
From: Quality Compliance
Sent: Thursday, January 11, 2018 4:54 PM
Subject: Customer Support Program ZHA, Certain 2012 Model Year Tacoma, Coverage for Air Injection Pumps and/or Air Switching Valves - Dealer
Attachments: ZHA Dealer Package - Final.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Customer Support Program to provide coverage for Air Injection Pumps and/or Air Switching Valves on certain 2012 model year Tacoma vehicles.

Background

Toyota has received a number of reports regarding the Air Injection Pumps and/or Air Switching Valves. In these reports, customers have experienced an illumination of the check engine light (Malfunction Indicator Light). This condition can be due to moisture/water in the Air Injection Pumps and/or Air Switching Valves.

Although the Air Injection Pumps and Air Switching Valves are covered by Toyota's New Vehicle Limited Warranty for 3 years or 36000 miles (whichever comes first) and by the California Emission Warranty for 7 years or 70,000 miles (whichever comes first), we at Toyota care about the customers' ownership experience. Toyota is providing coverage for repairs related to the Air Injection Pumps and Air Switching Valves.

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

Covered Vehicles:

There are approximately 87,000 vehicles covered by this Customer Support Program. There are approximately 1,400 vehicles in Puerto Rico involved in this Customer Support Program.

Model Name	Model Year	Production Period
Tacoma	2012	Late August 2011 – Early August 2012

Customer Support Program Details:

This Customer Support Program provides coverage as it applies to Air Injection Pumps and Air Switching Valves. The specific condition covered by this program is the illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves. If the condition is verified, the vehicle will be repaired with new Air Injection Pumps and Air Switching Valves under the terms of this Customer Support Program.

- The Primary Coverage is applicable until February 28, 2019 with no year/mileage limitation.
- After the Primary Coverage period ends, the Secondary Coverage is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

This coverage is for work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department