRA002*	Frame Inspection*	0.6			

\* If perforation of the vehicle's frame is found, contact the Warranty Hotline.

ZKA11C	2016-2017	Frame Inspection* + Replace 2WD Frame + Install Frame Plugs (Dealer)	39.2 hrs/veh
ZKA11D		Frame Inspection* + Replace 4WD Frame + Install Frame Plugs (Dealer)	40.8 hrs/veh
ZKA11G		Frame Inspection* + Replace 2WD Frame + Install Frame Plugs (Sublet)	0.6 hrs/veh
ZKA11H		Frame Inspection* + Replace 4WD Frame + Install Frame Plugs (Sublet)	0.6 hrs/veh
ZKA11L		Replace 2WD Frame + Install Frame Plugs (Dealer)	38.6 hrs/veh
ZKA11M		Replace 4WD Frame + Install Frame Plugs (Dealer)	40.2 hrs/veh
ZKA11S		Replace 2WD Frame + Install Frame Plugs (Sublet)	0.0 hrs/veh
ZKA11U		Replace 4WD Frame + Install Frame Plugs (Sublet)	0.0 hrs/veh
ZKA11V		Blind Spot Monitoring Correction	0.7 hrs/veh

\*Frame Inspection includes: Pre-hoist inspection and website-based frame inspection with all photos when applicable.

- Upon customer request, and ONLY during the frame replacement repair, for a maximum of 7 days, a loaner vehicle or alternative transportation (\$60 per day maximum) through Toyota Rent-A-Car (TRAC) can be claimed as a sublet type RT under the above Op. Codes ZKA11A/B/E/F/J/K/N/R. **This rental sublet is only to be used for the time when the vehicle's frame is being replaced.**

**NOTE:**

- Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).**
- The sublet cost for Op. Codes ZKA11E/F/N/R (Replace Frame by a sublet shop) should be claimed under sublet type YF using the following formula:
  - ZKA11E/N = Maximum 39.6 Hours X Dealer Hourly Rate
  - ZKA11F/R = Maximum 41.2 Hours X Dealer Hourly Rate
- The transportation cost of vehicle frame between dealer and outside repair shop will be reimbursed for the maximum cost US \$50.00 under the sublet cost column for the Op. Codes ZKA11E/N/F/R with sublet type YC.
- The transportation cost of vehicle between dealer and outside repair shop will be reimbursed for the maximum cost US \$250.00 under the sublet cost column for the Op. Codes ZKA11E/N/F/R with sublet type YG.

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Customer Support Program. 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.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.



## CUSTOMER SUPPORT PROGRAM ZKA

Certain 2011-2017 Model Year Tacoma  
Coverage for Vehicle Frame Corrosion Perforation

Dealer - Frequently Asked Questions Original  
Publication Date: September 5, 2019

**Q1:** *What is the condition?*

A1: On the subject vehicles, Toyota has received reports that certain vehicles operated in specific cold climate areas (Cold Climate States\*) with high road salt usage, or other environmental factors, may exhibit more-than-normal corrosion perforation 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.

\*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.

**Q2:** *What is Toyota going to do?*

A2: Toyota will send, starting in September 2019, an owner notification by first class mail advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local, authorized Toyota dealership for diagnosis. If the vehicle's frame exhibits significant corrosion perforation based on Toyota inspection criteria, the dealer will replace the vehicle's frame with a new one *FREE OF CHARGE* to the customer. If the vehicle's frame does not display significant rust perforation based on Toyota inspection criteria, the dealer may, if available, apply CRC (Corrosion Resistant Compound) to the vehicle's frame *FREE OF CHARGE*. *Corrosion Resistant Compound can only be applied in the approved cold-climate states (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).*

**Q3:** Which and how many vehicles are covered by this Customer Support Program?

A3: There are approximately 1,102,200 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
Tacoma	2011-2017	Late June 2010 – Early June 2017

*Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: No. There are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

**Q4:** What are the details of this program?

A4: This Customer Support Program provides coverage as it applies to the vehicle's frame. The specific condition covered by this program is vehicle frame corrosion perforation. If the condition is verified, the vehicle will be repaired with a new frame under the terms of this Customer Support Program.

Warm / Cold Climate	Coverage
Cold Climate State Vehicles*	12 years from the Date of First Use (DOFU) with no mileage limitation
Warm Climate State Vehicles	

\*All cold climate state vehicles are eligible for CSP ZKA up until the expiration of LSC KOD. **Once KOD expires, if a cold climate state vehicle has not had LSC KOD performed, the vehicle will no longer be eligible for ZKA and will be marked as expired under ZKA.**

*This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

*Q4a: How does Toyota determine if a vehicle should be grouped into the cold climate states, and thus responsible for having the frame sprayed, when available?*

A4a: Based on the most recent registration or title information available through each state's Department of Motor Vehicles, Toyota will apply corrosion resistant compound to vehicles registered in a cold climate state when available. This will launch as part of the Limited Service Campaign (LSC) designated by Toyota as KOD for those vehicles in cold climate states.

**Q5:** *Which part(s) are covered by this Customer Support Program?*

A5: The vehicle frame comes with all necessary parts required for most replacements. Occasionally, other parts may break during the removal and replacement of the frame. Some of these parts can be covered under this Customer Support Program, but there could be some for which the customer will be responsible (for example, maintenance items). Items that can be considered for coverage are listed below:

Hardware (applicable Bolts, Nuts, Clips, Clamps, Washers, Cotter Pins, Brackets, etc.), Brake Tube/Lines (including Flexible), Bumper Springs, Cab Mounting Cushions, Toe/Camber Cam Assemblies, Control Arm Bushings, Differential Supports, Engine/Transmission Mounts, Fender Apron Seals, Crossmember Extension, Stabilizer Bar Links/Bushings/Cushions, Front Suspension Member Brace, Fuel Tank, Fuel Tank Protector, Fuel Tank Straps, Fuel Lines/Tubes, Parking Brake Cables, Toe Adjustment Plates, Spare Tire Carrier, Shackle Kit, Steering Intermediate Shaft, Power Steering Rack (including lines attached to Rack) and Tie Rod Ends, Upper Control Arms, Hub Grease Caps

It's important to note that, as part of this repair, technicians are instructed to inspect the frame. This includes conducting a Pre-Hoist Inspection, in which the structural integrity of the frame can be confirmed prior to raising the vehicle off the ground. During this time, technicians can also visually inspect for broken components under the vehicle. If there are any additional broken factory parts identified prior to the start of, or during, the repair, Toyota will not be responsible for the costs to replace these parts. Customers should be made aware of this prior to the start of the repair.

**Q6:** *What if a vehicle is equipped with aftermarket parts?*

A6: If the vehicle is modified with non-Toyota, aftermarket parts that prevent the dealer from being able to replace the vehicle frame using the Toyota supplied Technical Instructions, the dealer may choose not to participate in the replacement of the frame until the vehicle is brought back to a condition in which the frame replacement can be performed using the supplied instructions. Dealers may also choose to offer to perform the vehicle frame replacement, but with additional costs associated with removal and installation of aftermarket parts charged to the vehicle owner.

**Q7:** *How long will the repair take?*

A7: The inspection of the vehicle's frame will take approximately 1 hour. If vehicle frame corrosion perforation that meets or exceeds the program's Rust Perforation Standard is found and the frame requires replacement, the repair will take approximately one week. Depending upon the dealer's work schedule, however, it may be necessary to make the vehicle available for a longer period of time. A complimentary loaner vehicle will be offered if vehicle frame replacement is required.

**Q8:** *What if an owner previously paid for repairs related to this Customer Support Program?*

A8: Reimbursement consideration instructions will be provided in the owner letter.

**Q9:** *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

**A9:** This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

**Q10:** *How does Toyota obtain my mailing information?*

**A10:** Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q11:** *What if an owner has additional questions or concerns?*

**A11:** If an owner has additional questions or concerns, please refer them to the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

## CUSTOMER SUPPORT PROGRAM NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Toyota has received a number of reports regarding vehicle frame corrosion perforation on certain 2011-2017 model year Tacoma vehicles. These reports have indicated that these vehicles, when operated in specific cold climate areas (Cold Climate States<sup>1</sup>) with high road salt usage, or exposed to other environmental factors, may exhibit more-than-normal corrosion to the vehicle's frame. Our records indicate that your vehicle is registered in one of these states.

<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.

Although perforation of the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience.

This Customer Support Program provides coverage as it applies to the vehicle's frame. The specific condition covered by this program is vehicle frame corrosion perforation. If the condition is verified, and meets the program's Rust Perforation Standard, the vehicle will be repaired with a new vehicle frame under the terms of this Customer Support Program (other terms are outlined in the Frequently Asked Questions included with this letter).

In addition to the Customer Support Program, Toyota will announce a Limited Service Campaign to apply CRC (Corrosion Resistant Compound) to the frame for vehicles registered in a cold climate state. This campaign will be available for a period of at least two years from the time vehicle owners are notified. A separate owner notification letter will be sent once this program becomes available.

### Coverage

12 years from the Date of First Use (DOFU) with no mileage limitations\*

\*After announcement of the Limited Service Campaign to apply CRC, vehicle owners located in cold climate states will have two years from the time customers are notified to have the CRC applied to their vehicle. [If the](#)

[CRC is not applied to your vehicle within this two-year period, you will not be eligible for the frame replacement coverage mentioned above.](#)

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

Important Note: When the Limited Service Campaign to apply CRC is announced, an additional owner notification will be sent to you advising you of the availability of that program. At that time, you will be encouraged to visit an authorized Toyota dealer within the two-year period which the Limited Service Campaign will be available to have CRC applied to your vehicle. Application of CRC is required to maintain the frame replacement coverage mentioned above.

*If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The inspection of the vehicle's frame will take approximately 1 hour. If vehicle frame corrosion perforation that meets or exceeds the program's Rust Perforation Standard is found and the frame requires replacement, the repair will take approximately one week. Depending upon the dealer's work schedule, however, it may be necessary to make the vehicle available for a longer period of time. A complimentary loaner vehicle will be offered during the replacement of the frame.*

What if you have other questions?

- Refer to the Frequently Asked Questions sheet included with this letter.
- Your local Toyota dealer will also be more than happy to answer any of your questions.
- 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.

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR Toyota  
Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements Plano,  
Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



▼ Remove at perforation and place in the back of your owner's manual ▼

### Customer Support Program Details

This Customer Support Program provides coverage as it applies to the vehicle's frame. The specific condition covered by this program is frame corrosion perforation. If the condition is verified, and meets the program's Rust Perforation Standard, the vehicle will be repaired with a new vehicle frame under the terms of this Customer Support Program\*.

- Coverage will be offered for 12 years from the Date of First Use (DOFU) with no mileage limitation.

Please note that this coverage is for work performed at an authorized Toyota dealer only.

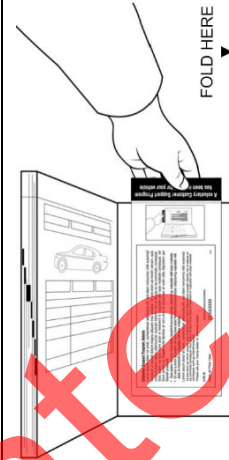
*This coverage is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

\*Please see your Toyota dealer for additional details

VIN

# \_\_\_\_\_

Date of First Use \_\_\_\_\_



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE Cold Climate State Vehicle

# TOYOTA

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## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1:** *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

**Q2:** *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No. You do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.

**Q3:** *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes. This Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4:** *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5:** *Which part(s) are covered by this Customer Support Program?*

A5: The vehicle frame comes with all necessary parts required for most replacements. Occasionally, other parts may break during the removal and replacement of the frame. Some of these parts, such as bolts or other hardware, can be covered under this Customer Support Program, but there could be some for which the customer will be responsible, including maintenance items such as shocks and brakes.

It's important to note that, as part of this repair, technicians are instructed to inspect the frame. This includes conducting a Pre-Hoist Inspection, in which the structural integrity of the frame can be confirmed prior to raising the vehicle off the ground. During this time, technicians may be able to identify broken components under the vehicle, make the customer aware of those before the start of the repair, and discuss whether those broken parts will be covered or not. If there are any additional broken factory parts identified during the repair, the customer may be responsible for the cost of replacing those broken parts depending on the type of part.

**Q6:** *What if a vehicle is equipped with aftermarket parts?*

**A6:** If the vehicle is modified with non-Toyota aftermarket parts that prevent the dealer from being able to replace the vehicle frame using the Toyota supplied Technical Instructions, the dealer may choose not to participate in the replacement of the frame until the vehicle is brought back to a condition in which the frame replacement can be performed using the supplied instructions. Dealers may also choose to offer to perform the vehicle frame replacement, but with additional costs associated with removal and installation of aftermarket parts charged to the vehicle owner.

**Q7:** *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

**A7:** A frame inspection is included in this Customer Support Program. Customers will not be charged to have their vehicle frame inspected. However, if other concerns with the vehicle are identified during this inspection, they will be made aware to the customer for repair options.

SAMPLE -  
Cold Climate  
State Vehicles

Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER SUPPORT PROGRAM NOTIFICATION

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Toyota has received a number of reports regarding vehicle frame corrosion perforation on certain 2011-2017 model year Tacoma vehicles. These reports have indicated that these vehicles, when operated in specific cold climate areas (Cold Climate States<sup>1</sup>) with high road salt usage, or exposed to other environmental factors, may exhibit more-than-normal corrosion to the vehicle's frame.

<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.

Although perforation of the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience

This Customer Support Program provides coverage as it applies to the vehicle's frame. The specific condition covered by this program is vehicle frame corrosion perforation. If the condition is verified, and meets the program's Rust Perforation Standard, the vehicle will be repaired with a new vehicle frame under the terms of this Customer Support Program (other terms are outlined in the Frequently Asked Questions included with this letter).

Coverage
12 years from the Date of First Use (DOFU) with no mileage limitations

### What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

*If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. The inspection of the vehicle's frame will take approximately 1 hour. If vehicle frame corrosion perforation that meets or exceeds the program's Rust Perforation Standard is found and the frame requires replacement, the repair will take approximately one week. Depending upon the dealer's work schedule, however, it may be necessary to make the vehicle available for a longer period of time. A complimentary loaner vehicle will be offered during the replacement of the frame.*

What if you have other questions?

- Refer to the Frequently Asked Questions sheet included with this letter.
- Your local Toyota dealer will also be more than happy to answer any of your questions.
- 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.

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR Toyota  
Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements Plano,  
Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

▼ Remove at perforation and place in the back of your owner's manual ▼

### Customer Support Program Details

This Customer Support Program provides coverage as it applies to the vehicle's frame. The specific condition covered by this program is frame corrosion perforation. If the condition is verified, and meets the program's Rust Perforation Standard, the vehicle will be repaired with a new vehicle frame under the terms of this Customer Support Program\*.

- Coverage will be offered for 12 years from the Date of First Use (DOFU) with no mileage limitation.

Please note that this coverage is for work performed at an authorized Toyota dealer only.

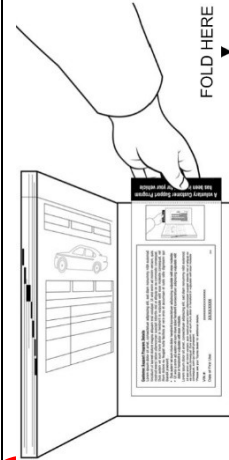
*This coverage is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

\*Please see your Toyota dealer for additional details

VIN

# \_\_\_\_\_

Date of First Use \_\_\_\_\_



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE - te  
WarmClimate  
State Vehicle

# TOYOTA

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## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1:** *Is this a recall?*

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

**Q2:** *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No. You do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.

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SAMPLE -  
Warm Climate  
State Vehicles