

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

Subject: Customer Support Program (CSP) – ZTQ
2007 to 2010 Model Year Tundra and
2008 to 2010 Model Year Sequoia Vehicles
Extension of Warranty Coverage for Air Injection Pumps and Air Switching Valves

In our continuing efforts to assure the best in customer satisfaction, Toyota is announcing a Customer Support Program (CSP) to extend the warranty coverage on the Air Injection Pumps and Air Switching Valves of 2007 to 2010 model year (MY) Tundra and 2008 to 2010 model year (MY) Sequoia vehicles.

Background

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 in the engines of a number of these vehicles. To assist dealer in the diagnosis and repair of these vehicles a TSB has been released.

Some of the vehicles covered by this TSB may be outside of the Toyota New Vehicle Limited Powertrain Warranty due to age and/or mileage. To assure customers that we stand behind our product, we are offering a warranty extension on the Air Injection Pumps and Air Switching Valves on 2007 to 2010 Tundra and 2008 to 2010 Sequoia vehicles.

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

1. Owner Notification Letter Mailing Date

The owner notification will commence in late October, 2011. We have attached a sample owner letter for your reference.

2. CSP Coverage Details

The Air Injection Pumps and Air Switching Valves are covered by Toyota's New Vehicle Limited Powertrain Warranty for 5 years or 60,000 miles (whichever comes first) and by the California Emission Warranty* for 7 years or 70,000 miles (whichever comes first).

The Warranty Coverage Extension (CSP) for the Air Injection Pumps and Air Switching Valves for the condition described above will extend the warranty coverage to 10 years from the date of first use or 150,000 miles, whichever comes first. If the condition is verified, the dealer will replace the Air Injection Pumps and Air Switching Valves under the terms of this CSP.

Please note that damage incurred from abuse, a crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.

**The California Emission Warranty coverage only applies to certain states and certain model year/engine type Tundra and Sequoia vehicles. Please refer to your vehicle's Toyota Owner's Warranty Information Booklet for details and applicability.*

3. Number and Identification of covered Vehicles

There are approximately 477,000 Tundra (Certain 2007 to 2010 Model Year) and 57,000 Sequoia (Certain 2008 to 2010 Model Year) vehicles covered by this Air Injection Pump and Air Switching Valve Warranty Enhancement.

Please refer to Warranty Policy Bulletin (Bulletin No. POL11-05) for identification of vehicles covered by this CSP.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL11-05) for warranty claim processing instructions.

5. Technical Instructions/Procedures

Please refer to T-SB-0160-11 for Technical Instructions and repair information.

6. Parts Ordering

As this is a Warranty Extension most customers will only request reimbursement from TMS for past replacements, dealers should not increase their stock of Air Injection Pumps or Air Switching Valves. In the event a vehicle is diagnosed with this condition, parts can be ordered through the dealership's facing PDC. This warranty extension coverage is limited to the following:

- Air Injection Pump/s
- Air Switching Valves
- Air Pump Inlet/Cover
- Gaskets and Clamp

*Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK.*** Orders can be placed through your dealership's facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily. Please see the weekly manual allocation report for additional details.

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

7. Customer Reimbursement

Please refer to the attached owner letter for reimbursement consideration instructions.

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 CSP.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

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



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BACKGROUND

In our continuing efforts to assure the best in customer satisfaction, Toyota is announcing a Customer Support Program (CSP) to extend the warranty coverage on the Air Injection Pumps and Air Switching Valves of 2007 to 2010 model year Tundra and 2008 to 2010 model year Sequoia vehicles.

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 in the engines of a number of these vehicles. To assist dealers in the diagnosis and repair of these vehicles a TSB has been released.

Some of the vehicles covered by the TSB may be outside of the Toyota's New Vehicle Limited Powertrain Warranty due to age and/or mileage. To assure customers that we stand behind our product, we are offering a warranty extension on the Air Injection Pumps and Air Switching Valves on 2007 to 2010 Tundra and 2008 to 2010 Sequoia vehicles.

Q2: What is Toyota going to do?

A2: Toyota is offering a Warranty Coverage Extension (CSP) for the Air Injection Pumps and Air Switching Valves for the condition described above. This CSP is available for 10 years from the date of first use or 150,000 miles, whichever comes first. If the condition is verified, the dealer will replace the Air Injection Pumps and Air Switching Valves under the terms of this CSP.

Owners of 2007 to 2010 Model Year Tundra and 2008 to 2010 Model Year Sequoia vehicles covered by this CSP will receive an Owner Letter via first class mail starting in late October, 2011. Owners will be advised of the CSP coverage and in the event they encounter this condition within 10 years from the vehicles date of first use or before 150,000 miles, whichever comes first, to contact a Toyota dealership for diagnosis and repair. The repair will be conducted in accordance with the terms of the Warranty Extension (CSP).

Q3: What are the Air Injection Pumps and Air Switching Valves and what do they do?

A3: 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.

Q4: Which vehicles are covered by this CSP?

A4: There are approximately 477,000 Tundra (2007 to 2010 Model Year) and 57,000 Sequoia (2008 to 2010 Model Year) vehicles covered by this CSP.

Q5: What is the production period of the vehicles covered by this CSP?

A5: The covered Toyota Tundra and Sequoia vehicles were produced from Early November 2006 through Mid-August, 2010.

Q6: Are there any other Toyota, Lexus or Scion vehicles covered by this CSP?

A6: No. This specific condition only affects 2007 to 2010 Model Year Tundra and 2008 to 2010 model year Sequoia vehicles.

Q7: What are the details of this coverage?

A7: This warranty extension is available for 10 years from the vehicles date of first use or 150,000 miles whichever comes first, for the condition described above related the Tundra/Sequoia's Air Injection Pumps and Air Switching Valves. The specific component(s) covered by this warranty extension are as follows:

- Air Injection Pump/s
- Air Switching Valves
- Air Pump Inlet/Cover
- Gaskets and Clamp

Please note that damage incurred from abuse, a crash, vandalism, or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.

Q8: How long will the repair take?

A8: 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.

Q9: What should an owner do if they experience a MIL "ON" condition?

A9: Please have the customer contact their local Toyota dealer for appropriate diagnosis and repair. If the MIL "ON" condition is accordance with the terms of this CSP the repair will be performed at **NO CHARGE**.

Q10: Is there a problem with the Air Injection Pumps and Air Switching Valves in the covered Tundra and Sequoia vehicles.

A10: All vehicles comply with Toyota's rigorous durability and quality standards. The condition impacts only a small number of Air Injection Pumps and Air Switching Valves. The warranty extension reflects Toyota's desire to assure our customers that Toyota stands behind its products.

Q11: What was changed to prevent this condition from re-occurring?

A11: The air inlets for the Air Injection Pumps now contain a newly designed cover (shield) to prevent water/moisture from entering the Air Injection Pumps and Switching Valves.

Q12: What if a customer has previously paid for repairs on their vehicle?

A12: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q13: What if an owner has additional questions or concerns?

A13: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time

**2007 to 2010 Model Year Tundra and
2008 to 2010 Model Year Sequoia Vehicles
Air Injection Pumps and Air Switching Valves
Warranty Enhancement Notice**

Re: <MY> < Tundra or Sequoia > <VIN>

Dear [Tundra / Sequoia] Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an extension to portions of your [Tundra/Sequoia] vehicle warranty.

Toyota cares about our customers

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 in the engines of a number of these vehicles. To assist dealers in the diagnosis and repair of these vehicles a TSB has been released.

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Warranty Enhancement Details

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Please note that damage incurred from abuse, a crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this Warranty Extension.

**The California Emission Warranty coverage only applies to certain states and certain model year/engine type Tundra and Sequoia vehicles. Please refer to your vehicle's Toyota Owner's Warranty Information Booklet for details and applicability.*

What should you do?

If you have not experienced this condition, please insert this letter into your [Tundra's or Sequoia's] Owner's Warranty Information Booklet for future reference.

If you experience a Malfunction Indicator Light (check engine light) "ON" condition, please contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Repairs of the Air Injection Pumps and/or Air Switching Valves that are diagnosed will be performed at NO CHARGE for up to 10 years from the vehicle's date of first use or 150,000 miles, whichever occurs first. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

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. At this time Toyota has a very limited number of parts available to support vehicle repairs; we apologize for any inconvenience this may cause. We wanted to advise you of this warranty extension and provide reimbursement instructions for previous repairs to help minimize the inconvenience to you.

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.

What if you have previously paid for repairs or replacement of your vehicle's Air Injection Pumps and/or Air Switching Valves?

If you have previously paid for the repair or replacement of the Air Injection Pumps and/or Air Switching Valves to address the condition described above, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

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

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