

Original Publication Date: June 22, 2017

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

Subject: Warranty Enhancement Program ZG6  
Certain 2011 Model Year Tundra and Sequoia Vehicles  
Extension of Warranty Coverage for Air Injection Pumps and Air Switching Valves

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for Air Injection Pumps and Air Switching Valves on Certain 2011 Model Year Tundra and Sequoia vehicles.

### **Background**

Toyota has received a number of reports regarding Air Injection Pumps and Air Switching Valves in certain 2011 Model Year Tundra and Sequoia Vehicles. In these reports, customers have indicated concerns regarding the illumination of the check engine light (Malfunction Indicator Light) 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 Basic 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 now extending the warranty coverage for repairs related to illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves.

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

### **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Basic Warranty" as it applies to the Air Injection Pumps and Air Switching Valves. The specific condition covered by this program is 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 Switching Valves under the terms of this Warranty Enhancement Program\*.

- This Warranty Enhancement Program offers coverage for **10 Years from the Date of First Use or 150,000 miles, whichever occurs first.**

*\*This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.*

**Covered Vehicles**

There are approximately 108,000 Vehicles covered by this Warranty Enhancement Program. There are approximately 200 vehicles distributed to Puerto Rico covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL17-02) for identification of vehicles covered by this Warranty Enhancement.

Model Name	Model Year	Production Period
Tundra	Certain 2011	Late July, 2010 through Early September, 2011
Sequoia		Early August, 2010 through Late August, 2011

**Owner Letter Mailing Date**

Toyota will begin to notify owners in mid-June 2017 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**
- **Master Diagnostic Technician**

Always check which technicians can perform the recall remedy 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 warranty enhancement program can be found in T-SB-0160-11.

**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 an extension of the warranty, 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 POL17-02 for additional parts ordering information.

All Warranty Enhancement Program (WEP) 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.

**Warranty Reimbursement Procedure**

Refer to the Warranty Policy Bulletin POL17-02 for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Warranty Enhancement Program. 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 associates.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement 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.



**Warranty Enhancement Program – ZG6  
 Certain 2011 Model Year Tundra and Sequoia Vehicles  
 Extension of Warranty Coverage for Air Injection Pumps and Air Switching Valves**

**Frequently Asked Questions  
 Published June 22, 2017**

**Q1: What is the condition?**

A1: Toyota has received reports of customer concerns regarding the illumination of the check engine light (Malfunction Indicator Light) 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 Basic 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 now extending the warranty coverage for repairs related to illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or 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 (in phases consistent with parts availability and repair capacity) starting in early June, 2017, an owner notification by first class mail advising owners of this Warranty Enhancement 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 Warranty Enhancement Program?**

A3: There are approximately 108,000 Vehicles covered by this Warranty Enhancement Program.

Model Name	Model Year	Production Period
Tundra	Certain 2011	Late July, 2010 through Early September, 2011
Sequoia		Early August, 2010 through Late August, 2011

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

A3a: Yes, there are approximately 48,000 certain 2010-2013 MY GX460 vehicles covered by this Warranty Enhancement Program.

**Q4: What are the details of this coverage?**

A4: This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Basic Warranty" as it applies to the Air Injection Pumps and Air Switching Valves. The specific condition covered by this program is 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 Warranty Enhancement Program\*.

- This Warranty Enhancement Program offers coverage for **10 Years from the Date of First use or 150,000 miles, whichever occurs first.**

*\*This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.*

**Q5: Which part(s) are covered by this Warranty Enhancement Program?**

A5: The specific components covered by this warranty extension is as follows:

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

**Q6: What should an owner do if they experience this condition?**

A6: If owners think that they have experienced the condition described in this Warranty Enhancement Program, they should contact their local Toyota dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the warranty extension, 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 Warranty Enhancement 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 warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q8: How long will the repair take?**

A8: The repair takes approximately 4 hours; 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 Warranty Enhancement 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.

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

## WARRANTY ENHANCEMENT NOTIFICATION – ZG6

[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 an enhancement to portions of your Toyota New Vehicle Limited Basic Warranty.

Toyota has received reports of customer concerns regarding the illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves. As a result, we are offering the following New Vehicle Warranty Extension:

### Warranty Enhancement Program Details

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Basic Warranty" as it applies to Air Injection Pumps and Air Switching Valves. The specific condition covered by this program is illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and Air Switching Valves. If the condition is verified, the vehicle will be repaired with new Air Injection Pumps and Switching Valves under the terms of this Warranty Enhancement Program\*.

- This Warranty Enhancement Program offers coverage for **10 Years from the Date of First use or 150,000 miles, whichever occurs first.**

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

*This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.*

\*Please see your Toyota dealer for additional details

VIN# \_\_\_\_\_

Date of First Use \_\_\_\_\_

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

### What should you do?

**Please apply the sticker 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](http://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.

SAMPLE

**WARRANTY ENHANCEMENT PROGRAM  
FREQUENTLY ASKED QUESTIONS**

**ZG6**

**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 Enhancement to the Warranty Coverage.

**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 sticker to your Owner's Warranty Information booklet for future reference.**

**Q3: *Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?***

A3: Yes, this Warranty Enhancement 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: *How long will the repair take?***

A5: If the condition is present on your vehicle, the repair will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: *What if I have additional questions or concerns?***

A6: If you have additional questions or concerns, please contact the Toyota Customer Assistance 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

**Q7: *Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?***

A7: Yes, if this condition occurs, it will illuminate a malfunction indicator lamp or set a diagnostic trouble code.

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 Warranty Enhancement. Please be aware that if the condition is not covered by this warranty enhancement, 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 Warranty Enhancement.