

Toyota Motor Sales, U.S.A., Inc. 19001 South Western Avenue Torrance, CA 90501 (310) 468-4000

To:

All Cold Climate States Toyota Dealer Principals, Service Manager, and Parts Managers

Subject:

Limited Service Campaign (LSC) D0D - Phase 1

This campaign will be launched on a regional basis with the Boston Region and Chicago Region launching first.

Phase 1

Boston Region (MA, ME, NH, RI, VT) Chicago Region (IL, IN, MN, WI) Dealer: 8/19/2013

Owner: Late Aug. 2013

Tentative Launch Schedule for Phases 2 and 3:

Phase 2

CAT Region (DE,MD, PA, VA, WV) Cincinnati Region (MI, OH, KY, exc. TN) Dealer: Mid Sept. 2013

Owner: Mid Sept. 2013

Phase 3

NY Region (CT, NJ, NY)

Dealer: Late Sept. 2013 Owner: Late Sept. 2013

Tentative dates are subject to change.

The rest of the Cold Climate States and the District of Columbia (D.C.) will be launched in the future. Additional information will be provided at that time.



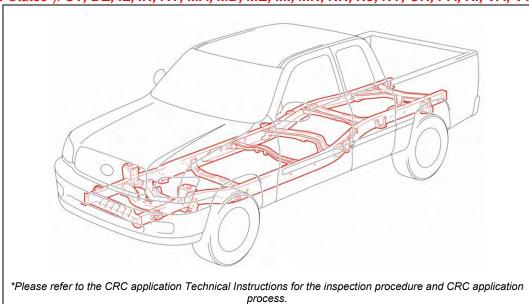
Toyota Motor Sales, U.S.A., Inc. 19001 South Western Avenue Torrance, CA 90501 (310) 468-4000

To: All Cold Climate States Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Limited Service Campaign (LSC) D0D

2004 through 2006 Model Year Tundra Vehicles Corrosion-Resistant Compound (CRC) Application

Toyota will initiate a Limited Service Campaign (LSC D0D) to inspect and, based upon Toyota's inspection criteria, apply Corrosion-Resistant Compounds (CRC) to key areas of the frame assembly of certain 2004-2006 model year Tundra vehicles without significant rust perforation until <u>March 31, 2015</u>. This campaign covers vehicles <u>currently registered</u> in the following cold climate states and the District of Columbia (D.C.) (together, "Cold Climate States"): CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV



D0D will be rolled out on a state-by-state basis, with the first states beginning in mid-August 2013.

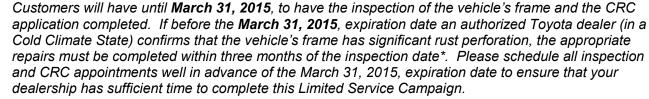
Condition

- Toyota has received reports that certain 2004 through 2006 model year Tundra vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame.
- Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas. This, combined with prolonged exposure to road salts and other environmental factors, may contribute to the development of more than normal rust in the frame of some vehicles.
- 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.

Limited Service Campaign (LSC) Remedy

Over the next few months, owners of the covered vehicles will receive a notification requesting them to bring their vehicles to an authorized participating Toyota dealership in the Cold Climate States. The dealership will inspect the condition of the vehicle's frame. Based upon the results of the inspection, the dealership will do one of the following:

- If significant rust perforation is **not** found, the dealer will apply Corrosion-Resistant Compounds (CRC) to key areas of the vehicle's frame at **no charge** to the owner.
- If significant rust perforation is found, the dealer will replace the vehicle's frame at **no charge** to the owner.





Please note: All vehicles must have the campaign completed by the deadlines outlined above.

*Due to facility and staffing challenges when scheduling and performing frame replacements and the production and shipping of the frames and associated parts.

1. Owner Notification

The owner notification will commence approximately 2 weeks after your state has been launched.

2. Dealer/Owner Lists

Summary Reports containing the *number* of covered vehicles in your dealership's Primary Marketing Area (PMA) have been enclosed in the dealer package. Based upon our records, a dealership which does not have a covered vehicle in their PMA will receive a report indicating so.

3. Vehicle Coverage

There are approximately **78,000** Tundra (certain 2004 – 2006 model year) vehicles covered by LSC D0D.

Model Wi	WMI	Year	VIN Range		Model	Model WMI	V	VIN Range	
wodei	VVIVII	i eal	VDS	Range	wodei	WMI	Year	VDS	Range
			BN441	S434011 - S436017				ET381	S457048 - S498158
			BT441	S439036 - S456080				JT321	S447754 - S472168
			BT481	S439615 - S456067				JU321	S442174 - S456319
			DT441	S433661 - S466455			2005	KT421	S446499 - S473525
			DT481	S002453 - S003285		5TB		RT341	S447755 - S472174
		2004	DT481	S433659 - S466452				RT381	S450422 - S472171
			ET341	S433660 - S462885	Tundra			RU341	S442176 - S456314
			ET381	S002454 - S003282			2006	BT441	S466644 - S487790
			ET381	S433659 - S462884				BT481	S473536 - S487734
Tundro	5TB		JN321	S436917 - S449757				DT441	S500582 - S555074
Tundra	316		KT421	S441761 - S455839				DT481	S501029 - S555073
			KT441	S439633 - S456072				ET341	S482156 - S562605
			RN341	S436916 - S449758				ET381	S498166 - S562572
			RT341	S439161 - S456394				JT321	S472178 - S482450
			RT381	S439739 - S456380				JU321	S451343 - S476212
			BT441	S450912 - S473532				KT421	S473533 - S485871
			BT481	S447181 - S473524				RT341	S469683 - S483750
		2005	DT441	S450539 - S501952				RT381	S472181 - S483722
			DT481	S449475 - S501948				RU341	S451531 - S484869
			ET341	S447933 - S498161					

Please note that only owners of the covered vehicles registered in that specific state will be notified. VINs registered within that specific state will be loaded simultaneously on TIS and Dealer Daily.



A UIO state matrix is provided to inform your dealership of the number of affected vehicles in your state.

STATE	2004	2005	2006	TOTAL		
CT	680	677	796	2,153		
DE	169	195	246	610		
IL	1,212	1,292	1,662	4,166		
IN	968	886	1,189	3,043		
KY	1,121	1,212	1,435	3,768		
MA	2,413	2,148	2,778	7,339		
MD	1,721	1,665	2,015	5,401		
ME	793	850	1,011	2,654		
MI	790	864	1,048	2,702		
MN	1,059	1,103	1,405	3,567		

STATE	2004	2005	2006	TOTAL
NH	845	863	905	2,613
NJ	1,107	1,056	1,350	3,513
NY	1,797	2,020	2,493	6,310
OH	1,494	1,458	2,101	5,053
PA	2,152	2,469	2,953	7,574
RI	329	235	302	866
VA	3,027	3,087	3,485	9,599
VT	581	461	611	1,653
WI	1,099	1,174	1,848	4,121
WV	512	480	652	1,644

4. **Remedy Procedure**

- If the frame passes Toyota's inspection criteria, refer to the CRC application Technical Instructions located on the C.L.E.A.N. Dealer website – http://cleandealer.com. Follow the CRC Application Support link located in the left bottom corner of the C.L.E.A.N Dealer webpage. Accessing and using this website will be similar to the procedure used previous CRC campaigns. If you are having difficulty accessing or using the website, please contact the Environmental Health and Safety (EH&S) Hotline at (877) 572-4347.
- If the frame does not pass Toyota's inspection criteria, please refer to the frame replacement Technical Instructions located on TIS.



- Verify vehicle eligibility by confirming through TIS prior to performing the repair.
- > Dealers that conduct LSC D0D on vehicles not covered under this program or in a state other than the Cold Climate States will not receive reimbursement.

Parts and Material Ordering 5.

Corrosion-Resistant Compound (CRC) and Support Material Ordering:

The necessary CRC kits can be ordered through the chemical program provided by Dealer Tire (Complete Maintenance Care).

- The kits will be directly shipped from AMREP.
- Deliveries are only scheduled on business days. Saturday deliveries are not available.
- Allow 5 business days for order processing and shipping of the CRC kit(s) to your dealership.



Please note that only dealers in the Cold Climate States for which D0D has been launched will be able to order and receive CRC kits.

Model	Part No.	Part Description	Qty/Unit
Tundra	00289 -T00KT- DS	T00-Corros Res Kit (CRC Kit)	1

The kit above includes the following parts:

Noxudol 300S – 3 Liters

Parker 712AM – 1 Liters







Material Safety Data Sheets (MSDS) can be located in the appendix of the CRC Application Technical Instructions

When Ordering CRC Kits Please Note:

- Each kit will contain the exact amount of CRC for one vehicle.
- The CRC kits listed will be drop-shipped from AMREP, not your local PDC. Do not order more than your immediate needs, as these materials are not returnable or refundable.
- Orders for CRC kits should be placed separately from orders of other drop ship chemicals.

(Continued →)

(Parts and Material Ordering CONTINUED . . .)

The CRC application will entail sealing the frame with two different products. Parker 712AM, a paraffin wax based product, will be applied inside the frame. Noxudol 300S will be applied to the external surfaces of the frame. Do not use the Noxudol[®] name and trademarks without the prior written consent of Soken Trade Inc. and Toyota Motor Sales, U.S.A., Inc.

Kits will be placed on Manual Allocation Control (MAC). While the CRC kits are on MAC, a representative from TMS Quality Compliance will review each order and, *if necessary*, contact the dealership's Parts Manager to verify the necessity of the order. This will ensure an adequate and balanced CRC inventory. *Do not order these kits if your dealership is not located in one of the covered states.*

If there are **special** circumstances where a dealer is having difficulty receiving its order, dealership associates may leave a voice message at: (310) 468-5516 or 1-800-233-3718, option 4, to research the order. The associate should provide the following information to expedite research of the order status:

- Dealer Information. (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number.
- Customer Name and Vehicle 17-digit VIN.

The following support materials can be ordered through your dealer's facing **PDC**:

Part Number	Part Description	Qty Required
90950-01824	Frame Body-Plug	2 per vehicle
90950-01539	Frame Body-Plug	2 per vehicle

The following support materials can be ordered through the MDC:

Part Number	Part Description	Qty Required
00411-11004	Corrosion-Resistant Compound Customer Information Hang Tag*	1 per vehicle
00411-11005	Foam Plug Kit	1 per vehicle
00411-13003	Laminated Quick Reference Guide for the Corrosion- Resistant Compound Campaign (D0D) (Included in each Service Manager Package)	As needed
00411-13004	ASM Reference Guide – CRC Campaign	As needed

^{*} Additional CRC Customer Information Hang Tags can be ordered in packages of 25 through the MDC.

Frame Replacement Parts Ordering (where applicable):

To assist dealers in determining the correct part number(s) to order, a website has been set up to look up part numbers by VIN.

- Go to http://toyota-frame-parts-lookup.imagespm.info
- 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 email address.
- Enter the VIN and the correct part numbers to order will be displayed.
- Order parts through the Dealer Daily Parts System
- ETAs for the parts will be available via the normal system

The website is for part(s) application reference only and will not order the part, nor will it confirm campaign applicability or completion status.

6. Tools and Equipment

Please refer to the appropriate Technical Instructions for a list of tools and equipment.

- CRC Application Stall Set Up
- Spray Gun Maintenance / Storage Technical Instruction
- CRC Application Technical Instruction
- Supplemental Frame Replacement Technical Instruction

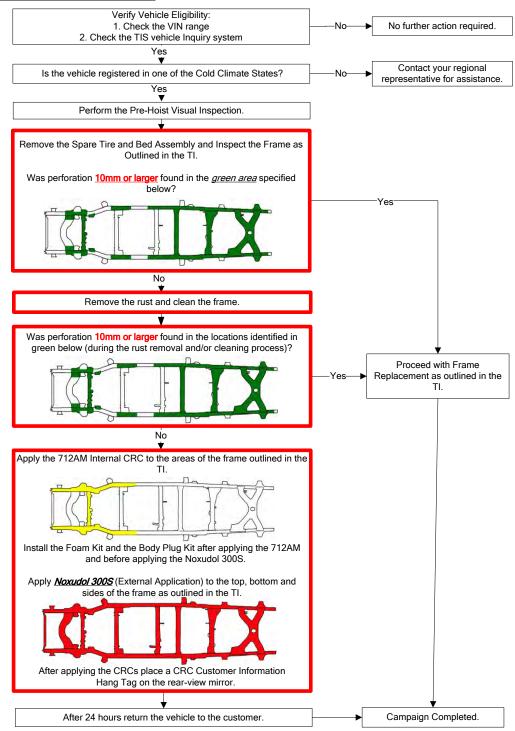


7. Before You Start

Carefully read the Campaign Dealer Information Packet and supporting material even if your dealership has previously performed CRC application campaigns.

Before starting D0D all dealer associates involved with this campaign must be properly trained using the Dealer Information Packet, Quick Reference Guides and Technical Instructions. Training should be documented in the associate training log.

8. <u>Warranty Processor Instructions</u>



(Warranty Processor Instructions CONTINUED . . .)



<u>ONLY</u> use the following Operation (Op.) Codes if your dealership is located in the Cold Climate States.



All other dealers will be debited for any claims using these Op. Codes.

Operation Codes:

Limited Service Campaign	Op. Code	Frame Inspection	Remove Bed for Rust Cleaning	Remove Rust – Clean Frame No Rust Perforation Found*	CRC Application By Dealer	CRC Application By Outside Shop	Frame Prep Incomplete Rust Perforation Found*	(2WD) Frame Replacement By Dealer Rust Perforation Found*	(4WD) Frame Replacement By Dealer Rust Perforation Found*	(2WD) Frame Replacement By Outside Shop – Rust Perforation Found*	(4WD) Frame Replacement By Outside Shop – Rust Perforation Found*	Flat Rate Hour
	3628C2	✓	✓	✓	✓							8.2 hr/vehicle
	3628C3	✓	✓	✓		✓						5.3 hr/vehicle
	3628C4	✓	✓				✓	✓				41.6 hr/vehicle
	3628C5	✓	✓				✓		✓			43.6 hr/vehicle
DOD	3628CA	✓	✓				✓			✓		4.8 hr/vehicle
D0D		✓	✓				√			✓	✓	4.8 hr/vehicle 4.8 hr/vehicle
D0D	3628CA 3628CB 3628CC	✓	√					√		✓	✓	4.8 hr/vehicle 40.6 hr/vehicle
D0D	3628CA 3628CB 3628CC 3628CD	✓ ✓	✓ ✓					✓	✓		√	4.8 hr/vehicle
D0D	3628CA 3628CB 3628CC	✓	√					✓	✓	✓ ✓	✓ ✓	4.8 hr/vehicle 40.6 hr/vehicle

Note: The flat rate time above includes 0.1 hours for campaign administrative cost per unit.

Allowable Sublet for Limited Service Campaign D0D - CRC Application

- **Rental Vehicle:** Use "RT" sublet type for Op. Code <u>3628C2</u> and <u>3628C3</u>. During the CRC application, customers' rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 3 days. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- **Sublet:** The sublet cost for Op. Code 3628C3 (CRC Application by an Outside Repair Shop) should be claimed under sublet type 'YF' using the following formula:
 - = Maximum 2.9 Hours (for CRC Application) X Dealer Hourly Rate

(Under this Op. Code dealers are responsible for removing the bed, inspecting, removing rust, and cleaning the frame)
A maximum of \$250 per vehicle may also be claimed under sublet type 'YG' for the cost of transporting vehicles to an Independent or Dealer Body Shop for Op. Code 3628C3

• Materials/Supplies: Use "YA" sublet type for Op. Code 3628C2. A maximum of \$49/vehicle cost for preparation and application materials/supplies (fire-retardant poly sheeting (tarp), masks, tape, gloves, partitions, waste disposal, etc.) will be accepted.



^{*} Based upon Toyota's inspection criteria

(Warranty Processor Instructions CONTINUED . . .)

Allowable Sublet for Limited Service Campaign D0D - Frame Replacement

• **Sublet:** The sublet cost for Frames Replaced at an Independent or Dealer Body Shop should be claimed under sublet type '**YF**' using the following formula:

Description	Sublet Amounts			
Op. Code 3628CA (2WD)	- Mavimum 36 8 hours V Outside Baneir Shan Bata			
Op. Code 3628CE (2WD)	= Maximum 36.8 hours X Outside Repair Shop Rate			
Op. Code 3628CB (4WD)	- Maximum 29 9 haura V Outaida Banair Shan Bata			
Op. Code 3628CU (4WD)	= Maximum 38.8 hours X Outside Repair Shop Rate			

[•] A maximum of \$250 per vehicle may be claimed under sublet type 'YG' for the cost of transporting vehicles to an Independent or Dealer Body Shop for Op. Code 3628CA, 3628CE, 3628CB, and 3628CU.

Rental Vehicles:

Op. Code	Description	Sublet Amounts	Sublet Type	DSPM Authorization
3628CF	Vehicle Rental 1-30 Days	Follow the Toyota	RT	Not Required
3628CG	Vehicle Rental 31-60* Days (For frame replacement)	Transportation Assistance Program (TTAP) Guidelines.	RT	Required

^{**}Rental car for frame replacement is up to 7 days. If frame replacement is delayed due to parts availability, additional time, up to a total of 30 days, may be claimed. Additional time, up to a total of 60 days, may be claimed *only* with DSPM advance written authorization.

(Submit LSC claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.)

9. Customer Handling

Please consider this campaign an opportunity to assure customers that Toyota is focused on their satisfaction. Customers who receive the owner notification may contact your dealership with questions regarding the letter and/or campaign remedy. 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 should be instructed to please contact the Toyota Customer Experience Center (1-888-270-9371).
- If a customer has previously paid for repairs of their Tundra frame for this specific condition during the applicable period, please contact the Toyota Customer Assistance Center at 1-888-270-9371.

10. Media Contacts

For News media inquiries only:

Due to the nature of this LSC, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to media associates only.)

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

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

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



Certain 2004 through 2006 Model Year Tundra Vehicles Corrosion-Resistant Compound Application to the Vehicle's Frame

Limited Service Campaign

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota is announcing a Limited Service Campaign Program, which includes your vehicle.

What is the condition?

Toyota has received reports that certain 2004 through 2006 model year Tundra vehicles operated in specific cold climate areas with high road salt use may exhibit more-than-normal corrosion to the vehicle's frame. Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas. This, combined with prolonged exposure to road salts and other environmental factors, may contribute to the development of more than normal rust in the frame of some vehicles. 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 is included in this Limited Service Campaign?

This campaign involves customers whose vehicles are currently registered in the following specific 20 Cold Climate States, listed below, and the District of Columbia which have high road salt use (together, "Cold Climate States").

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

Any authorized participating Toyota Dealership located in the Cold Climate States will inspect the condition of your vehicle's frame. Based upon the results of Toyota's inspection*, if significant rust perforation *is not* found, Toyota will apply Corrosion-Resistant Compounds (CRC) to key areas of your vehicle's frame at *no charge* to you. The CRC application will enhance the corrosion protection of the vehicle's frame.

You must have your vehicle inspected and the CRC application completed by a participating Toyota Dealership located in the Cold Climate States no later than *March 31, 2015*. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the *March 31, 2015*, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign on your vehicle.

If a participating Toyota Dealership, located in the Cold Climate States, confirms that your vehicle's frame has significant rust perforation*, the dealer will provide an appropriate remedy at **no charge** to you. The dealer must determine that the frame has significant rust perforation* by **March 31, 2015** in order for the cost of any necessary repairs to the vehicle's frame be covered by the Campaign (there are no mileage limitations.)

*Please see your Toyota dealership for further details.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer in the state of [state] and make an appointment to have your vehicle inspected and the CRC application performed as soon as possible. The inspection and CRC application will take approximately 8 hours. Based upon the dealer's work schedule, the next available CRC application appointment may be several days away.

While the CRC is being applied to your vehicle, your dealership will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for up to 3 days (extra time may be provided if additional repairs are needed for this condition).

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to have the campaign completed; however, Toyota will be rolling this campaign out on a state by state basis; therefore, a received owner letter will help ensure the participating dealerships in your state have finalized the necessary preparations.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting 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, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for repairs for this condition?

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

Toyota Motor Sales, U.S.A., Inc Toyota Customer Experience, WC10 19001 South Western Avenue, Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-9 weeks to process your request.

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to www.toyota.com/ownersupdate. 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.

Owner Information Supplement – Corrosion Resistant Compound Application (CRC)

What do I do next?

- Please make an appointment with a participating dealership in the States of [Insert Launching State] to have your vehicle's frame inspected and, if necessary, the CRC application or other repairs performed.
- Dealerships in the following states are also authorized to apply the CRC: [Insert Previously Launched States].
 You may contact a participating Toyota dealership in any of these states to have your vehicle's frame inspected and, if necessary, the CRC application or other repairs performed.
- Toyota is continuing its efforts to arrange for dealerships in the remaining Cold Climate States to be authorized to perform the Campaign.

What if I have my normal maintenance conducted at a dealership that is not authorized to apply the CRC? We apologize for any inconvenience, but at the current time, you have the following options:

 You may have the Campaign performed at this time by a Toyota dealership in one of the states identified above;

Or

 You may choose to wait until your preferred dealership* is authorized to apply the CRC. Please periodically check with your Toyota dealership on its status.

^{*} The dealership must be a participating authorized dealership located in one of the Cold Climate States.



Limited Service Campaign D0D (FAQ)
Certain 2004 - 2006 Toyota Tundra Vehicles *Currently* Registered in the Cold Climate States
Corrosion-Resistant Compound (CRC) Application to the Vehicle's Frame

Frequently Asked Questions

Published mid-August 2013

Q1: What is the condition?

A1: Toyota has received reports that certain 2004 through 2006 model year Tundra vehicles operated in specific cold climate areas with high road salt use may exhibit more-than-normal corrosion to the vehicle's frame. Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas. This, combined with prolonged exposure to road salts and other environmental factors, may contribute to the development of more than normal rust in the frame of some vehicles. 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 States" 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":

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, and 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: Which and how many vehicles are covered by this LSC?

A3: There are approximately 78,000 Tundra (2004 – 2006 model year) vehicles currently registered in the Cold Climate States.

Model	Model Year	Production Range	Appx. UIO
Tundra	2004-2006	Sep. 12, 2003 – Jan. 2, 2007	78,000

Q4: What is Toyota going to do?

A4: In late August 2013 Toyota will send an owner notification by first class mail to owners of vehicles covered by this LSC.

Any authorized participating Toyota Dealership located in the Cold Climate States will inspect the condition of your vehicle's frame. Based upon the results of Toyota's inspection*, if significant rust perforation *is not* found, Toyota will apply Corrosion-Resistant Compounds (CRC) to key areas of your vehicle's frame at *no charge* to you. The CRC application will enhance the corrosion protection of the vehicle's frame.

You must have your vehicle inspected and the CRC application completed by a participating Toyota Dealership located in the Cold Climate States no later than *March 31, 2015*. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the *March 31, 2015*, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign on your vehicle.

If a participating Toyota Dealership, located in the Cold Climate States, confirms that your vehicle's frame has significant rust perforation*, the dealer will provide an appropriate remedy at no charge to you. The dealer must determine that the frame has significant rust perforation* by *March 31, 2015* in order for the cost of any necessary repairs to the vehicle's frame be covered by the Campaign (there are no mileage limitations.)

Q4a: How does Toyota obtain my mailing information?

A4a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information. Please make sure your registration or title information is correct.

Q4b: Do I need my owner letter to have the remedy performed?

A4b: You do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Toyota will be rolling out LSC D0D state by state. Therefore, we recommend that you wait to receive the owner letter to ensure that dealerships in your state have received any necessary regulatory approvals and are ready to offer this campaign. You may also contact your local Toyota dealer for additional information.

Q4c: Once the CRC application is complete, will Toyota extend the warranty on the vehicle's frame?

A4c: The CRC application is designed to enhance the corrosion resistant properties of the vehicle's frame. Additional warranty enhancements are not offered under this campaign.

<u>Q4d: What if the vehicle's frame already exhibits excessive corrosion? Will Toyota perform the CRC application or will the vehicle be repaired?</u>

A4d: Toyota will inspect the vehicle's frame. If the frame passes Toyota's Inspection Criteria, the CRCs will be applied to the frame. If the frame exhibits significant rust perforation (based upon Toyota's inspection criteria), Toyota will replace the vehicle's frame. The work will be performed at **no charge** to you for a limited time (see A4).

Q5: Why is Toyota only offering the CRC application to customers whose vehicles are currently registered in the Cold Climate States?

A5: 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.

^{*} Per Toyota's Inspection Criteria

Q6: What should I do?

A6: 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.

Q7: How long will the repair take?

A7: The inspection and CRC application will take 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.

Q7a: Will Toyota provide a rental vehicle until the vehicle is repaired?

A7a: The Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 3 days during the repair (extra time may be provided if additional repairs are needed for this condition).

Q7b: What if the vehicle's frame fails Toyota's inspection criteria; how long will the repair take?

A7b: The frame replacement will take approximately 40-45 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: What if I have previously paid for repairs related to this campaign?

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

Q9: What if I have additional questions or concerns?

A9: Customer satisfaction is very important to Toyota. If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.