

Original Publication Date: May 28, 2020

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

## SPECIAL SERVICE CAMPAIGN 20TC01 *(Remedy Notice)*

### Certain 2012 Model Year Tacoma Air Injection Pumps and Air Switching Valves

Model / Years	Production Period	Approximate Total Vehicles
2012 Tacoma	Late August 2011 – Early August 2012	78,900

#### Condition

There is a possibility that moisture in the air may cause a filter in the vehicle emissions system to degrade. This degradation could cause damage to other parts of the vehicle emission system and illuminate the check engine light (Malfunction Indicator Light).

#### Remedy

Any authorized Toyota dealer will inspect the vehicle. Based on this inspection the dealer will repair the air injection pump and install an improved filter, or replace the air injection pump with one that contains an improved filter, as needed, **FREE OF CHARGE**. The dealer will also replace the air switching valves in the vehicle emissions system **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 78,900 vehicles covered by this Special Service Campaign. Approximately 1,250 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

#### Owner Letter Mailing Date

Toyota will begin to notify owners in Early June 2020. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 20TC01" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. 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.

### Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

**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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) 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.

Part Number	Description	Quantity
04008-34131	Air Switching Valve Kit*	1
04008-3520C	Air Pump Repair Kit**	1
17613-0P010	Cover, Air Pump	1
17610-0W020	Air Pump Assembly***	1
<b>***The Air Pump assembly will need to be replaced only in rare cases, depending on inspection results. DO NOT order for every vehicle.***</b>		
*The Air Switching Valve Kit Includes The Following Parts:		
Part Number	Description	Quantity
25710-31022	Valve Assembly, Air Switching	1
17377-31010	Gasket, Air Tube, No.2	2
17376-50010	Gasket, Air Tube (not used in repair)	2
**The Air Pump Repair Kit Includes The Following Parts:		
Part Number	Description	Quantity
90166-A0010	Screw, Hexalobular Tapping	1
17617-0C010	Filter, Air Pump	1
17602-0C010	Cover Sub-Assembly, Air Pump Filter (w/ Air Pump Inlet)	1

**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:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- 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

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### Parts Recovery Procedures

All parts replaced as part of this Special Service Campaign must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

### Vehicles Emission Recall Proof of Correction Form (California only)

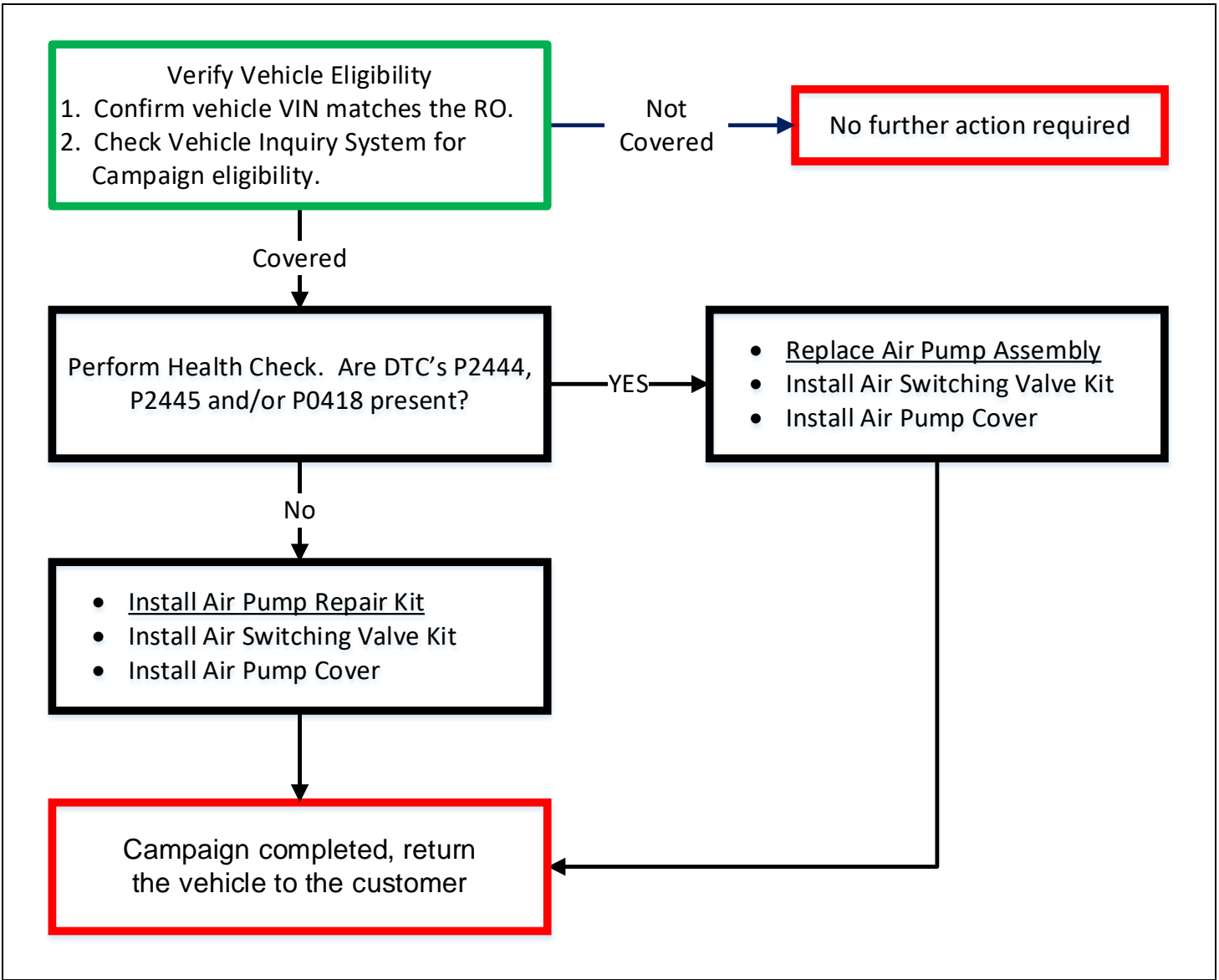
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by Early January, 2021. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form has a header with the title and a small Toyota logo. Below the header, there are several fields for data entry: License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). The VIN field is a long grid of boxes. Below these fields, there are sections for Manufacturer and Recall Number. A paragraph of text states: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." Below this, there are fields for Dealer's Name, Address, City, State and Zip, Date, and Dealer's Authorized Signature. At the bottom, there is a note: "Return this certificate to DMV only when required – otherwise retain for your records." and a small URL "www.toyota.com".

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
20TC10	Subject DTCs <b>NOT present</b> . Install Air Pump <b>Repair Kit</b> , Air Switching Valve Kit and, Air Pump Cover	1.1
20TC11	Subject DTC(s) <b>present</b> . Install Air Pump <b>Assembly</b> , Air Switching Valve Kit and, Air Pump Cover	1.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

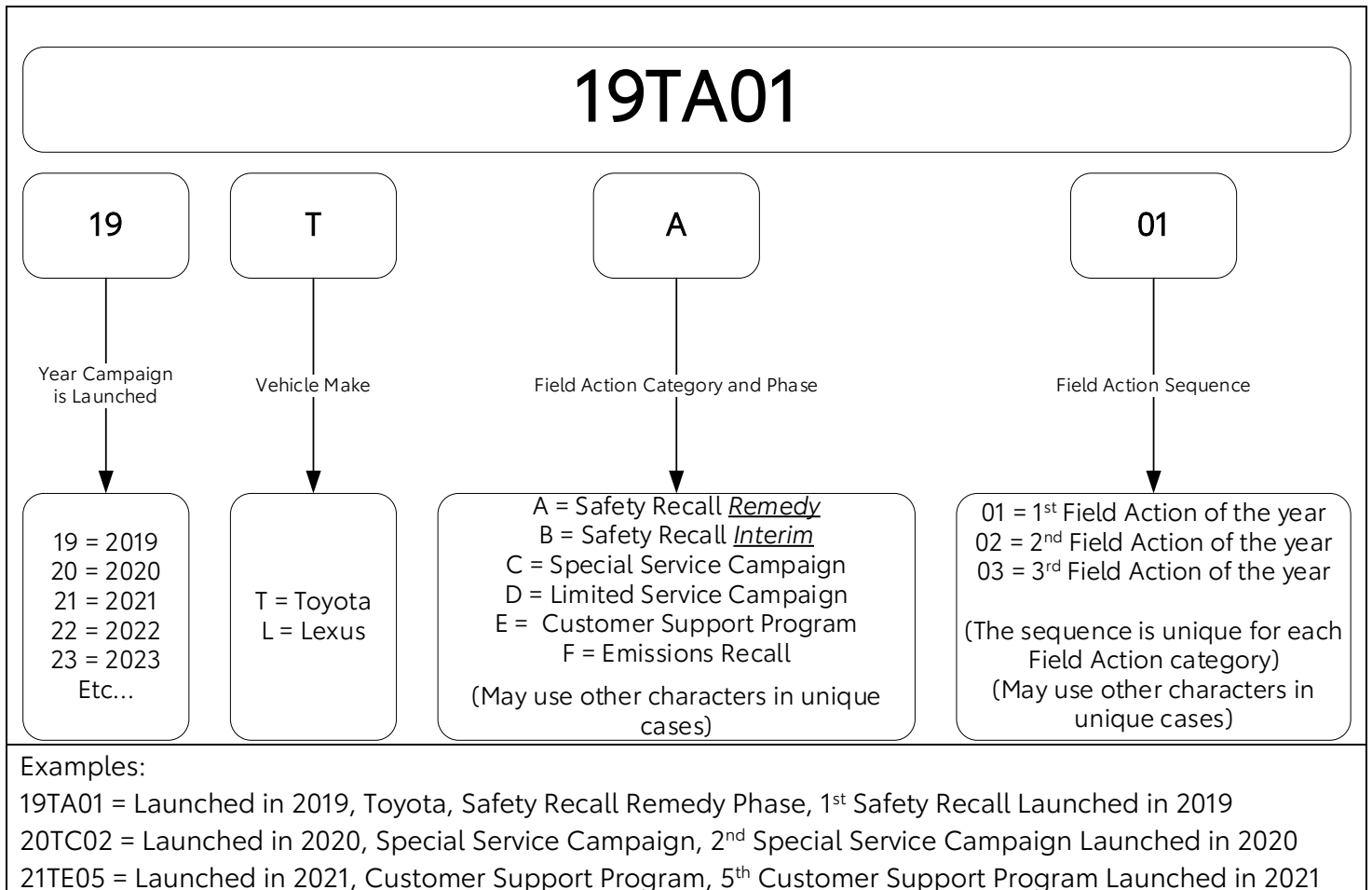
**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. 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 Op Code 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.

## Campaign Designation / Phase Decoder



***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.***

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

## SPECIAL SERVICE CAMPAIGN 20TC01 *(Remedy Notice )*

Certain 2012 Model Year Tacoma  
Air Injection Pumps and Air Switching Valves

### Frequently Asked Questions

Original Publication Date: May 28, 2020

**Q1:** *What is the condition?*

A1: There is a possibility that moisture in the air may cause a filter in the vehicle emissions system to degrade. This degradation could cause damage to other parts of the vehicle emission system and illuminate the check engine light (Malfunction Indicator Light).

**Q1a:** *What parts of the vehicle emissions system are affected and what is their function?*

A1a: The degradation of the filter in the air injection pump could damage the air injection pump and the air switching valves. These parts are designed to pump fresh air into the exhaust stream during a cold engine start. This helps speed up the catalytic converter warm up time and helps reduce cold start emissions.

**Q2:** *Are there any warnings that this condition exists?*

A2: Yes. If the condition has occurred, the check engine light (Malfunction Indicator light) will illuminate.



**Note:** It is possible for the check engine light above to be illuminated for other reasons, unrelated to this Special Service Campaign.

**Q3:** *What is Toyota going to do?*

Toyota will send an owner notification by first class mail starting in Early June 2020, advising owners to make an appointment with their authorized Toyota dealer. Any authorized Toyota dealer will inspect the vehicle. Based on this inspection the dealer will repair the air injection pump and install an improved filter, or replace the air injection pump with one that contains an improved filter, as needed, **FREE OF CHARGE**. The dealer will also replace the air switching valves in the vehicle emissions system **FREE OF CHARGE**.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

**Q4:** *Which and how many vehicles are covered by this Special Service Campaign?*

A4: There are approximately 78,900 vehicles covered by this Special Service Campaign.

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

**Q4a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

**Q5:** *How long will the repair take?*

A5: 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.

**Q6:** *What if I previously paid for repairs related to this Special Service Campaign?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

**Q7:** *How does Toyota obtain my mailing information?*

A7: 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.

**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.





2012 Model Year Tacoma  
Special Service Campaign 20TC01  
(Remedy Notice)

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

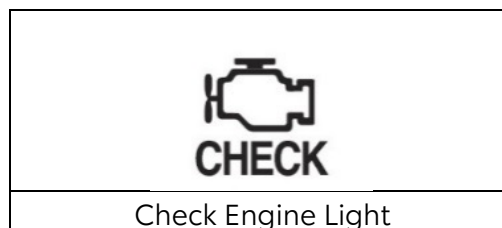
There is a possibility that moisture in the air may cause a filter in the vehicle emissions system to degrade. This degradation could cause damage to other parts of the vehicle emission system and illuminate the check engine light (Malfunction Indicator Light).

**What parts of the vehicle emissions system are affected and what is their function?**

The degradation of the filter in the air injection pump could damage the air injection pump and the air switching valves. These parts are designed to pump fresh air into the exhaust stream during a cold engine start. This helps speed up the catalytic converter warm up time and helps reduce cold start emissions.

**Are there any warnings that this condition exists?**

Yes. If the condition has occurred, the check engine light (Malfunction Indicator Light) will illuminate.



**NOTE:** It is possible for the check engine light above to be illuminated for other reasons, unrelated to this Special Service Campaign.

**What will Toyota do?**

Any authorized Toyota dealer will inspect the vehicle. Based on this inspection the dealer will repair the air injection pump and install an improved filter, or replace the air injection pump with one that contains an improved filter, as needed, **FREE OF CHARGE**. The dealer will also replace the air switching valves in the vehicle emissions system **FREE OF CHARGE**.

### **What should you do?**

Please contact your authorized Toyota dealer to make an appointment to have the remedy performed **FREE OF CHARGE**. The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

### **What if you live in California and don't have this Special Service Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

### **What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

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

**FAX:** 310-381-7756

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

### **What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may 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.

If you would like to update your vehicle ownership or contact information, please visit [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Special Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____