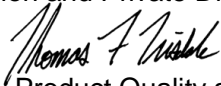

INTEROFFICE MEMORANDUM

Original Publication Date: January 11, 2018

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale 
Vice-President, Product Quality and Service Support

Subject: Customer Support Program ZHA
Certain 2012 Model Year Tacoma
Coverage for Air Injection Pumps and/or Air Switching Valves

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on January 11, 2018.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.