

Original Publication Date: January 11, 2018

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

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

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.

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.

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

Owner Letter Mailing Date

Toyota will begin to notify owners in late-January and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Engine Expert
- Hybrid Expert
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Technical instructions for this Customer Support Program can be found in TSB# [T-SB-0333-17](#).

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. **DO NOT ORDER FOR STOCK.*** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin WPB# [POL18-01](#) for additional parts ordering information.

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Reimbursement Procedure

Refer to the Warranty Policy Bulletin (Bulletin No. [POL18-01](#)) for claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery policy.*

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for Customer Support Programs. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



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

**Frequently Asked Questions
Original Publication Date: January 11, 2018**

Q1: *What is the condition?*

A1: 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 36,000 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 additional customer support for repairs related to the Air Injection Pumps and Air Switching Valves.

Q1a: *What are the Air Injection Pumps and Air Switching Valves and what do they do??*

A1a: The Air Injection Pumps and Switching Valves are parts of the vehicle emissions system. The Air Injection system is designed to pump fresh air into the exhaust stream during a cold engine start; the fresh air helps speed the catalytic converter warm up time to reduce cold start emissions.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail starting in late-January 2018, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Toyota dealership for diagnosis. If the condition is verified, the dealer will replace the Air Injection Pump and Air Switching Valves at **NO CHARGE** to the customer.

Q3: *Which and how many vehicles are covered by this Customer Support Program?*

A3: There are approximately 87,000 vehicles covered by this Customer Support Program.

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

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by Customer Support Program.

Q4: What are the details of this program?

A4: 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 indicated 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.

Q5: Which part(s) are covered by this Customer Support Program?

A5: The specific component(s) covered by this Customer Support Program is/are as follows:

- Air Injection Pumps
- Air Switching Valves
- Air Pump Cover

Q6: What should an owner do if experiencing this condition?

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Toyota dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed at **NO CHARGE**.

Q7: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A7: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the notification label to the Owners Warranty Information Booklet for future reference.

Q8: How long will the repair take?

A8: The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What if I previously paid for repairs related to this Customer Support Program?

A9: Reimbursement consideration instructions will be provided in the owner letter.

Q10: How does Toyota obtain my mailing information?

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q11: What if I have additional questions or concerns?

A11: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

CUSTOMER SUPPORT PROGRAM NOTIFICATION – ZHA

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of a Customer Support Program that has been initiated for your vehicle.

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 36,000 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.

Customer Support Program Details

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- 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.

Please note that this coverage is for work performed at an authorized Toyota dealer only.

This coverage 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 see your Toyota dealer for further details. VIN# _____
Date of First Use _____

Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

What should you do?

Please apply the label above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.

If you have experienced this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

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

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

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,

TOYOTA MOTOR SALES, U.S.A., INC.

CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS
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ZHA

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 help ensure customer satisfaction, Toyota is advising you of this Customer Support Program.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the label to your Owner's Warranty Information booklet for future reference.**

Q3: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: *Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?*

A5: Yes, if this condition occurs, it will illuminate a malfunction indicator lamp.

Please note the malfunction indicator lamp can also illuminate for reasons unrelated to this condition. These additional conditions may require diagnosis or repairs not specifically covered by this Customer Support Program. Please be aware that if the condition is not covered by this program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Customer Support Program.

Q6: *How long will the repair take?*

A6: If the condition is present on your vehicle, the repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: *Which part(s) are covered by this Customer Support Program?*

A7: The specific component(s) covered by this program are as follows:

- Air Injection Pumps
- Air Switching Valves
- Air Pump Cover

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.