

Frame Inspection and Replacement Protocol

This Frame Inspection and Replacement Protocol details the requirements to be used and performed by Toyota dealerships, pursuant to the terms of the Settlement Agreement.

I. Remedy for Subject Vehicles

Toyota dealerships shall inspect, free of charge, the frames of the Subject Vehicles presented to determine whether a frame should be replaced pursuant to the Settlement Agreement. Based upon the results of the inspection described below, and if perforation of the frame from rust corrosion meets or exceeds the standards for frame replacement, as defined below, the Subject Vehicle's frame and associated parts shall be replaced by Toyota at no charge to the Class Member. If the perforation of the frame does not meet or exceed the standard for frame replacement, the vehicle is registered in Canada, and the vehicle has not previously received Corrosion-Resistant Compounds ("CRC") or a new frame, then the dealer or authorized sublet facility will apply CRC to the Subject Vehicle's frame. For vehicles registered in Canada, the application of the CRC shall be available for a two (2) year period beginning 30 days following the occurrence of the Initial Notice Date for the Subject Vehicles for which CRC has not been previously applied and the frame was not previously replaced. The timing of the availability of the CRC application will depend on Toyota's ability to obtain the applicable environmental permits.

II. Frame Inspection Procedure

All frames presented for inspection shall be inspected, free of charge, for perforations in the frame caused by rust corrosion in accordance with the following procedure:

The frame will be inspected by a qualified Toyota technician, who will inspect the frame rails and cross member mounting locations. Any perforation found will be measured to confirm if it is within the inspection criteria.

III. Apply Corrosion-Resistant Compound if Perforation is Less than 10 mm

If any perforation exists, but no perforation is 10 mm or greater, as described in the Settlement Agreement, then the frame will be cleaned and if the vehicle has not previously received CRC or a new

frame, CRC will be applied for Subject Vehicles registered in Canada by a qualified employee at the Toyota dealership or authorized sublet facility according to industry standards if within a two (2) year period beginning 30 days following the occurrence of the Initial Notice Date. The timing of the availability of the CRC application will depend on Toyota's ability to obtain the applicable environmental permits. However, if during this cleaning process, perforation is discovered that meets or exceeds the 10 mm inspection criteria, the dealer will suspend the CRC application and will replace the frame.

IV. Replace Frame if Perforation is 10 mm or Larger

If any perforation in the frame is found to be 10 mm or larger, then the frame will be replaced, as well as all applicable parts and service items incidental to frame replacement, such as cables, harnesses, pipes, clamps, tubes, hoses, spare tire carrier, spare tire carrier plate, bolts, brackets, and wires and all fluids will be replaced, as required.

V. Parts and Materials Ordering

Toyota shall assist its dealers, by using electronic and other means, in determining the correct part number(s) to order by VIN on the Subject Vehicles.

VI. Loaner Vehicles

Without cost to Class Members and upon request from the Class Member, Toyota shall arrange a complimentary Loaner Vehicle (upon proof of adequate insurance) if the vehicle is required by the Toyota dealer to remain at the dealership at least overnight pursuant to the Frame Inspection and Replacement Program, for up to seven (7) days, absent exceptional circumstances, to eligible Class Members whose Subject Vehicles are undergoing frame replacement pursuant to the terms of this Settlement Agreement.

VII. Customer Handling

Dealerships will be provided with additional information to explain the process and respond to anticipated questions about the frame inspection and replacement. Toyota will send a Q&A to its dealers outlining recommendations for implementing the Frame Inspection and Replacement Program.