

SSC 90M – Certain 2000 through 2003 Tundra Vehicles  
Severe Corrosion of the Rear Cross-Member  
Phase 2 - CRC Application  
**SAFETY RECALL NOTICE**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 through 2003 model year Tundra vehicles.

**What is the condition?**

As we previously informed you, on certain 2000 through 2003 model year Tundra vehicles originally sold in and/or registered in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the rear cross-member of the frame. In rare instances, the spare tire stowed under the truck bed may become separated from the rear cross-member. Spare tire separation will create a road hazard for following vehicles and could cause a crash without prior warning. Eventually, excessive corrosion of the rear cross-member may also affect the functionality of the rear brake lines at the proportioning valve. If this occurs, it can lead to the loss of the rear brake circuits, which will increase vehicle stopping distances and could cause a crash without prior warning.

In addition, excessive corrosion may also be exhibited on the fuel tank mounting system, which includes two other cross-members and fuel tank straps. In rare instances, the fuel tank may drop to the ground and be dragged or separate from the vehicle. This may create a road hazard which could cause a crash without prior warning or possibly a fire.

**What will Toyota do?**

Any Toyota dealer will inspect the specified components and adjacent areas of your vehicle's frame. Please see your Toyota dealer for details. Based upon the inspection, Toyota will do one or more of the following **at no charge** to you:

- If there is no significant corrosion of the cross-member assemblies, the dealership will apply a Corrosion Resistant Compound (CRC) to the cross-member assembly and to the adjacent areas of the frame.
- If significant corrosion of the rear cross-member is detected such that it can no longer safely support the spare tire, the cross-member assembly will be replaced. After replacement, the dealer will apply the CRC to the new cross-member assembly and the adjacent areas of the frame.
- The fuel tank straps will be replaced, if they were not replaced before.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross-members is detected, Toyota will provide an appropriate remedy on a case-by-case basis.

***For those owners who previously had their vehicles inspected by a Toyota dealer under this recall, we apologize for the fact that you will need to return to the dealership, but Toyota has just recently completed the steps that needed to be taken before its dealerships could apply the CRC. Please make an appointment with your dealership to have your vehicle re-inspected and to receive the appropriate remedy.***

Toyota will also apply the CRC to other areas of the vehicle's frame that are not covered by the Safety Recall for a limited time. This additional service will only be available until December 31, 2012. Please see your Toyota dealer for details.

## What should you do?

### ***This is an important Safety Recall***

Please contact your authorized Toyota dealer in the state of [state] to make an appointment to have the inspection and CRC application performed as soon as possible. The inspection and CRC application will take approximately nine hours. If the rear cross-member assembly is replaced at the time of this inspection, the repair will take approximately an additional one and half hours. Moreover, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. The Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 2 days during the repair.

This Safety Recall involves customers whose vehicles were originally sold in and/or currently registered in the following 20 Cold Climate States which have high road salt usage and the District of Columbia.

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

**We request that you present this notice to the dealer at the time of your service appointment.**

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

If you have moved to another state, but would like to have your vehicle inspected, please contact your local Toyota dealer and make an appointment. Toyota will perform the same inspection and, if necessary repair, at **no charge**. Please see your dealer for details.

## 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 important Safety 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.

If you believe that the dealer or Toyota has failed, or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your 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, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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,

## Owner Information Supplement

### What do I do next?

- Please make an appointment with a participating dealership in the State of [Insert Launching State] to have your vehicle inspected and remedied, including the application of the CRC to your vehicle's frame.
- 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 inspected and to obtain an appropriate remedy.
- Toyota is continuing its efforts to arrange for dealerships in the remaining Cold Climate States to be authorized to perform the CRC application.

### 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 CRC application performed at this time at 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. We anticipate that dealerships in all 20 of the Cold Climate States will be so authorized by October, 2011. Please periodically check with your Toyota dealership on its status.

### Why aren't dealerships in the other Cold Climate States ready to perform the CRC application?

- The CRC is applied utilizing specialized spraying equipment. Toyota is currently working to address state and local regulatory requirements that apply to the usage of this spraying equipment. We apologize for the inconvenience.



**Corrosion-Resistant Compound (CRC) Campaign B0D Q&A  
Certain 2000 through 2003 Toyota Tundra Vehicles  
CRC Application to the Rear Cross Member and Adjacent Areas of the Frame**

**Q1: What is the condition?**

A1: On certain 2000 through 2003 model year Tundra vehicles originally sold in and/or registered in cold climate areas with high road salt use (Cold Climate States), excessive corrosion may be exhibited on the Rear Cross-Member of the frame. In rare instances, the spare tire stowed under the truck bed may become separated from the Rear Cross-Member. Spare tire separation will create a road hazard for following vehicles and could cause a crash without prior warning. Eventually, excessive corrosion of the Rear Cross-Member may also affect the functionality of the rear brake lines at the proportioning valve. If this occurs, it can lead to the loss of the rear brake circuits, which will increase vehicle stopping distances and could cause a crash without prior warning.

In addition, excessive corrosion may also be exhibited on the fuel tank mounting system, which includes two other cross-members and Fuel Tank Straps. In rare instances, the fuel tank may drop to the ground and be dragged or separated from the vehicle. This may create a road hazard, which could cause a crash without prior warning or possibly a fire.

Exposure to cold climate and high road salt usage conditions is the primary contributor to this condition of greater than expected levels of corrosion. 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 Campaign?**

A2: The following states and the District of Columbia are covered by this campaign as Cold Climate States:

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

**Q3: What is the cause of this condition?**

A3: Exposure to cold climate and high road salt usage conditions is the primary contributor to this condition of greater than expected levels of corrosion. 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.

**Q4: Is this campaign related to the Safety Recall that was launched in 2009 for excessive corrosion of the Rear-Cross Member, spare tire carrier, rear brake lines at the LSPV and fuel tank mounting system on certain 2000 – 2003 model year Tundra vehicles in Cold Climate States (Safety Recall 90M)?**

A4: Yes. At the time Toyota launched Safety Recall 90M, it was noted that if no significant corrosion was found, Toyota would – at a future date – apply a CRC to the rear portion of the frame (rear cross-member, cross-members supporting the fuel tank, and the adjacent areas). Toyota is now prepared to apply the CRC to the rear portion of the vehicle's frame.

Application of the forward portion of the frame is not part of the Safety Recall and is offered as an additional measure of confidence for a limited time (expires 12/31/2012).

**Q5: Which and how many vehicles are covered by this Campaign?**

A5: There are approximately 96,000 Tundra (2000 – 2003 model year) vehicles currently registered in or originally sold in the Cold Climate States.

**Q6: What is Toyota going to do?**

A6: Over the next few months, owners of the covered vehicles will be requested to bring their vehicles to a Toyota dealership; the dealership will inspect the vehicle's frame and related components.\* The inspection will entail verifying the condition of the Rear Cross-Member, and surrounding components such as the fuel tank mounting system and the brake lines at the proportioning valve (which is mounted on the Rear Cross-Member assembly). Based upon the inspection, Toyota will do one of the following at **no charge** to vehicle owners:

1. If there is no significant corrosion of the Rear Cross-Member and the two fuel tank mounting cross members,\* the dealership will apply a corrosion resistant compound (CRC) to these cross-member assemblies and the adjacent areas of the frame (rear portion of the frame).
2. If significant corrosion of the Rear Cross-Member is detected\* such that it can no longer safely support the spare tire and/or corrosion damage is found on the adjacent inspected components, these components will be replaced. After replacement, the dealer will apply CRC to the rear portion of the frame.
3. In those relatively rare cases where the Rear Cross-Member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank mounting cross-members is detected,\* Toyota will perform an appropriate repair. Please see your dealer for details.
4. If the vehicles have had the frame assembly replaced under Limited Service Campaign (LSC) A0F, the CRC application for this B0D Campaign is not required, since the replacement frame has adequate corrosion protection.

Fuel Tank Straps will be replaced on all 2000 – 2003 model year Tundra vehicles currently registered in or originally sold in the specific Cold Climate States or the District of Columbia, if the tank straps have not been replaced under a previous campaign.

Additionally, **for a limited time**, to provide an additional measure of confidence, any participating Toyota dealer in the Cold Climate States will inspect the remaining portions of the frame. If no significant rust corrosion perforation is found,\* the dealer will apply the CRC to the remainder of the frame assembly (forward portion of the frame). The CRC application to this portion of the frame will be offered until December 31, 2012, at **no charge** to the vehicle owner. The CRC application to the forward portion of the frame is only available for **vehicles currently registered** in a Cold Climate States.

**Q6a: Who is the supplier of the CRC?**

A6a: Toyota does not provide the names of our suppliers.

**Q6b: Did Toyota develop the CRC?**

A4b: No. The CRC to be utilized in this process was developed by a supplier.

**Q6c: Is this CRC utilized on current production vehicles?**

A6c: No. Different corrosion protection measures are utilized for production vehicles.

**Q6d: Why are different corrosion protection measures utilized for production vehicles than are used for this B0D Campaign?**

A6d: Given the age and actual condition of each vehicle in the market, it is extremely difficult to apply the same measures that are currently utilized in production vehicles.

**Q7: What if the vehicle's frame already exhibits excessive corrosion, will Toyota apply the CRC, or will the vehicle be repaired?**

A7: Toyota will inspect the vehicle's frame. If the frame passes Toyota's Inspection Criteria, the CRCs will be applied to the frame.

**Q8: Why is Toyota only offering the CRC campaign to customers whose vehicles are in the Cold Climate States?**

A8: 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

**Q8a: What if the Rear Cross-Member is intact, but other areas of the frame exhibit rust corrosion perforation?**

A8a: Customer satisfaction is very important to Toyota. If customers have rust corrosion perforation on their Tundra's frame, we request they work with their Toyota dealer for frame inspection procedures and, if appropriate, frame replacement under the separate Limited Service Campaign (LSC A0F). If the frame is replaced under A0F, the CRC application for B0D is not required, since the replacement frame has adequate corrosion protection.

**Q8b: What if the customer has other concerns with the vehicle?**

A8b: Customer satisfaction is very important to Toyota. If customers have other concerns with the vehicle, we request they work with their Toyota dealer and/or the Toyota Customer Experience Center. The Customer Experience Center telephone number is 1-888-270-9371.

**Q9: What should customers do?**

A9: Owners of vehicles covered by this campaign should bring their vehicle to a participating Toyota dealer located in one of the Cold Climate States for which authorization to apply the CRC has been obtained. Customers may also contact their local Toyota dealer for additional information. The dealer will inspect the vehicle's frame (including the Rear Cross-Member and surrounding components such as the fuel tank mounting system, the brake lines at the proportioning valve, and spare tire carrier).<sup>\*</sup> The dealer will then perform any of the applicable repairs and apply the CRC. In addition, if the Fuel Tank Straps have not previously been replaced, the dealer will replace them as part of this campaign. The work will be performed at no charge.

**Q9a: Does an owner need to receive an owner letter before scheduling an appointment to have the CRC applied to their vehicle's frame?**

A9a: Owners of vehicles covered by this campaign do not need an owner letter in order to have the CRC applied to their vehicle's frame. However, due to the state and local regulatory requirements that must be met, Toyota will be rolling out this portion of the B0D campaign a few states at a time. Therefore, we recommend that a customer wait to receive the owner letter to ensure that a dealer in their state has received any necessary regulatory approvals and is ready to offer this B0D campaign. Customers may also contact their local Toyota dealer for additional information.

**Q10: Are there any other Toyota or Lexus vehicles covered?**

A10: This specific condition only affects certain 2000 through 2003 model year Toyota Tundra vehicles.

**Q10a: Is this condition related to the Tacoma rust condition?**

A10a: As with Tacoma, the primary contributors to this condition of greater than expected levels of corrosion are severe cold climate conditions and high road salt usage. However, the Tundra is a differently designed vehicle.

**Q11: What is the production period of the vehicles covered by this CRC Campaign?**

A11: The vehicles covered by this campaign were produced from January 13, 1999 to September 13, 2003.

**Q12: How long will the repair take?**

A12: The inspection and CRC application will take approximately nine hours. If a rear cross-member assembly is replaced at the time of this inspection, the repair will take an additional one and a half hours.

**Q12a: Will Toyota provide a rental vehicle until the vehicle is repaired?**

A12a: The Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for customer use at no charge for up to 2 days during the repair.

**Q13: What if an owner of a vehicle covered by this campaign has previously paid for the repair of the covered components for this specific condition as it applies to their 2000 through 2003 model year vehicle?**

A13: Reimbursement consideration instructions can be found in the owner notification letter.

<sup>\*</sup> Per Toyota's Inspection Criteria

**Q14: When will owners be notified?**

A14: CRC Campaign Notices will be mailed to owners of covered vehicles currently registered in or originally sold in the 20 Cold Climate States and the District of Columbia between mid-July and mid-October 2011.

**Q15: What should owners do if they experience the condition, or have immediate concerns about their vehicle?**

A15: Owners who have any immediate concerns about this issue are requested to contact their local Toyota dealer for any assistance and/or, if applicable, appropriate repair.