

TOYOTA CUSTOMER SERVICES

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☒ Action
☒ Retain
☐ Information

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/
VICE PRESIDENTS

FROM: DAVID CAMDEN *David*
VICE PRESIDENT, DEALER OPERATIONS

DAVE ZELLERS *Dave*
VICE PRESIDENT, PRODUCT QUALITY AND SERVICE SUPPORT

BOB WALTZ *Bob*
VICE PRESIDENT, CUSTOMER SATISFACTION, TOYOTA DIVISION

SUBJECT: CUSTOMER SUPPORT PROGRAM – WARRANTY COVERAGE EXTENSION FOR FRAME
RUST CORROSION PERFORATION ON CERTAIN 1995 - 2000 MY TACOMA

In our continuing efforts to assure the best in customer satisfaction, Toyota will initiate a Customer Support Program (CSP) to extend the warranty coverage on the vehicle's frame for rust corrosion perforation on certain 1995 through 2000 MY Tacoma vehicles.

Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. ***This 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.***

Although 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 customer's overall experience with and confidence in their vehicle. To assure our customers that we stand behind the product, Toyota is providing an extension of the warranty coverage on certain 1995 through 2000 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust corrosion. This warranty extension will be offered for a period of 15 years with no mileage limitation from the vehicle's in-service date, for this specific condition.

It is important to note that considerable support will be required from the field staff to support this program, especially in the areas with significant snow accumulation combined with extensive road salt usage. Additionally, in states where these factors are not an issue, field staff support will be required to monitor activities to prevent inappropriate application of this warranty extension.

In areas where this issue can occur, we suggest each Region/PD Office designate two management level associates to coordinate activities both within the Region/PD as well as with the dealerships. Initially, these associates should have weekly meetings to coordinate DSPM and FTS activities. The results of these meetings should be utilized to communicate with counterparts in CR, TCUV, TRAC and Sales to adjust necessary resources (TRAC and/or TCUV vehicles, etc.)

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

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in early March, 2008.

2. **Owner Notification Mailing Date**

The owner notification will commence in mid-March, 2008. ***The owner notification letters will be mailed over several months.*** We have attached a copy of the owner notification letter for your reference.

3. **Applicability Period**

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in-service date, for perforation of the vehicle's frame caused by rust corrosion.

This offer is applied to certain 1995 through 2000 model year Tacoma vehicles and subject to the same conditions set forth in the New Vehicle Limited Warranty section of the Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Damage incurred from abuse, a crash, vandalism, flood-damage and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. This offer does not apply to scrapped, salvaged, dismantled, flood-damaged or other branded/salvage title vehicles (excluding lemon law branded vehicles). Either the vehicle registration must be current or the customer must demonstrate that they were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to apply.

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

Upon confirmation of perforation of the frame due to rust corrosion, Toyota will, at its option, either repair or repurchase the vehicle. In the case of repurchase, Toyota will offer the following:

- Toyota will repurchase the vehicle at the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. The subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer is based on the value of the vehicle at the time of Toyota's confirmation of the vehicle's condition.

4. **Region/PD Staff Assistance during this program**

Areas requiring Region/Private Distributor Field Staff assistance:

- **Determining within the Region/Private Distributor which associates (DSPM, FTS, STS) will support dealership inspections if the technician can not make a clear determination.**
- **Approving all requested repurchases.**
- **Monitoring dealership overall inspection and repurchase activities.**
- **Working with dealerships on the vehicle inspection training, vehicle repurchase authorization (if determined to be necessary) and complimentary loaner vehicle allowance during the repurchasing process.**
- **Working with our partner (ISG) during the vehicle repurchasing process.**

We request that all appropriate field associates become completely familiar with the details and materials related to this Customer Support Program Letter, Owner Letter Sample, Q&A, Inspection Instructions, and other accompanying documents.

5. Scope & Condition

The majority of vehicles nationwide will not experience this condition; it should occur in only a limited number of vehicles operated in areas with significant snow accumulation combined with extensive road salt usage and visiting owner's vehicles from these areas. Please reassure all of our customers that their vehicle is built to very high quality standards and that Toyota stands behind its products.

We believe that the cause is that some vehicles may not have adequate corrosion-resistant protection. This occurrence combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. ***This 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.***

6. Vehicle Repurchasing Process

Please note that in the event a vehicle exhibiting corrosion perforation was purchased by a Toyota dealer after the announcement of this Program, the dealer will not be eligible for repurchase at the 1.5 times Kelley Blue Book® rate; instead, TMS (i) will repurchase that vehicle at the documented cost to the dealer and (ii) request contact information for the person who sold the vehicle to the dealer so that TMS may contact that customer.

If a vehicle is determined to have perforation of the frame due to rust corrosion, in most cases it may be determined that the best course of action will be to repurchase the vehicle. This is due to the invasive nature of repairing or replacing the frame. For vehicle repurchase, please follow these steps:

- Each dealer should follow the inspection procedures which have been provided in the "Frame Rust Corrosion Perforation Inspection Procedure" insert included with the dealer announcement letter.
- The dealer should take the following action when a customer's vehicle is determined to have the frame perforation condition as defined in the "Frame Rust Corrosion Perforation Inspection Procedure" insert.
 - a) Complete the ISG Web-Portal Input Form (make copies of attached template).
 - b) Contact the customer to explain the inspection result:
 - ⇒ Consult the customer handling procedure provided on the reverse side of the "Frame Rust Corrosion Perforation Inspection Procedure" for guidance on how to properly explain the condition to each customer.
 - ⇒ Offer to provide a complimentary loaner vehicle (refer to the enclosed warranty bulletin for further details). Should the customer choose to decline the loaner offer and choose to take their Tacoma with them, the dealer should document the repair order with a statement that reads:
 - ***Customer advised eligible for complimentary loaner vehicle per CSP (extended warranty). Customer declined offer of loaner and elected to remain in own vehicle.***
 - ⇒ Inform the customer that a Toyota representative will be contacting them within 1-2 business days.

(6. Vehicle Repurchasing Process Continued)

- c) Toyota has engaged our valued business partner ISG to assist in the repurchase process. To report the vehicle as a repurchase candidate, the dealer should log-in to the ISG web portal via Dealer Daily (the reporting link entitled "Impartial Services" is located in the "Service Applications" section. Private Distributor dealerships should contact their PD Office for guidance on how to access this link). Please be prepared to provide the following information from your ISG Web-Portal Input Form:

Dealer code	Customer name & address	Model & model year	All factory dealer and customer installed equipment
Name of dealer contact person	Customer contact information	VIN	Current location of vehicle
Dealer contact information	Verification of current registration	Mileage	Is vehicle operable Y/N?
DSPM authorization #	Zip code on registration address	Ext/int color	Customer in complimentary loaner vehicle Y/N? If yes, date customer was placed in loaner

- d) Toyota and ISG will manage the customer communications process once the ISG Web-Portal Input Form has been logged into the ISG portal.
- e) The information entered from the ISG Web-Portal Input Form will be reviewed and approved by the R/PD office prior to making contact with the customer.
- f) Toyota and/or ISG may contact the dealer for more information or assistance when needed.
- g) Every effort will be made to complete the repurchase process within 30 days or less. Completion of the repurchase process will occur at the Toyota dealership and will be scheduled by ISG with the customer and a dealer representative.
- h) Under the program Toyota is offering each customer a complimentary loaner vehicle (refer to the enclosed warranty bulletin for further details) as a convenience while they are considering alternative transportation options. Each dealer should work with their respective service and sales associates to develop a process to assist each customer in securing a replacement vehicle if so desired.
- i) Toyota and/or ISG will notify the dealer in cases where a customer declines to accept Toyota's repurchase offer. It will be the dealer's responsibility to make contact with the customer to coordinate the return of the complimentary loaner vehicle. In these instances, should the customer choose to take their Tacoma with them, the dealer should document the repair order with a statement that reads:
- *Customer advised eligible for repurchase of vehicle per CSP (extended warranty). Customer declined repurchase offer and elected to retain vehicle.*

7. Number of vehicles eligible for this program

There are approximately **813,000** Tacoma (1995 through 2000 model year) vehicles covered by this program.

Model	Model Year	Approximate UIO
Tacoma	1995	82,500
	1996	134,600
	1997	109,500
	1998	173,000
	1999	170,800
	2000	142,600
	TOTAL	813,000

8. Region/District Summary Reports

We have enclosed the following summary reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package for your reference:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this notification program.
- District Summary Report that indicates the number of vehicles covered by this program per dealership in each district for this notification program.

Dealerships will not receive reports as this is not a Special or Limited Service Campaign.

Please review this entire CSP package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

K. Aoki	A. DeCarr	J. Lentz	D. Sakakibara
K. Arase	T. Doi	E. Matsuda	M. Setta
J. Beseda	B. Ertmann	T. Matsuno	A. Smith
G. Borst	D. Esmond	M. Michels	R. Specht
R. Broughman	W. Fay	I. Miller	J. Stempkowski
G. Bryan	N. Fein	T. Minyon	S. Sugawara
W. Burns	F. Fontanella	M. Morrison	E. Taira
D. Camden	Y. Funo	T. Morrison	M. Templin
B. Campana	S. Haag	E. Nagano	J. Tetherow
B. Carter	J. Hanson	T. Nakagami	A. Vaish
G. Christoff	K. Higgins	K. Ohara	R. Waltz
J. Colon	M. Hosoe	D. Pettitt	S. Yamaguchi
B. Cooper	D. Illingworth	R. Pflughaupt	M. Yamanami
R. Daly	R. Ito	C. Reynolds	H. Yoshihashi
D. Danzer	M. King	M. Rocco	
F. Davidson	J. Lang	R. Sakai	



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

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: CUSTOMER SUPPORT PROGRAM – WARRANTY COVERAGE EXTENSION FOR FRAME
RUST CORROSION PERFORATION ON CERTAIN 1995 - 2000 MY TACOMA

In our continuing efforts to assure the best in customer satisfaction, Toyota will initiate a Customer Support Program (CSP) to extend the warranty coverage on the vehicle's frame for rust corrosion perforation on certain 1995 through 2000 MY Tacoma vehicles.

Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. ***This 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.***

Although 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 customer's overall experience and confidence in their vehicle. To assure our customers that we stand behind the product, we are providing an extension of the warranty coverage on certain 1995 through 2000 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust corrosion. This warranty extension will be offered for a period of 15 years with no mileage limitation from the vehicle's in-service date, for this specific condition.

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

1. Owner Notification Mailing Date

The owner notification will commence in mid-March, 2008. We have attached a copy of the owner notification letter for your reference.

2. Number of vehicles eligible for this program

There are approximately **813,000** Tacoma (1995 through 2000 model year) vehicles covered by this program. However, based upon our investigation, the vehicles which exhibit this condition are limited to those areas with significant snow accumulation combined with road salt usage.

3. Identification of vehicles eligible for this program

Please refer to the Warranty Policy Bulletin (No. POL08-03) to identify vehicles covered by this program.

4. Concerned Customer Handling

The customers that will contact your dealership regarding this program will be greatly concerned about the condition of their vehicle. We request you treat these customers as guests. The following are some suggestions and reminders in this regard:

- We suggest each Dealership designate two management level associates with complementary schedules to become intimately familiar with the details of this Customer Support Program. These two associates should work together to coordinate activities both within the dealership as well as communicate with the Region/PD Offices.
- These associates should also be the first touch points for customers contacting your dealership regarding this program.
- They should reassure these customers that Toyota stands behind its products and remind them of the 15 year warranty extension, with no mileage limitation, on the frame for perforation caused by rust corrosion under this program.
- If a customer requests an inspection of their Tacoma, the designated associates should arrange with the appropriate service staff to have the inspection completed.
- Some of these customers may be the second, third or later owner. In these situations, these customers may have never visited a Toyota dealership. Please be patient with these customers as they may not be familiar with your operations. Each step in the process should be carefully explained to them.
- This will assure smooth coordination to receive repurchase approval, complimentary loaner vehicle approval, secondary vehicle inspection (if necessary), contacts with Impartial Services Group (ISG), etc. It will also assure customer handling is consistent with the intent of this program.
- In the case of vehicle repurchase, please coordinate with your Sales Dept. and make appropriate introductions between the customer and a management level Sales associate.

5. Applicability Period

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in-service date, for perforation of the vehicle's frame caused by rust corrosion.

This offer is applied to certain 1995 through 2000 model year Tacoma vehicles and subject to the same conditions set forth in the New Vehicle Limited Warranty section of the Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Damage incurred from abuse, a crash, vandalism, flood damage and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. This offer does not apply to scrapped, salvaged, dismantled, flood damaged or other branded/salvage title vehicles (excluding lemon law branded vehicles). Either the vehicle registration must be current or the customer must demonstrate that they were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to apply.

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

Upon confirmation of perforation of the frame due to rust corrosion, Toyota will, at its option, either repair or repurchase the vehicle. In the case of repurchase, Toyota will offer the following:

- Toyota will repurchase the vehicle at the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. The subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer is based on the value of the vehicle at the time of Toyota's confirmation of the vehicle's condition.

6. **Inspection of vehicles eligible for this program**

In most cases, any perforation of the vehicle's frame caused by rust corrosion will be identified during the course of routine service or state vehicle inspections (in states that require them). However, if the vehicle is primarily utilized in states where road salt usage is prevalent, customers may wish to inspect their vehicle on an annual basis. ***It is important to remember that this 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.*** Customers should look for ***perforation*** of the frame and/or large amounts of rust that flake off the vehicle.

If a customer is not comfortable performing these steps, they may contact your dealership and request your assistance. Please assist them on a customer request basis.

Please refer to the "Frame Rust Corrosion Perforation Inspection Procedure" for the inspection procedure of vehicles covered by this program.

7. **Scope & Condition**

The majority of vehicles nationwide will not experience this condition; it should occur in only a limited number of vehicles operated in areas with significant snow accumulation combined with extensive road salt usage and visiting owner's vehicles from these areas. Please reassure all of our customers that their vehicle is built to very high quality standards and that Toyota stands behind its products.

We believe that the cause is that some vehicles may not have adequate corrosion-resistant protection. This occurrence combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. ***This 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.***

8. **Vehicle Repurchasing Process**

Please note that in the event a vehicle exhibiting corrosion perforation was purchased by a Toyota dealer after the announcement of this Program, the dealer will not be eligible for repurchase at the 1.5 times Kelley Blue Book® rate; instead, TMS (i) will repurchase that vehicle at the documented cost to the dealer and (ii) request contact information for the person who sold the vehicle to the dealer so that TMS may contact that customer.

If a vehicle is determined to have perforation of the frame due to rust corrosion, in most cases it may be determined that the best course of action will be to repurchase the vehicle. This is due to the invasive nature of repairing or replacing the frame. For vehicle repurchase, please follow these steps:

- Each dealer should follow the inspection procedures which have been provided in the "Frame Rust Corrosion Perforation Inspection Procedure" insert included with the dealer announcement letter.
- The dealer should take the following action when a customer's vehicle is determined to have the frame perforation condition as defined in the "Frame Rust Corrosion Perforation Inspection Procedure" insert.
 - a) Complete the ISG Web-Portal Input Form (make copies of attached template).

(8. Vehicle Repurchasing Process Continued)

- b) Contact the customer to explain the inspection result:
- ⇒ Consult the customer handling procedure provided on the reverse side of the “Frame Rust Corrosion Perforation Inspection Procedure” for guidance on how to properly explain the condition to each customer.
 - ⇒ Offer to provide a complimentary loaner vehicle (refer to the enclosed warranty bulletin for further details). Should the customer choose to decline the loaner offer and choose to take their Tacoma with them, the dealer should document the repair order with a statement that reads:
 - *Customer advised eligible for complimentary loaner vehicle per CSP (extended warranty). Customer declined offer of loaner and elected to remain in own vehicle.*
 - ⇒ Inform the customer that a Toyota representative will be contacting them within 1-2 business days.
- c) Toyota has engaged our valued business partner ISG to assist in the repurchase process. To report the vehicle as a repurchase candidate, the dealer should log-in to the ISG web portal via Dealer Daily (the reporting link entitled “Impartial Services” is located in the “Service Applications” section. Private Distributor dealerships should contact their PD Office for guidance on how to access this link). Please be prepared to provide the following information from your ISG Web-Portal Input Form:

Dealer code	Customer name & address	Model & model year	All factory dealer and customer installed equipment
Name of dealer contact person	Customer contact information	VIN	Current location of vehicle
Dealer contact information	Verification of current registration	Mileage	Is vehicle operable Y/N?
DSPM authorization #	Zip code on registration address	Ext/int color	Customer in complimentary loaner vehicle Y/N? If yes, date customer was placed in loaner

- d) Toyota and ISG will manage the customer communications process once the ISG Web-Portal Input Form has been logged into the ISG portal.
- e) The information entered from the ISG Web-Portal Input Form will be reviewed and approved by the R/PD office prior to making contact with the customer.
- f) Toyota and/or ISG may contact the dealer for more information or assistance when needed.
- g) Every effort will be made to complete the repurchase process within 30 days or less. Completion of the repurchase process will occur at your Toyota dealership and will be scheduled by ISG with the customer and a dealer representative.
- h) Under the program Toyota is offering each customer a complimentary loaner vehicle (refer to the enclosed warranty bulletin for further details) as a convenience while they are considering alternative transportation options. Each dealer should work with their respective service and sales associates to develop a process to assist each customer in securing a replacement vehicle if so desired.
- i) Toyota and/or ISG will notify the dealer in cases where a customer declines to accept Toyota’s repurchase offer. It will be the dealer’s responsibility to make contact with the customer to coordinate the return of the complimentary loaner vehicle. In these instances, should the customer choose to take their Tacoma with them, the dealer should document the repair order with a statement that reads:
- *Customer advised eligible for repurchase of vehicle per CSP (extended warranty). Customer declined repurchase offer and elected to retain vehicle.*

9. Customer Reimbursement

If a customer has previously paid for repair of the frame on their vehicle for this specific condition during the applicable period, please request them to contact the Toyota Customer Assistance Center at 1-888-270-9371.

10. Claim Procedures for Inspection of the Vehicle's Frame

For vehicle frame inspections, submit claims as described in the attached Warranty Procedures Bulletin. (No. POL08-03).

It is important to note that this is a Warranty Extension and all Warranty Policies, including Policy No. 5.21 apply.

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 CSP.

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.

Thank you for your cooperation.

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

**1995 through 2000 Model Year Tacoma Frame Rust Corrosion Perforation
Warranty Enhancement 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 meet your product expectations, Toyota would like to advise you of an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

Toyota cares about our customers

Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. This 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.

Although 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 your overall experience and confidence in your vehicle. To assure you that we stand behind our product, we are providing an extension of the warranty coverage on your vehicle's frame for this specific condition.

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust corrosion.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above 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, with the exception of the extended warranty coverage on the vehicle's frame. Damage incurred from abuse, a crash, vandalism, flood-damage and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. This offer does not apply to scrapped, salvaged, dismantled, flood-damaged or other branded/salvage title vehicles (excluding lemon law branded vehicles). Either your vehicle registration must be current or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to apply.

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

What should I do?

If you have not experienced this condition, please insert this letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

In the event that rust corrosion to the frame causing perforation of the metal has occurred on your Tacoma vehicle, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

If you no longer own the vehicle, please let us know by completing and returning the enclosed postage paid form.

How do I know if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

In most cases, any perforation of the vehicle's frame caused by rust corrosion will be identified during the course of routine service or state vehicle inspections (in states that require them). However, if your vehicle is primarily utilized in states where road salt usage is prevalent, you may wish to inspect your vehicle on an annual basis. It is important to remember that this 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. Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. If you are not comfortable performing these steps, please contact any Toyota dealership who will inspect your vehicle at **no charge**.

What if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

Should you experience this condition, please present your vehicle for inspection at any Toyota dealer. Upon confirmation, Toyota will, **at its option**, either repair or repurchase your vehicle. In the case of repurchase, Toyota will offer the following:

- Toyota will repurchase the vehicle at the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. The subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer is based on the value of the vehicle at the time of Toyota's confirmation of the vehicle's condition.

Please remember to remove any personal effects or aftermarket accessories from your vehicle prior to bringing your vehicle to the dealership. During either the repair or repurchase process, your Toyota dealer will arrange a complimentary loaner vehicle for your use at no charge for up to 30 days (upon proof of adequate insurance).

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 1995 through 2000 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted above) for this specific condition during the applicable period, please contact the Toyota Customer Assistance 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 Standard Time.

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

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



**1995 through 2000 Model Year Tacoma Vehicles
Frame Rust Corrosion Perforation Warranty Extension**

Q1: What is the condition?

A1: Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal.

Q2: What is the cause of the condition?

A2: The frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. *This 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.*

Q3: What is Toyota going to do?

A3: Although 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 customer's overall experience with and confidence in their vehicle. To assure our customers that we stand behind the product, we are providing an extension of the warranty coverage on certain 1995 through 2000 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust corrosion. This warranty extension will be offered for a period of 15 years with no mileage limitation from the vehicle's in-service date, for this specific condition.

Q4: Which models are eligible for the Rust Perforation Warranty Extension?

A4: This Warranty Extension covers certain 1995 through 2000 model year Tacoma vehicles*.
*Details and limitations will be available in the owner notification.

Q5: When were these vehicles produced, and how many vehicles are eligible?

A5: Only certain 1995 through 2000 model year Tacoma vehicles, produced between Jan. 1995 and Sept. 2000 are eligible*. Approximately 813,000 vehicles are eligible nationwide.
*Details and limitations will be available in the owner notification.

Model	Approx. 1995 MY UO	Approx. 1996 MY UO	Approx. 1997 MY UO	Approx. 1998 MY UO	Approx. 1999 MY UO	Approx. 2000 MY UO
Tacoma	82,500	134,600	109,500	173,000	170,800	142,600

Q6: Are there any other Toyota, Scion or Lexus models eligible?

A6: No, there are no other models eligible.

Q7: How many vehicles may exhibit the condition?

A7: Given the age and differences in driving environment, it is impossible to calculate an exact number of vehicles. However, based upon our studies, we believe this number to be relatively low. Regardless of this low occurrence, we want to assure our consumers that we stand behind our product and therefore this Customer Support Program was launched.

Q8: Is this a Recall?

A8: No. This is an extension of the warranty coverage on certain 1995 through 2000 model year Tacoma vehicles for perforation of the vehicle's frame caused by rust corrosion. This warranty extension will be offered for a period of 15 years with no mileage limitation from the vehicle's in-service date, for this specific condition.

Q9: Why is my 1995 through 2000 4Runner vehicle not eligible? I thought they were built on the same platform as the Tacoma.

A9: The Toyota 4Runner and Toyota Tacoma are built at different plants (Tacoma is built in Northern California, 4Runner is built in Japan), and have different suppliers for the frame. Therefore, this condition may be present **only** in the Toyota Tacoma vehicles.

Q10: How many customers have contacted you about this condition?

A10: We've been contacted by about 240 customers who complained about a rust condition out of the sales of approximately 813,000 vehicles. The number of rust perforation cases we've actually confirmed is considerably fewer.

Q11: Have there been any accidents reported relating to this condition?

A11: No. There have not been any accidents reported that relate to this condition.

Q12: What are the details of the coverage?

A12: This warranty extension is offered for a period of 15 years with no mileage limitation from the vehicle's in-service date, for perforation of the vehicle's frame caused by rust corrosion. Owners will receive details in their owner notification.

Q13: How does a customer know if perforation of the vehicle's frame caused by rust corrosion exists on their Tacoma vehicle?

A13: In most cases, any perforation of the vehicle's frame caused by rust corrosion will be identified during the course of routine service or state vehicle inspections (in states that require them). However, if the vehicle is primarily utilized in states where road salt usage is prevalent, customers may wish to inspect their vehicle on an annual basis. It is important to remember that this 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. Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. If customers are not comfortable performing these steps, they can contact any Toyota dealership, which will inspect the vehicle at **no charge**.

Q14: Are there any warning signs that this condition may occur?

A14: No. There are no specific warning signs, but customers may look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. It is important to remember that this 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.

Q15: Are there any measures to prevent or mitigate this condition?

A15: Customers who live in areas where road salts are prevalent may wash the undercarriage of the vehicles periodically. This may assist in preventing this condition.

Q16: Are there any aftermarket chemicals that can be utilized to help prevent or mitigate this condition?

A16: Given the age, differences in driving environment and actual condition of each vehicle, it is extremely difficult to determine if a specific aftermarket chemical will be effective at this time.

Q17: What should customers look for, and how will they know if they have a problem with their vehicle?

A17: In most cases, any perforation of the vehicle's frame caused by rust corrosion will be identified during the course of routine service or state vehicle inspections (in states that require them). However, if the vehicle is primarily utilized in states where road salt usage is prevalent, customers may wish to inspect their vehicle on an annual basis. It is important to remember that this 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. Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. If customers are not comfortable performing these steps, they may contact any Toyota dealership, which will inspect their vehicle at **no charge**.

Q18: What should an owner do if they experience this condition?

A18: If this should occur, customers are requested to contact any Toyota dealer and make arrangements for inspection.

Q19: How long will the inspection take?

A19: The inspection will take approximately a half an hour. However, depending upon the dealer's work schedule and the outcome of the inspection, it may be necessary to make the vehicle available for a longer period of time.

Q20: What is the problem that has necessitated this Recall?

A20: It is important to note that this is **not** a Recall or a Special Service Campaign. It is a Customer Support Program providing an enhancement of the warranty coverage for a period of 15 years with no mileage limitation from the vehicle's in service date, for perforation of the vehicle's frame caused by rust corrosion.

Q21: Why isn't Toyota repairing or replacing the frames on all the vehicles?

A21: Due to the invasive nature of repairing or replacing the frame, following the vehicle inspection, it may be determined that the best course of action will be to repurchase the vehicle.

Q22: Is Toyota concerned about the future resale value of these vehicles?

A22: We believe that by providing this extension of the warranty coverage on certain 1995 through 2000 model year Tacoma vehicles, it will actually help future resale values.

Q23: What if a customer has previously paid for the repair of the vehicle's frame for this specific condition as it applies to their 1995 through 2000 model year vehicle?

A23: If a customer has previously paid for repair of the frame on a vehicle eligible under this Customer Support Program for this specific condition during the applicable period, they may contact the Toyota Customer Assistance Center at 1-888-270-9371 for reimbursement consideration.

Q24: When will owners be notified?

A24: Owners of the vehicles eligible for this Customer Support Program will receive a notification by first class mail beginning in mid-March, 2008. The letters will be sent over a period of time, so owners should not be concerned if they do not receive a letter immediately. However, any owners of vehicles covered by this Customer Support Program may contact their dealership without the letter if they have a concern.

ISG Web-Portal Input Form

If frame rust corrosion perforation has been identified, please use this form during interaction with the customer and fill out the necessary fields. This form will be used to input data into the ISG web-portal. Please keep multiple blank copies and have on hand for vehicle inspections.

Δ Indicates a required field

Case Information

Submission Date Δ RO # Δ
Dealer Name Δ Dealer Code Δ
R/PD Authorization # Δ
Approver Name

Owner Information

First Name Δ
Last Name Δ
Address 1 Δ
Address 2
City Δ
State Δ
Zip Code Δ
Home Phone Δ
Work Phone Δ
Cell Phone
Email

Vehicle at Dealership? Y N

Is the vehicle operable? Y N Δ

Is vehicle registration current? Y N Δ

PLEASE FAX A COPY OF THE CUSTOMER'S
CURRENT REGISTRATION TO ISG @ 1-866-799-
4851

Zip Code the vehicle is registered in Δ

Is Customer in a loaner Vehicle? Y N Δ

If Yes, date customer was put in a loaner Δ

Original Vehicle Information

[illegible]

1995	1996	1997	1998	1999	2000	Δ
------	------	------	------	------	------	---

Δ	Short Bed	PreRunner Short Bed	PreRunner Xtra Cab
	Xtra Cab	SR5 Xtra Cab	Limited Xtra Cab

4-Cyl. 2.4L 4-Cyl. 2.7L V6 3.4L Δ

2WD 4WD Δ

5 Speed Manual Automatic A

--	--	--	--	--	--

 Δ Note: Whole miles only, no tenths


<input type="checkbox"/> LX	<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> ABS (4-Wheel)	<input type="checkbox"/> Winch
<input type="checkbox"/> SX	<input type="checkbox"/> Power Steering	<input type="checkbox"/> Leather	<input type="checkbox"/> Optional Fuel Tank
<input type="checkbox"/> SY	<input type="checkbox"/> Power Windows	<input type="checkbox"/> Flip-Up Roof	<input type="checkbox"/> Towing Pkg
<input type="checkbox"/> SR5 Pkg	<input type="checkbox"/> Power Door Locks	<input type="checkbox"/> Sun Roof	<input type="checkbox"/> Snow Plow
<input type="checkbox"/> Sport Pkg	<input type="checkbox"/> Tilt Wheel	<input type="checkbox"/> Moon Roof	<input type="checkbox"/> Alloy Wheels
<input type="checkbox"/> Off Road Pkg	<input type="checkbox"/> Cruise Control	<input type="checkbox"/> Sliding Rear Window	<input type="checkbox"/> Premium Wheels
<input type="checkbox"/> TRD Off Road Pkg	<input type="checkbox"/> AM/FM Stereo	<input type="checkbox"/> Stepside Bed	<input type="checkbox"/> Wide Tires
	<input type="checkbox"/> Cassette	<input type="checkbox"/> Running Boards	<input type="checkbox"/> Oversize Off-Rd Tires
	<input type="checkbox"/> Single Compact Disc	<input type="checkbox"/> Pickup Shell/Cap	<input type="checkbox"/> Dual Rear Wheels
	<input type="checkbox"/> Multi Compact Disc	<input type="checkbox"/> Bed Liner	<input type="checkbox"/> Utility
	<input type="checkbox"/> Premium Sound	<input type="checkbox"/> Custom Bumper	<input type="checkbox"/> Underbody Hoist
	<input type="checkbox"/> Dual Front Airbags	<input type="checkbox"/> Grill Guard	<input type="checkbox"/> Dump Bed

Y N Δ

A detailed line drawing of a truck chassis, viewed from the side. The chassis includes the front suspension, steering knuckles, the main frame rails, and the rear suspension. Ten specific components are highlighted with numbered callouts (1-10) and empty boxes for identification:

- 1: Front steering knuckle
- 2: Front suspension arm
- 3: Front suspension spring
- 4: Front suspension shock absorber
- 5: Front suspension ball joint
- 6: Front suspension tie rod
- 7: Front suspension control arm
- 8: Front suspension strut
- 9: Front suspension coil spring
- 10: Front suspension hub

[illegible]

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL08-03 Date: 03/07/08 Page: 1 of 6
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**SUBJECT: CUSTOMER SUPPORT PROGRAM – WARRANTY COVERAGE
EXTENSION FOR FRAME RUST CORROSION PERFORATION
ON CERTAIN 1995 THROUGH 2000 MY TACOMA VEHICLES**

Toyota will initiate a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 1995 through 2000 model year Tacoma vehicles.

Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. ***This 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.***

Applicability

Although the frame of the vehicle is normally covered under Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles from the date of first use, whichever occurs first, we at Toyota care about the customer's overall experience and want to reassure them that we stand behind our products. To this end, we have made arrangements to extend the warranty coverage on the frame of the vehicles covered by this program.

The Supplemental Frame Warranty Coverage is offered for a period of 15 years with no mileage limitation from the vehicles date of first use. Toyota, ***at its option***, will repair or repurchase the vehicle. If Toyota elects to repurchase the vehicle, there are specific guidelines that must be followed to properly administer this program. This is an extension of the New Vehicle Limited Warranty and is ***NOT*** a Special Service Campaign. ***The vehicle must be registered in the United States to be eligible for this program.*** Vehicle inspections should only be performed if the customer has noticed excessive rust.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

What is covered

This program covers warranty inspections and repairs or vehicle repurchase (at *Toyota's option*) related to Tacoma frame corrosion perforation for applicable models performed at an authorized **Toyota** dealer.

What is not covered

Damage incurred from abuse, a crash, vandalism, flood damage and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. This offer does not apply to scrapped, salvaged, dismantled, flood-damaged or any other branded titled vehicles other than Lemon Law. The vehicle registration must be current or the customer must demonstrate that they were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to apply. This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

Applicable VIN Ranges

Model	Model Year	WMI	VIN RANGE	
			VDS	Ranges
Tacoma	1995	4TA	UN41B	Z000002 - Z085525
			UN53B	Z000001 - Z085531
			UN61C	Z000003 - Z085529
			UN73C	Z000004 - Z085527
			VN53F	Z000007 - Z085518
			VN61F	Z000015 - Z085498
			VN73F	Z000009 - Z085530
			VN73K	Z000006 - Z085523
	1996	4TA	NL42N	Z085537 - Z220344
			PM62N	Z085539 - Z220345
			PN62N	Z085562 - Z220296
			VL52N	Z085532 - Z220343
			VN52N	Z085538 - Z220274
			WM72N	Z085535 - Z220340
			WN72N	Z085533 - Z220342
			WN74N	Z085541 - Z220332
	1997	4TA	NL42N	Z220346 - Z331295
			PM62N	Z220347 - Z331294
			PN62N	Z220380 - Z331252
			VL52N	Z220349 - Z331297
			VN52N	Z220364 - Z331298
			WM72N	Z220350 - Z331299
			WN72N	Z220348 - Z331296
			WN74N	Z220365 - Z331271

Continued on next page

Model	Model Year	WMI	VIN RANGE	
			VDS	Ranges
Tacoma	1998	4TA	NL42N	Z000003 - Z174215
			PM62N	Z000002 - Z175097
			SM92N	Z102149 - Z175933
			SN92N	Z102154 - Z176815
			VL52N	Z000001 - Z174746
			VN52N	Z000021 - Z175962
			WM72N	Z000006 - Z175610
			WN72N	Z000004 - Z176550
			WN74N	Z000027 - Z176565
			NL42N	Z400001 - Z570641
			NM92N	Z412228 - Z571812
	1999	4TA	PM62N	Z401072 - Z571294
			SM92N	Z401988 - Z572040
			SN92N	Z257318 - Z573245
			VL52N	Z400621 - Z571068
			VN52N	Z402278 - Z572065
			WM72N	Z401467 - Z571721
			WN72N	Z402312 - Z572790
			WN74N	Z402697 - Z572796
			NL42N	Z573246 - Z684740
			NM92N	Z574852 - Z684712
			PM62N	Z574104 - Z684759
	2000	4TA or 5TE	SM92N	Z574939 - Z684757
			SN92N	Z575840 - Z684763
			VL52N	Z573678 - Z684762
			VN52N	Z575196 - Z684748
			WM72N	Z574354 - Z684754
			WN72N	Z575215 - Z684761
			WN74N	Z575837 - Z677947
			NL42N	Z684765 - Z718163
			NM92N	Z684764 - Z718160
			PM62N	Z684926 - Z718150
			SM92N	Z684799 - Z718154
			SN92N	Z684766 - Z718161
			VL52N	Z684860 - Z718157
			VN52N	Z684883 - Z716365
			WM72N	Z684978 - Z718139
			WN72N	Z684897 - Z718158
			WN74N	Z687080 - Z714610

Claim Submission for Vehicle Inspection Process and Repurchase

Claim Type		Op Code	Labor Hours	Description	Rental
CPS	Legacy				
Repair Program	Regular	8711B1	0.5	Dealer Vehicle Inspection, No Rust Perforation Found.	No rental allowed.
		8711B3	0.5	Dealer and Region Vehicle Inspection, No Rust Perforation Found.	More than 10 days rental requires DSPM authorization.
		8711B2*	0.6	Dealer and/or Region Vehicle Inspection, Rust Perforation Found , Repurchase Process Initiated.	More than 20 days rental requires DSPM authorization*.

*As a special requirement for this CSP, rental invoices need to be faxed along with a completed copy of the attached fax cover sheet to the TMS Warranty Department at 310-381-7068 when this operation code is used.

Complimentary Loaner Vehicles

Complimentary loaner vehicles are allowed for customers waiting for their vehicles to be **inspected further** by a DSPM, FTS or other Region/Private Distributor associate and while the **optional repurchase process** is being conducted. All efforts should be made to place the customer in a Toyota loaner vehicle. If a Toyota loaner vehicle is not available, DSPM authorization is required. In addition, specific to this CSP, if the customer requires a loaner truck which exceeds the current \$35 per day guideline, the dealership can submit the higher rate with DSPM authorization. The maximum number of rental days allowed beginning with the initial inspection is not to exceed 30 days. If the repurchase process is initiated and the customer is provided a loaner car, the rental invoice needs to be faxed along with a completed copy of the attached fax cover sheet to TMS Warranty at 310-381-7068 once the customer returns the loaner vehicle. Failure to provide this information will result in a debit of the entire claim.

Dealer Procedures for Vehicle Inspection or Repurchase

The customer letter will ask if they have experienced a frame rust perforation concern and if so, to contact their local Toyota dealer for assistance. As this program is an extension of the Warranty, Warranty Policy 5.21 applies. **The dealer is then instructed to perform the following:**

- Complete a preliminary frame corrosion perforation inspection by following the inspection procedures which have been provided in the "Frame Rust Corrosion Perforation Inspection Procedure" insert included with the dealer announcement letter.
- If frame corrosion perforation is detected, the dealer must call the region or private distributor (DSPM/FTS/STS) who will provide further direction or schedule an inspection. If a region/private distributor inspection is required, the dealer may offer the customer a complimentary loaner vehicle and should encourage the customer to leave their vehicle at the dealership until the secondary inspection can be performed. If the customer declines a complimentary loaner vehicle and elects to take their vehicle home, the repair order should state **"Customer advised eligible for complimentary loaner vehicle per CSP (extended warranty). Customer declined offer of loaner and elected to remain in own vehicle"**.
- The vehicle repurchase process will be administered by Impartial Services Group (ISG) which is an agent for Toyota Motor Sales, USA, Inc. If the Region/Private Distributor determines that the vehicle has frame corrosion perforation, the dealer will be advised to access the ISG web portal to input the inspection information captured on the ISG Web-Portal Input Form (form template attached to dealer announcement letter).
- The ISG Web-Portal Input Form will provide customer information on the front and vehicle information on the back, including a list of all original equipment and aftermarket parts on the vehicle. This form is designed to document the extent and location of the perforation for vehicle repurchase verification and **must be attached to the repair order for documentation purposes**. This form will also be used to determine the value of the vehicle. If the vehicle has removable aftermarket accessories that the customer wishes to keep, the customer may remove these items after the ISG Web-Portal Input Form is completed. **All other documentation requirements as outlined in section 8 of the Warranty Policy and Procedures Manual also apply.**
- The dealer must complete and input the ISG Web-Portal Input Form into the ISG web portal via Dealer Daily (or your PD communications network) within 48 hours after confirmation of frame corrosion perforation to begin the repurchase process.

- During the repurchase process, the customer may remain in their complimentary loaner vehicle until the repurchase process is complete and they have obtained another vehicle, not to exceed 30 days from the initial rental date. Once the customer returns the complimentary loaner vehicle, the rental Warranty at 310-381-7068. Failure to provide this information will result in a debit of the entire claim.
- Dealership associates working with this program should familiarize themselves with all documents provided in the Dealer Notification package including the Dealer Letter, Q&A, sample Owner Letter, Frame Rust Corrosion Perforation Inspection Procedure, Warranty Policy Bulletin, etc.

Fax Cover Sheet
Tacoma Frame CSP
Complimentary Loaner Documentation

Date: _____ **# of Pages (Excluding Cover Sheet)** _____

To: TMS Warranty Department **Fax Number: (310) 381-7068**

From: _____ **Phone Number:** _____

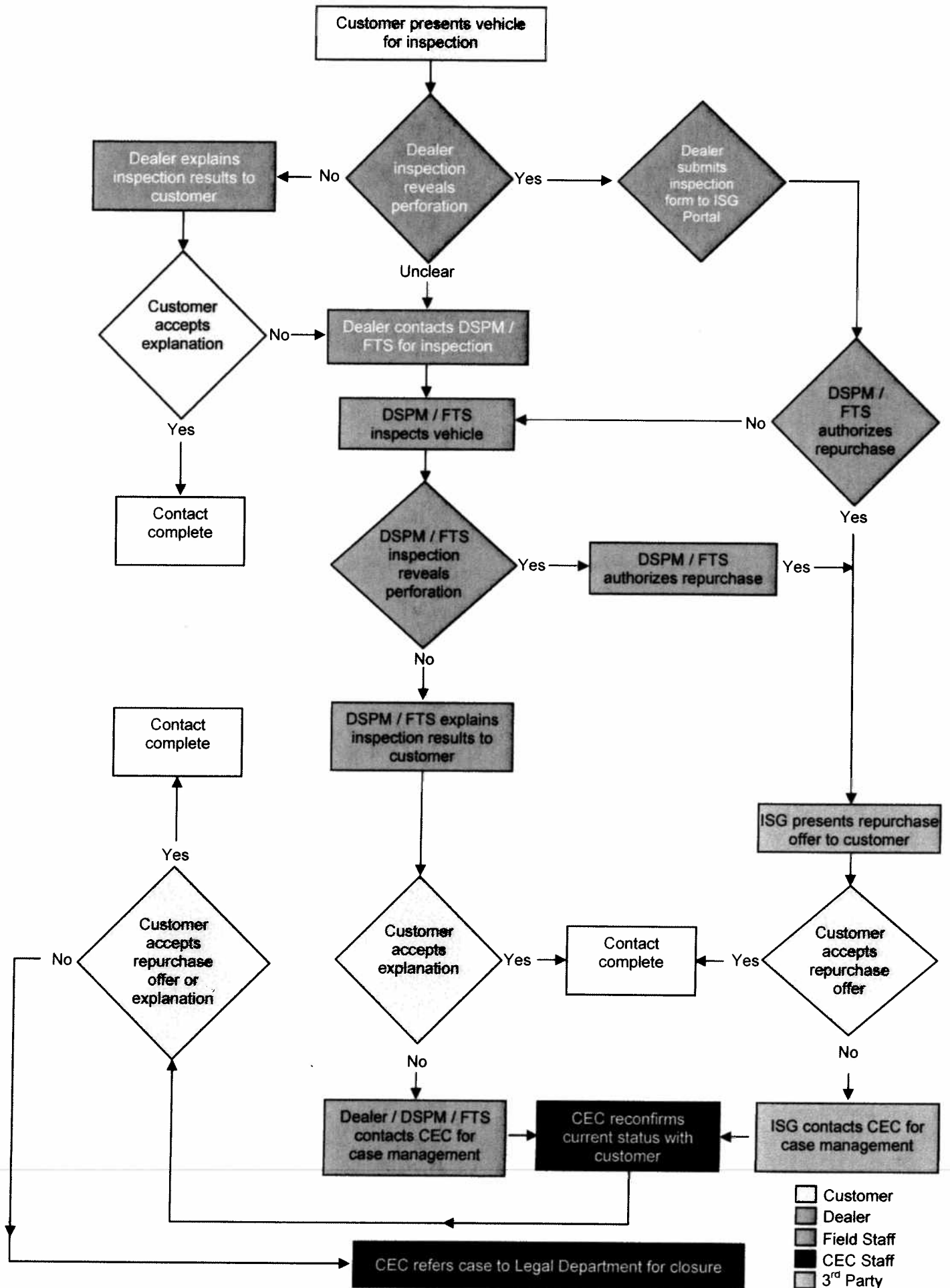
Dealer: _____ **Dealer Code:** _____

Claim # _____

Rental Invoice # _____

VIN # _____

Comments:



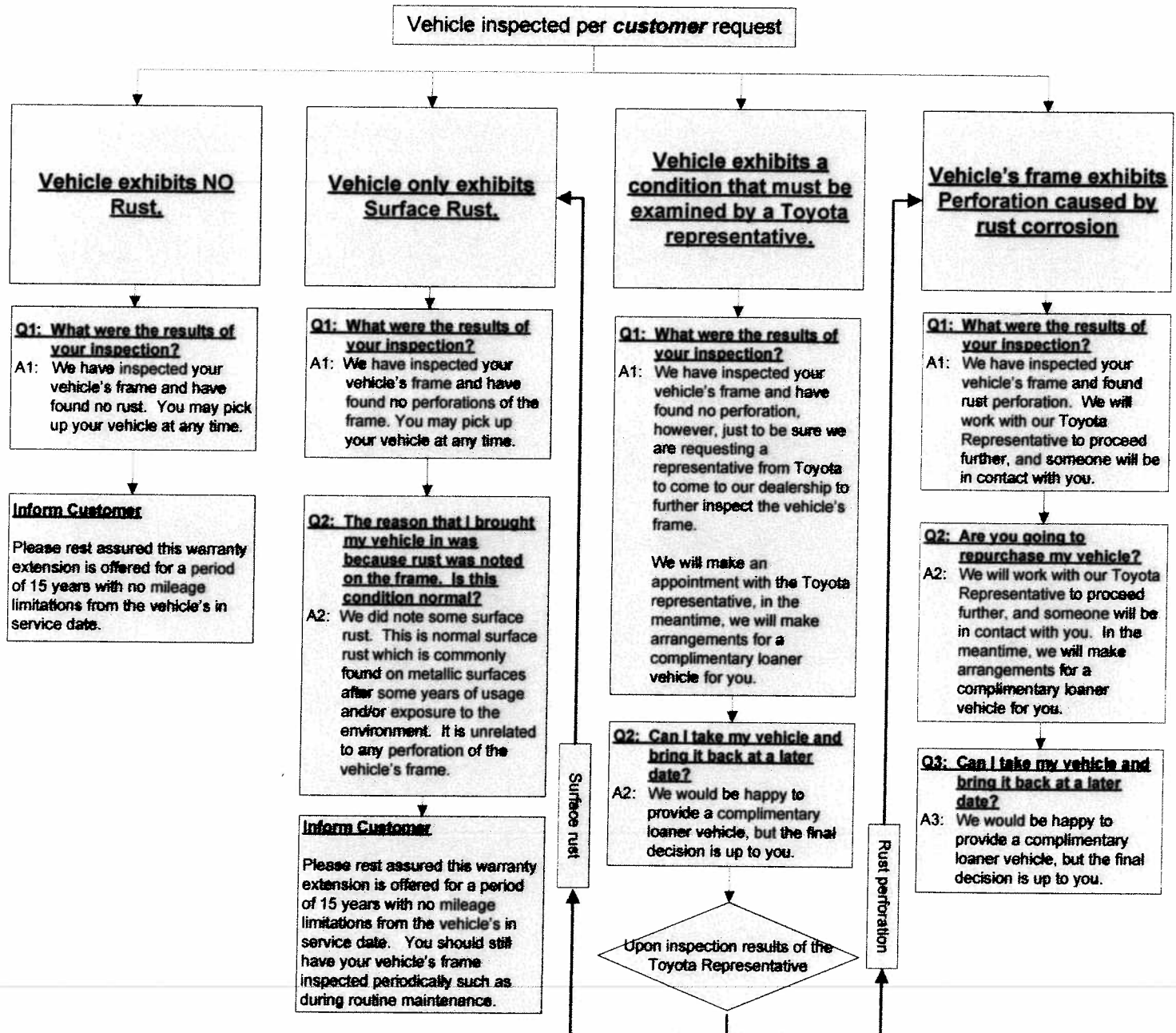


**1995 through 2000 Model Year Tacoma Vehicles
Frame Rust Corrosion Perforation Warranty Extension
Dealership Customer Handling Procedure following Vehicle Inspection**

Background

The following verbiage should be utilized when responding to customers based upon **their request** for a vehicle inspection. General Questions and Answers are provided in a separate Q&A. Please refer to that document for questions not directly related to a specific vehicle frame inspection.

This warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in-service date, for perforation of the vehicle's frame caused by rust corrosion.



Frame Rust Corrosion Perforation Inspection Procedure

Before raising the vehicle on an alignment rack (or lift) to perform this inspection, visually inspect the **entire** frame assembly (top, side and bottom surfaces of the frame rails) for visible signs of perforation.

- Visually inspect the frame assembly for rust / corrosion, match the condition observed to the examples below, and follow the steps provided.
- **CAUTION:** Use protective eyewear and gloves when performing the under vehicle inspection as rusted metal may flake off.



If perforation is **NOT** visible and there is **NO** rust corrosion present on **any** portion of the frame assembly as shown in **Example #1**, go to **Example #1** and follow the steps provided.

If the frame assembly exhibits a rust corrosion condition like what is shown in **Example #2** or **Example #3**, follow the steps provided.

Go to **Example #4** and follow the steps provided.

Example #1



Example #2



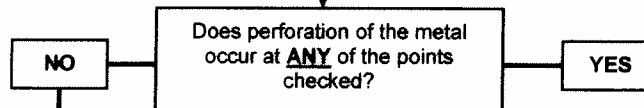
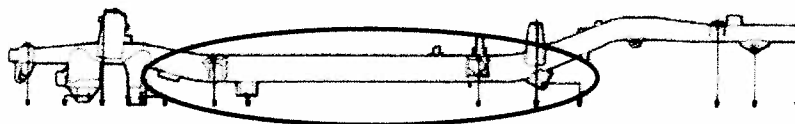
Example #3



Example #4




1. Raise the vehicle on an alignment (drive-on) rack.
2. Using a 12 to 16 oz. (340 to 450 gr.) hammer, strike the side (inboard and outboard) and bottom surfaces of the frame rails using a 10 – 12 inch swing with light to moderate force.
3. Repeat this process at points every 2" along the frame rails ensuring that the entire area especially within the circle below is checked.



Follow the "**Vehicle exhibits NO Rust**" flow on the opposite side of this card and explain the details to the customer

Follow the "**Vehicle only exhibits Surface Rust**" flow on the opposite side of this card and explain the details to the customer

Follow the "**Vehicle's frame exhibits Perforation caused by rust corrosion**" flow on the opposite side of this card and explain the details to the customer

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL08-03 Date: 03/07/08 Page: 1 of 6 REVISED 3/14/08
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**SUBJECT: CUSTOMER SUPPORT PROGRAM – WARRANTY COVERAGE
EXTENSION FOR FRAME RUST CORROSION PERFORATION
ON CERTAIN 1995 THROUGH 2000 MY TACOMA VEHICLES**

Toyota will initiate a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 1995 through 2000 model year Tacoma vehicles.

Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. ***This 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.***

Applicability

Although the frame of the vehicle is normally covered under Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles from the date of first use, whichever occurs first, we at Toyota care about the customer's overall experience and want to reassure them that we stand behind our products. To this end, we have made arrangements to extend the warranty coverage on the frame of the vehicles covered by this program.

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<p align="center">Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.</p>
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What is covered

This program covers warranty inspections and repairs or vehicle repurchase (*at Toyota's option*) related to Tacoma frame corrosion perforation for applicable models performed at an authorized **Toyota** dealer.

What is not covered

Damage incurred from abuse, a crash, vandalism, flood damage and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. This offer does not apply to scrapped, salvaged, dismantled, flood-damaged or any other branded titled vehicles other than Lemon Law. The vehicle registration must be current or the customer must demonstrate that they were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to apply. This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

Applicable VIN Ranges

Model	Model Year	WMI	VIN RANGE	
			VDS	Ranges
Tacoma	1995	4TA	UN41B	Z000002 - Z085525
			UN53B	Z000001 - Z085531
			UN61C	Z000003 - Z085529
			UN73C	Z000004 - Z085527
			VN53F	Z000007 - Z085518
			VN61F	Z000015 - Z085498
			VN73F	Z000009 - Z085530
			VN73K	Z000006 - Z085523
	1996	4TA	NL42N	Z085537 - Z220344
			PM62N	Z085539 - Z220345
			PN62N	Z085562 - Z220296
			VL52N	Z085532 - Z220343
			VN52N	Z085538 - Z220274
			WM72N	Z085535 - Z220340
			WN72N	Z085533 - Z220342
			WN74N	Z085541 - Z220332
	1997	4TA	NL42N	Z220346 - Z331295
			PM62N	Z220347 - Z331294
			PN62N	Z220380 - Z331252
			VL52N	Z220349 - Z331297
			VN52N	Z220364 - Z331298
			WM72N	Z220350 - Z331299
			WN72N	Z220348 - Z331296
			WN74N	Z220365 - Z331271

Continued on next page

Model	Model Year	WMI	VIN RANGE	
Tacoma	1998	4TA	VDS	Ranges
			NL42N	Z000003 - Z174215
			PM62N	Z000002 - Z175097
			SM92N	Z102149 - Z175933
			SN92N	Z102154 - Z176815
			VL52N	Z000001 - Z174746
			VN52N	Z000021 - Z175962
			WM72N	Z000006 - Z175610
			WN72N	Z000004 - Z176550
			WN74N	Z000027 - Z176565
	1999	4TA	NL42N	Z400001 - Z570641
			NM92N	Z412228 - Z571812
			PM62N	Z401072 - Z571294
			SM92N	Z401988 - Z572040
			SN92N	Z257318 - Z573245
			VL52N	Z400621 - Z571068
			VN52N	Z402278 - Z572065
			WM72N	Z401467 - Z571721
			WN72N	Z402312 - Z572790
			WN74N	Z402697 - Z572796
	2000	4TA or 5TE	NL42N	Z573246 - Z684740
			NM92N	Z574852 - Z684712
			PM62N	Z574104 - Z684759
			SM92N	Z574939 - Z684757
			SN92N	Z575840 - Z684763
			VL52N	Z573678 - Z684762
			VN52N	Z575196 - Z684748
			WM72N	Z574354 - Z684754
			WN72N	Z575215 - Z684761
			WN74N	Z575837 - Z677947
			NL42N	Z684765 - Z718163
			NM92N	Z684764 - Z718160
			PM62N	Z684926 - Z718150
			SM92N	Z684799 - Z718154
			SN92N	Z684766 - Z718161
			VL52N	Z684860 - Z718157
			VN52N	Z684883 - Z716365
			WM72N	Z684978 - Z718139
			WN72N	Z684897 - Z718158
			WN74N	Z687080 - Z714610

Claim Submission for Vehicle Inspection Process and Repurchase

Claim Type		Op Code	T-1 Code	T-2 Code	Labor Hours	Description	Rental
CPS	Legacy						
Repair Program	Regular	8711B1	67	99	0.5	Dealer Vehicle Inspection, No Rust Perforation Found.	No rental allowed.
		8711B3	67	99	0.5	Dealer and Region Vehicle Inspection, No Rust Perforation Found.	More than 10 days rental requires DSPM authorization.
		8711B2*	67	17	0.6	Dealer and/or Region Vehicle Inspection, Rust Perforation Found , Repurchase Process Initiated.	More than 20 days rental requires DSPM authorization*.

*As a special requirement for this CSP, rental invoices need to be faxed along with a completed copy of the attached fax cover sheet to the TMS Warranty Department at 310-381-7068 when this operation code is used.

Note - No Original Failed Part Number is required for this inspection.

Complimentary Loaner Vehicles

Complimentary loaner vehicles are allowed for customers waiting for their vehicles to be **inspected further** by a DSPM, FTS or other Region/Private Distributor associate and while the **optional repurchase process** is being conducted. All efforts should be made to place the customer in a Toyota loaner vehicle. In addition, specific to this CSP, if the customer requires a loaner truck which exceeds the current \$35 per day guideline, the dealership can submit the higher rate with DSPM authorization. The maximum number of rental days allowed beginning with the initial inspection is not to exceed 30 days. If the repurchase process is initiated and the customer is provided a loaner car, the rental invoice needs to be faxed along with a completed copy of the attached fax cover sheet to TMS Warranty at 310-381-7068 once the customer returns the loaner vehicle. Failure to provide this information will result in a debit of the entire claim.

Dealer Procedures for Vehicle Inspection or Repurchase

The customer letter will ask if they have experienced a frame rust perforation concern and if so, to contact their local Toyota dealer for assistance. As this program is an extension of the Warranty, Warranty Policy 5.21 applies. **The dealer is then instructed to perform the following:**

- Complete a preliminary frame corrosion perforation inspection by following the inspection procedures which have been provided in the "Frame Rust Corrosion Perforation Inspection Procedure" insert included with the dealer announcement letter.
- If frame corrosion perforation is detected, the dealer must call the region or private distributor (DSPM/FTS/STS) who will provide further direction or schedule an inspection. If a region/private distributor inspection is required, the dealer may offer the customer a complimentary loaner vehicle and should encourage the customer to leave their vehicle at the dealership until the secondary inspection can be performed. If the customer declines a complimentary loaner vehicle and elects to take their vehicle home, the repair order should state ***"Customer advised eligible for complimentary loaner vehicle per CSP (extended warranty). Customer declined offer of loaner and elected to remain in own vehicle"***.
- The vehicle repurchase process will be administered by Impartial Services Group (ISG) which is an agent for Toyota Motor Sales, USA, Inc. If the Region/Private Distributor determines that the vehicle has frame corrosion perforation, the dealer will be advised to access the ISG web portal to input the inspection information captured on the ISG Web-Portal Input Form (form template attached to dealer announcement letter).
- The ISG Web-Portal Input Form will provide customer information on the front and vehicle information on the back, including a list of all original equipment and aftermarket parts on the vehicle. This form is designed to document the extent and location of the perforation for vehicle repurchase verification and ***must be attached to the repair order for documentation purposes***. This form will also be used to determine the value of the vehicle. If the vehicle has removable aftermarket accessories that the customer wishes to keep, the customer may remove these items after the ISG Web-Portal Input Form is completed. ***All other documentation requirements as outlined in section 8 of the Warranty Policy and Procedures Manual also apply.***
- The dealer must complete and input the ISG Web-Portal Input Form into the ISG web portal via Dealer Daily (or your PD communications network) within 48 hours after confirmation of frame corrosion perforation to begin the repurchase process.

- During the repurchase process, the customer may remain in their complimentary loaner vehicle until the repurchase process is complete and they have obtained another vehicle, not to exceed 30 days from the initial rental date. Once the customer returns the complimentary loaner vehicle, the rental invoice needs to be faxed along with a completed copy of the attached fax cover sheet to TMS Warranty at 310-381-7068. Failure to provide this information will result in a debit of the entire claim.
- Dealership associates working with this program should familiarize themselves with all documents provided in the Dealer Notification package including the Dealer Letter, Q&A, sample Owner Letter, Frame Rust Corrosion Perforation Inspection Procedure, Warranty Policy Bulletin, etc.

Fax Cover Sheet
Tacoma Frame CSP
Complimentary Loaner Documentation

Date: _____ **# of Pages (Excluding Cover Sheet)** _____

To: TMS Warranty Department **Fax Number: (310) 381-7068**

From: _____ **Phone Number:** _____

Dealer: _____ **Dealer Code:** _____

Claim # _____

Rental Invoice # _____

VIN # _ _ _ _ _

Comments:
