


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL18-01 Date: 1/11/2018 Page: 1 of 3  <b>REVISED 7/26/18</b>
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**SUBJECT: CUSTOMER SUPPORT PROGRAM (ZHA):  
AIR INJECTION PUMPS AND/OR AIR SWITCHING VALVES  
ON CERTAIN 2012 MY TACOMA VEHICLES**

**Background**

Toyota has received reports in which customers have indicated that there is 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.

**Applicability**

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 occurs first) and by the California Emission Warranty\*\* for 3 years or 50,000 miles (whichever occurs first). However, Toyota is announcing a Customer Support Program to cover 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.

**Primary Coverage** offers the Customer Support Program until **February 28, 2019, regardless of mileage.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **10 (ten) years from the date of first use, regardless of mileage.**

Verify VIN applicability for this Customer Support Program by checking TIS (Technical Information System) before completing any repairs.

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, “Warranty Solicitation.” Non-compliance of this policy may result in a claim debit.

*\*This Customer Support Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled” are not covered by the New Vehicle Limited Warranty or by this Customer Support Program (see, for example, Warranty Policy 4.1Z, “What Is Not Covered by the Toyota New Vehicle Limited Warranty”).*

*\*\*The California Emission Warranty coverage only applies to certain states and certain model year/engine type Tacoma vehicles. Please refer to Toyota Warranty Policy 4.7 for additional information.*

**Covered Vehicles**

Not all vehicles are covered by this Customer Support Program. Verify VIN applicability by checking TIS before completing any repairs.

**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

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Claim Type: Repair Program

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Opcode	Description	Labor Time
GHG42A	Valve Assy, Air Switch	0.6 hr./vehicle

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Part Number		Description	Quantity
Old - 25710-31021	New - 25710-31022	Valve Assy, Air Switch	1
N/A	New - 17613-0P010	Cover, Air Pump	1
17610-0W020		Pump Assy, Air	1
17376-50010		Gasket, Air Tube	2
17377-31010		Gasket, Air Tube, No. 2	2

**Technical Instructions (Repair Procedures)**

For Tacoma, technical instructions can be found in T-SB-0333-17. Please refer to TIS for additional information.

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

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

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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