

# WARRANTY ENHANCEMENT PROGRAM

## NOTIFICATION

*Please read the information provided below. If you experience the condition described below, contact your Toyota dealer. Otherwise, no other immediate action is required of you at this time.*

Certain 2011 through 2017 Tacoma Vehicles  
Frame Replacement  
Warranty Enhancement Program W30

**SAMPLE**

Dear Toyota Customer,

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Toyota would like to advise you of an enhancement to a portion of your Toyota New Vehicle Limited Warranty.

### What is the condition?

Toyota has received reports regarding Frame Corrosion on 2011 – 2017 model year Tacoma vehicles. In these reports, customers have indicated that vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

### What will Toyota do?

For a period of two years until December 26, 2021, if perforation of the frame from rust corrosion meets or exceeds the Rust Perforation Standard, and the vehicle is within the program parameters, the frame will be replaced at no cost under the terms of this Warranty Enhancement Program.\*

This new, replacement frame warranty coverage will be 12 years from the vehicle's date of first use, with no mileage limitation.

If the frame does not exhibit significant rust perforation (based upon specific inspection criteria), Toyota will apply a Corrosion Resistant Compound (CRC) under Limited Service Campaign L32. This will extend your current frame warranty to 12 years from the date of first use, with no mileage limitation.

### What should you do?

Any authorized Toyota dealer will inspect the frame, and if necessary, replace the frame FREE OF CHARGE to you.

Please contact your authorized Toyota dealer to make an appointment to have the frame inspected, and if necessary, replaced. The frame replacement will take a few days. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Warranty Enhancement Program is only available at an authorized Toyota dealer. The frame replacement will not be offered free of charge after December 26, 2021, unless Limited Service Campaign L32 has been performed.***

If you are not currently experiencing the condition described, contact any authorized Toyota dealer to have the frame inspected and make arrangements for potential CRC application through Limited Service Campaign L32.

Note: A separate communication will be sent to you regarding Limited Service Campaign L32, which outlines CRC Application under certain conditions. ***This Limited Service Campaign will be available until December 26, 2021 and is only available at an authorized Toyota dealer. The CRC application will not be offered free of charge after that date.***

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***Please read the information provided below. If you experience the condition described below, contact your Toyota dealer. Otherwise, no other immediate action is required of you at this time.***

Your vehicle is therefore eligible for either an inspection resulting in a frame replacement under W30 or a CRC application under L32 until December 26, 2021.

If you have previously paid for repairs related to this specific condition, please contact your Toyota dealership for reimbursement consideration.

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

If you have further questions about this program, please contact the Service Department at your Toyota dealer.

Thank you for driving a Toyota. We appreciate your continued patronage.

### **TOYOTA CANADA INC.**

*\*This Warranty Enhancement Program is limited to your specific vehicle, the vehicle identification Number (VIN) of which is printed below, and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Manual Supplement. For example, damage from abuse, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. Vehicles deemed salvaged, scrapped, junked, totaled or written off do not qualify for this Warranty Enhancement Program. Please see your Toyota dealer for additional details.*



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### FREQUENTLY ASKED QUESTIONS

**Q1: Is this a recall?**

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this enhancement to the warranty coverage to assure you that we stand behind the product.

**Q2: What is the condition?**

A2: Toyota has received reports regarding Frame Corrosion on 2011 – 2017 model year Tacoma vehicles. In these reports, customers have indicated that vehicles operated in specific cold climate areas with high road salt usage may exhibit more-than-normal corrosion to the vehicle's frame. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

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

A3: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair at no charge to you. If the vehicle's frame exhibits significant corrosion perforation based on Toyota inspection criteria, the dealer will replace the vehicle's frame with a new one FREE OF CHARGE. If the vehicle's frame does not display significant rust perforation based on Toyota inspection criteria, the dealer may, if available, apply CRC (Corrosion Resistant Compound) to the vehicle's frame FREE OF CHARGE.

**Q3a. How long will this Warranty Enhancement Program be available?**

A3a: This Warranty Enhancement Program provides a coverage extension to affected vehicles for a period of two years, until December 26, 2021. If the frame is replaced or the CRC (Corrosion Resistant Compound) is applied during this time, this Warranty Enhancement Program extends coverage of the frame for a period 12 years from the date of first use, with no mileage limitations.

**Q3b: Will the CRC application be required to maintain coverage?**

A3b: If the vehicle has Limited Service Campaign L32 completed, it will be eligible for frame replacement coverage up to 12 years from vehicle's the date of first use, with no mileage limitations.

**Q4: How long will the repair take?**

A4: The inspection of the vehicle's frame will take approximately 1 hour. If vehicle frame corrosion perforation that meets or exceeds the program's Rust Perforation Standard is found and the frame requires replacement, the repair will take approximately one week. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

**Q5: What if a vehicle is equipped with aftermarket parts?**

A5: If the vehicle is modified with non-Toyota, aftermarket parts that prevent the dealer from being able to replace the vehicle frame using the Toyota supplied Technical Instructions, the dealer may



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choose not to participate in the replacement of the frame until the vehicle is brought back to a condition in which the frame replacement can be performed using the supplied instructions.

Dealers may also choose to offer to perform the vehicle frame replacement, but with additional costs associated with removal and installation of aftermarket parts charged to the vehicle owner.

**Q6: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A6: Yes, this Warranty Enhancement Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Service Department at your Toyota dealer.