

 **IMPORTANT UPDATE** 

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

DATE	TOPIC
July 12, 2022	KOD Coverage Extension for New York Region
June 30, 2022	KOD Coverage Extension for CAT Region.
May 19, 2022	KOD Coverage Extension for Boston Region.
December 16, 2021	KOD Coverage Extension for Cincinnati and Chicago region.
March 4, 2021	KOD is available in New York for 2011-2017 model year vehicles.
December 16, 2020	KOD is available in New Jersey and Connecticut for 2011-2017 model year vehicles.
July 23, 2020	KOD is available in CAT region for 2016 – 2017 model year vehicles.
June 25, 2020	KOD is available in Boston region for 2016 – 2017 model year vehicles.
May 14, 2020	KOD is available in CAT region for 2011 – 2015 model year vehicles.
April 16, 2020	Warranty sublet cost of CRC reimbursed has been updated.
April 2, 2020	KOD is available in Boston region for 2011 – 2015 model year vehicles.
March 6, 2020	Repair Type Confirmation update.
January 23, 2020	KOD is available in Chicago region.
November 13, 2019	Warranty Reimbursement Opcode Sublets have been updated.

***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: November 7, 2019

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

## LIMITED SERVICE CAMPAIGN KOD (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) 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.

<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 KOD, but the remedy is not performed before the expiration of LSC KOD, 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	Expiration Timing	Expiration Extension
KOD - 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	6 – Month Expiration Extension – new expiration June 30, 2022
	Chicago 2011 - 2017	41,280	January 23, 2020	February 28, 2022	6 – Month Expiration Extension – new expiration August 31, 2022
	Boston 2011 - 2015	42,434	April 2, 2020	May 31, 2022	6 – Month Expiration Extension – new expiration November 30, 2022
	Boston 2016 - 2017	18,979	June 25, 2020	July 31, 2022	6 – Month Expiration Extension – new expiration January 31, 2023
	CAT 2011 - 2015	70,320	May 14, 2020	June 30, 2022	6 – Month Expiration Extension – new expiration December 31, 2022
	CAT 2016 - 2017	31,412	July 23, 2020	August 31, 2022	6 – Month Expiration Extension – new expiration February 28, 2023
	Connecticut and New Jersey 2011 – 2017	27,660	December 16, 2020	January 31, 2023	6 – Month Expiration Extension – new expiration July 31, 2023
	New York 2011 – 2017	27,070	March 4, 2021	April 30, 2023	6 – Month Expiration Extension – new expiration October 31, 2023
ZKA – Frame Inspection and Frame Replacement	All	1,102,200	Available	Depends on Date of First Use (DOFU)	

\*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 KOD (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 KOD Dealer letter on TIS for information to complete KOD.

**Repair Type – CRC Application Required**

<b>Campaign Description:</b>	LIMITED SERVICE CAMPAIGN KOD (Remedy Notice) - Certain 2011 - 2017 Model Year Tacoma - Frame Corrosion Resistant Compound (CRC) Application
<b>Campaign Status:</b>	Inspection Required
<b>Expiration Date:</b>	02/28/22
<b>Completion Status:</b>	<b>Not Completed</b>
<b>Memo:</b>	The vehicles 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.

**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 KOD" 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 KOD 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 (XXXXX). 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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The kit above includes the following parts:

Part Number	Part Description	Qty
90950-A1008	Plug, Hole	2
90950-A1009		2
90080-46327	Clip	2
5114A-04010	Seal, Frame Side Rail, RH	1
5114B-04010	Seal, Frame Side Rail, LH	1
90178-A0112	Nut, Flange	2
90105-A0356	Bolt, Flange	2
90119-A0169	Bolt w/Washer	4

04008-21204	Plug Hole Kit CRC Application 4	2016-2017	1
The kit above includes the following parts:			
Part Number	Part Description	Qty	
90950-A1008	Plug, Hole	2	
90950-A1009		2	
90080-46327	Clip	2	
5114A-04010	Seal, Frame Side Rail, RH	1	
5114B-04010	Seal, Frame Side Rail, LH	1	
90178-A0112	Nut, Flange	2	
90105-A0356	Bolt, Flange	2	

### Campaign Special Service Tools

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

Equipment	Purpose	Application Area																		
Drying Equipment Kit	Drying	Interior / Open Section Frame Drying																		
<div>*Drying Kit Includes:</div> <table><tr><th>Equipment</th><th>Qty</th></tr><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></table> <div>*There will be 2 silver colored hoses that will be included in the kit but will not be used in the campaign procedure.</div>			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
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																			
Equipment	Purpose	Application Area																		
Cleaning Equipment Kit	Cleaning	Interior / Open Section Frame Drying and Cleaning																		
<div>*Cleaning Kit Includes</div> <table><tr><th>Equipment</th><th>Qty</th></tr><tr><td>Power Tool Wire Brush</td><td>1</td></tr><tr><td>Power Tool Wand</td><td>1</td></tr><tr><td>PVC Handle</td><td>1</td></tr><tr><td>Extended Wire Brush</td><td>1</td></tr><tr><td>2ft Air Gun</td><td>1</td></tr></table>			Equipment	Qty	Power Tool Wire Brush	1	Power Tool Wand	1	PVC Handle	1	Extended Wire Brush	1	2ft Air Gun	1						
Equipment	Qty																			
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Extended Wire Brush	1																			
2ft Air Gun	1																			
Equipment	Purpose	Application Area																		
Wand Kit	712THV-T Wax Application	Interior Frame CRC Application																		

<b>*Wand Kit Includes</b>	
<b>Equipment</b>	<b>Qty</b>
Short Wand	1
Long Wand	1
LH Guide Plug	1
RH Guide Plug	1

<b>Equipment</b>	<b>Purpose</b>	<b>Application Area</b>
<b>Wax Application Spray Package</b>	<b>712THV-T Wax Application</b>	<b>Interior Frame CRC Application</b>
<b>*Wax Application Spray Package includes:</b>		
<b>Equipment</b>	<b>Qty</b>	
Pump and Heater Assembly	1	
TSL Bottle	1	
Owner's Manual	1	

The items below were previously shipped to your dealership for previous campaign (H0F and J0M).

<b>Equipment</b>	<b>Purpose</b>	<b>Application Area</b>
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)
- Shop cloth/paper towels



Example of a NIOSH-approved respirator

- 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.

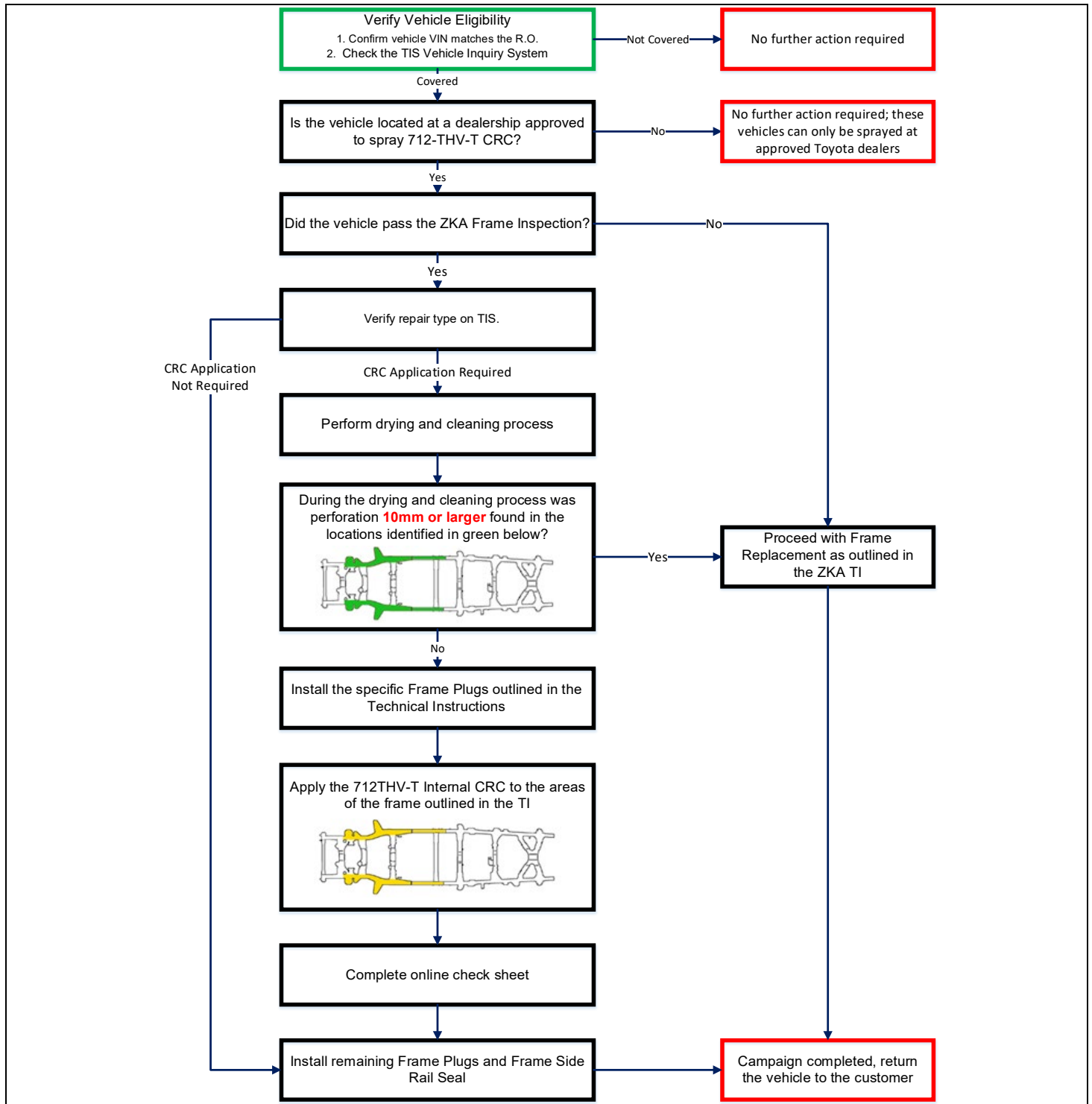
***This Limited Service Campaign will have varying expiration dates based on VIN/Region and is only available at authorized Toyota dealers. Refer to the table in the Remedy section for expiration details.***

### **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



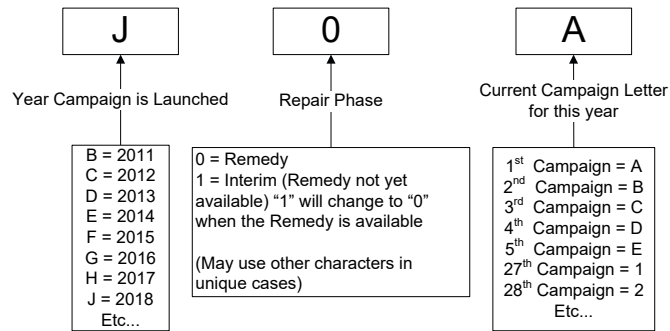
Op Code	Description	Flat Rate Hours
KOD11A	Install Frame Plugs ONLY	0.8 hrs/veh
KOD11B	11-15 MY Clean Frame, Dry Frame, Apply CRC, Install Plugs	7.4 hrs/veh
KOD11C	16-17 MY Clean Frame, Dry Frame, Apply CRC, Install Plugs	8.4 hrs/veh
KOD11D	11-15 MY Clean Frame, Qualifying Perforation Found (Frame to be replaced under CSP ZKA)	4.1 hrs/veh
KOD11E	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 KOD11B/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, \$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 KOD11B/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: June 30, 2022**
  - Chicago Region Expiration: August 31, 2022**
  - Boston Region 2011-2015 Model Year Expiration: November 30, 2022**
  - Boston Region 2016-2017 Model Year Expiration: January 31, 2023**
  - CAT Region 2011-2015 Model Year Expiration: December 31, 2022**
  - CAT Region 2016-2017 Model Year Expiration: February 28, 2023**
  - New Jersey and Connecticut 2011-2017 Model Year Expiration: July 31, 2023**
  - New York 2011-2017 Model Year Expiration: October 31, 2023**

#### 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

EOA = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

JOA = 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.



## LIMITED SERVICE CAMPAIGN K0D (Remedy Notice)

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

Frequently Asked Questions

Original Publication Date: November 7, 2019

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
July 12, 2022	K0D Coverage Extension for New York Region
June 30, 2022	K0D Coverage Extension for CAT Region
May 19, 2022	K0D Coverage Extension for Boston Region
December 16, 2021	K0D Coverage Extension for Cincinnati and Chicago Region
March 4, 2021	K0D is available in New York for 2011-2017 model year vehicles.
December 16, 2020	K0D is available in New Jersey and Connecticut for 2011-2017 model year vehicles.
July 23, 2020	K0D is available in CAT region for 2016-2017 model year vehicles.
June 25, 2020	K0D is available in Boston region for 2016-2017 model year vehicles.
May 14, 2020	K0D is available in CAT region for 2011 – 2015 model year vehicles.
April 2, 2020	K0D is available in Boston region for 2011 – 2015 model year vehicles.
January 23, 2020	K0D is available in Chicago Region for 2011-2017 model year vehicles.

The most recent update will be highlighted with **a red box**.

**Q1: What is the condition?**

A1: Toyota has received reports regarding Frame Corrosion 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.

**Q2: What are the "Cold Climate Areas" with high road salt usage covered by this Limited Service Campaign (LSC)?**

A2: The following states and the District of Columbia are referred to as the "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, WV

**Q2a: Why are some states contiguous to the Cold Climate States not included?**

A2a: Only portions of the listed states may exhibit the cold climate and high road salt usage which can cause this condition. To simplify the administration of this campaign and avoid confusion, Toyota has elected to include the entire state rather than a portion.

**Q3: What is Toyota going to do?**

A3: Toyota will send (in phases consistent with region launch schedule) starting in early November 2019, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to inspect the vehicle frame, and, if applicable, apply Corrosion Resistant Compound (CRC) **FREE OF CHARGE**. This is REQUIRED for vehicles to maintain coverage under Customer Support Program (CSP) ZKA, which offers vehicle frame coverage for 12 years from DOFU.

In the rare cases that a vehicle is found to have qualifying frame perforation during inspection, the frame will be replaced under CSP ZKA. It's also possible that a frame may be found to have been previously sprayed with CRC during manufacturing. In this case, no additional spray will be applied to the frame, however, the vehicle may receive additional frame plugs and will still be covered under the 12 year coverage provided under Customer Support Program ZKA.

**Q3a: How long will this Limited Service Campaign be available?**

A3a: This Limited Service Campaign will be offered **FREE OF CHARGE** for a period of two years from the time all customers have been mailed. See table below with estimated expiration dates and details.

Region	Approximate UIO	Launch	Expiration	Expiration Extension
Cincinnati 2011-2017	40,370	November 7, 2019	December 31, 2021	6 – Month Expiration Extension – new expiration June 30, 2022
Chicago 2011-2017	41,280	January 23, 2020	February 29, 2022	6 – Month Expiration Extension – new expiration August 31, 2022
Boston 2011-2015	42,434	April 2, 2020	May 31, 2022	6 – Month Expiration Extension – new expiration November 30, 2022
Boston 2016-2017	18,979	June 25, 2020	July 31, 2022	6 – Month Expiration Extension – new expiration January 31, 2023
CAT 2011-2015	70,320	May 14, 2020	June 30, 2022	6 – Month Expiration Extension – new expiration December 31, 2022
CAT 2016-2017	31,412	July 23, 2020	August 31, 2022	6 – Month Expiration Extension – new expiration February 28, 2023
NJ and CT 2011-2017	27,660	December 16, 2020	January 31, 2023	6 – Month Expiration Extension – new expiration July 31, 2023
New York 2011-2017	27,070	March 4, 2021	April 30, 2023	6 – Month Expiration Extension – new expiration October 31, 2023

Note: Dealer training by FTS staff will take place prior to launch.

**Q3b: Will CRC application be required to maintain coverage under CSP ZKA?**

A3b: CRC application, if applicable, is required for affected vehicles to maintain coverage under CSP ZKA.

**Q4: Which and how many vehicles are covered by this Limited Service Campaign?**

A4: There are approximately 302,470 vehicles covered by this Limited Service Campaign.

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

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign in the U.S.?**

A4a: No. There are no other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign.

**Q5: What if the vehicle's frame already exhibits excessive corrosion? Will Toyota perform the CRC application, or will the vehicle frame be replaced?**

A5: Toyota will inspect the vehicle's frame. If the frame meets specific Inspection Criteria, the CRC will be applied to the frame. If the frame exhibits significant rust perforation (based upon specific inspection criteria), Toyota will replace the vehicle's frame. These repairs, if applicable, will be performed at **no charge** to the owner of the covered vehicle under the terms of the Customer Support Program.

**Q6: Why is Toyota only offering the CRC application to customers whose vehicles are currently registered in the Cold Climate States?**

A6: Toyota is applying the CRC in areas where vehicles may experience or have experienced prolonged exposure to severe cold climates with high road salt use.

**Q6a: 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?**

A6a: Toyota, using the most recent registration or title information available through each state's Department of Motor Vehicles, will apply vehicles registered in a cold climate state to LSC K0D.

**Q7: What if the customer used to live in a Cold Climate State, but now does not?**

A7: Application of the Corrosion Resistant Compounds (CRC) will be based on where the subject vehicle is currently registered and located. Check TIS for applicability for campaign LSC K0D to confirm eligibility. If a customer's vehicle is eligible for CRC, but the vehicle is not located in a state approved to apply the CRC, the vehicle would need to be brought back to an approved state to receive the CRC spray.

**Q8: What if the customer used to live in a Warm Climate State, but now does not?**

A8: Application of the Corrosion Resistant Compounds will be based on where the subject vehicle is currently registered and located at the launch of LSC K0D. Check TIS for applicability for campaign LSC K0D to confirm eligibility. If a customer's vehicle needs to be added to campaign LSC K0D, dealers can submit this request through an internal website.

**Q9: What should I do?**

A9: Owners of vehicles covered by this LSC should bring their vehicle to a participating Toyota dealer located in one of the Cold Climate States for which authorization to perform the CRC application has been obtained. Customers may also contact their local Toyota dealer for additional information.

**Q10: How long will the repair take?**

A10: The repair takes approximately 8 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: *How does Toyota obtain my mailing information?***

A11: 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.

**Q12: *What if I have additional questions or concerns?***

A12: If you have additional questions or concerns, please contact 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.

# TOYOTA

## Certain 2011 - 2017 Model Year Tacoma Frame Corrosion Resistant Compound (CRC) Application Limited Service Campaign (**Remedy Notice**)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

### **What is the condition?**

Toyota has received reports regarding Frame Corrosion 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.

### **What will Toyota do?**

Any authorized Toyota dealer will inspect the vehicle's frame. If the frame meets specific Inspection Criteria, Corrosion Resistant Compound (CRC) will be applied to the frame **FREE OF CHARGE** to you. If the frame exhibits significant rust perforation (based upon specific inspection criteria), Toyota will replace the vehicle's frame under Customer Support Program ZKA.

### **What should you do?**

Before you are inconvenienced by this condition, any authorized Toyota dealer will inspect the frame, and if necessary, apply CRC to the frame **FREE OF CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the frame inspected, and if necessary, CRC applied. The remedy may take approximately 8 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Limited Service Campaign will be available until April 30, 2023 and is only available at an authorized Toyota dealer.***

Note: A previous communication was sent to you regarding Customer Support Program ZKA which outlines additional coverage for replacement of the vehicles frame under certain conditions. **If the remedy for this Limited Service Campaign K0D is not performed by the expiration date listed above, you will not be eligible for the frame replacement coverage outlined in Customer Support Program ZKA.**

### **What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact 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.

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.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and 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.

Sample Owner Letter



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

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Limited Service Campaign. At this time, remedy parts are not available, and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN 

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Campaign Code 

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Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name \_\_\_\_\_ Customer Email \_\_\_\_\_

Customer Address \_\_\_\_\_ Home Phone # \_\_\_\_\_

\_\_\_\_\_ Mobile Phone # \_\_\_\_\_

\_\_\_\_\_ Date \_\_\_\_\_

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address \_\_\_\_\_ Dealer Code \_\_\_\_\_

\_\_\_\_\_ Dealer Phone Number \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Name \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Signature \_\_\_\_\_