

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

Subject: Limited Service Campaign (LSC) D0E
Certain 2012 – 2013 Model Year Tundra and Sequoia Vehicles
ECM Software Update

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2012 – 2013 MY Tundra and Sequoia vehicles. This LSC will cover approximately 19,000 Sequoia and 103,000 Tundra vehicles equipped with a 5.7 liter gasoline or 5.7 Liter-Flex Fuel engines.

Background

In the vehicles covered by this LSC, the Engine Control Module (ECM) calibration may cause an emissions control component called an Air Injection Pump to fail in certain environmental conditions. If this occurs, the vehicle could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode). This mode reduces the vehicle’s power and speed, which could inconvenience an owner and require immediate repair.

Limited Service Campaign (LSC) Remedy

The ECM calibration has been updated to reduce the possibility of this condition occurring. Authorized Toyota dealer are requested to verify the vehicle’s ECM calibration and, if necessary, update the calibration software at **NO CHARGE** to the vehicle owner. If an Air Pump Assembly has failed, it will be replaced at **NO CHARGE**.

This LSC will be available until **May 31, 2016**, and will only be available at an authorized Toyota Dealer.

1. Owner Notification Mailing Date

The owner notification will commence in early May 2013, approximately 1 week after the dealer notification.

Toyota tries hard 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 LSC 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.

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

To ensure customer satisfaction Toyota requests that dealers conduct the LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

3. Number and Identification of Covered Vehicles

There are approximately 122,000 (2012 – 2013 MY) Tundra and Sequoia vehicles covered by this LSC.

Certain 2012 – 2013 MY Tundra Vehicles Equipped with a 5.7 Liter Gasoline or 5.7 Liter-Flex Fuel engine. Approx. UIO: 103,000									
WMI	MY	VDS	Start	Finish	WMI	MY	VDS	Start	Finish
5TF	2012	BW5F1	X210466	X270264	5TF	2013	BW5F1	X270736	X295763
		BY5F1	X210406	X270574			BY5F1	X270754	X295793
		CW5F1	X012677	X014385			CW5F1	X014389	X015086
		CY5F1	X012675	X014384			CY5F1	X014388	X015090
		DW5F1	X210404	X270700			DW5F1	X270716	X295906
		DY5F1	X210405	X270691			DY5F1	X270719	X295900
		EY5F1	X115742	X133344			EY5F1	X133346	X140086
		FY5F1	X115748	X133338			FY5F1	X133353	X140067
		HW5F1	X210415	X270709			HW5F1	X270743	X295904
		HY5F1	X210407	X270704			HY5F1	X270048	X295868
		KW5F1	X004862	X005477			KW5F1	X005481	X005963
		KY5F1	X004868	X005483			KY5F1	X005484	X005975
		LY5F1	X119994	X132781			LY5F1	X134012	X140059
		MW5F1	X225354	X269483			MW5F1	X271629	X294039
		MY5F1	X225146	X270593			MY5F1	X270858	X295254
		RY5F1	X115741	X133343			RY5F1	X133345	X140085
		SY5F1	X115763	X133240			SY5F1	X133347	X140032
		TY5F1	X007331	X007783			TY5F1	X007784	X007977
		UW5F1	X209603	X270708			UW5F1	X270712	X295907
UY5F1	X209605	X270710	UY5F1	X270711	X295909				

Certain 2012 – 2013 MY Sequoia Vehicles Equipped with a 5.7 Liter Gasoline or 5.7 Liter-Flex Fuel engine. Approx. UIO: 19,000									
WMI	MY	VDS	Start	Finish	WMI	MY	VDS	Start	Finish
5TD	2012	BW5G1	S055370	S073131	5TD	2013	BW5G1	S072840	S083563
		BY5G1	S055284	S073126			BY5G1	S073422	S083607
		DW5G1	S055228	S073139			DW5G1	S072934	S083610
		DY5G1	S055231	S073124			DY5G1	S072574	S083594
		JW5G1	S055368	S073119			JW5G1	S072933	S083585
		JY5G1	S055229	S073132			JY5G1	S072842	S083603
		KY5G1	S037464	S043121			KY5G1	S043060	S047134
		YY5G1	S037465	S043120			YY5G1	S043031	S047138
		ZY5G1	S037463	S043119			ZY5G1	S042968	S047136

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS. **Not all vehicles in the VIN range are covered** by this LSC.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	1,241	HI	45	ME	716	NJ	1,863	SD	633
AL	2,523	IA	960	MI	826	NM	1,373	TN	1,924
AR	1,900	ID	1,095	MN	1,041	NV	1,407	TX	20,475
AZ	3,312	IL	1,902	MO	1,579	NY	3,513	UT	2,086
CA	13,989	IN	1,145	MS	1,591	OH	2,336	VA	3,051
CO	3,437	KS	1,038	MT	1,393	OK	3,345	VT	544
CT	644	KY	1,370	NC	3,259	OR	2,187	WA	2,759
DE	231	LA	3,474	ND	1,024	PA	3,533	WI	1,283
FL	6,809	MA	1,968	NE	584	RI	209	WV	1,463
GA	3,265	MD	1,961	NH	728	SC	2,037	WY	815


4. Dealer Summary Reports

Summary Reports, containing the following will be enclosed in the dealer packet:

- A VIN list containing vehicles in Dealer Stock.
- The number of covered vehicles in your dealership’s primary marketing area.
(Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

5. Parts Ordering

The majority of vehicles will only need the ECM software updated (Reflashed). Please refer to the Technical Instructions for the work procedure related to this LSC.



Most vehicles covered by this LSC will NOT require replacement of the Bank 1 Air Pump.

The following part number should ONLY be used if (1) DTC(s) P0418 and/or P2445 are present in the system and (2) the vehicle does not have the updated software.

Orders can be placed through the dealership’s facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Parts Name	Qty Per/Veh
LSC D0E	17610-0S030	Bank 1 Air Pump	Rarely Used

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

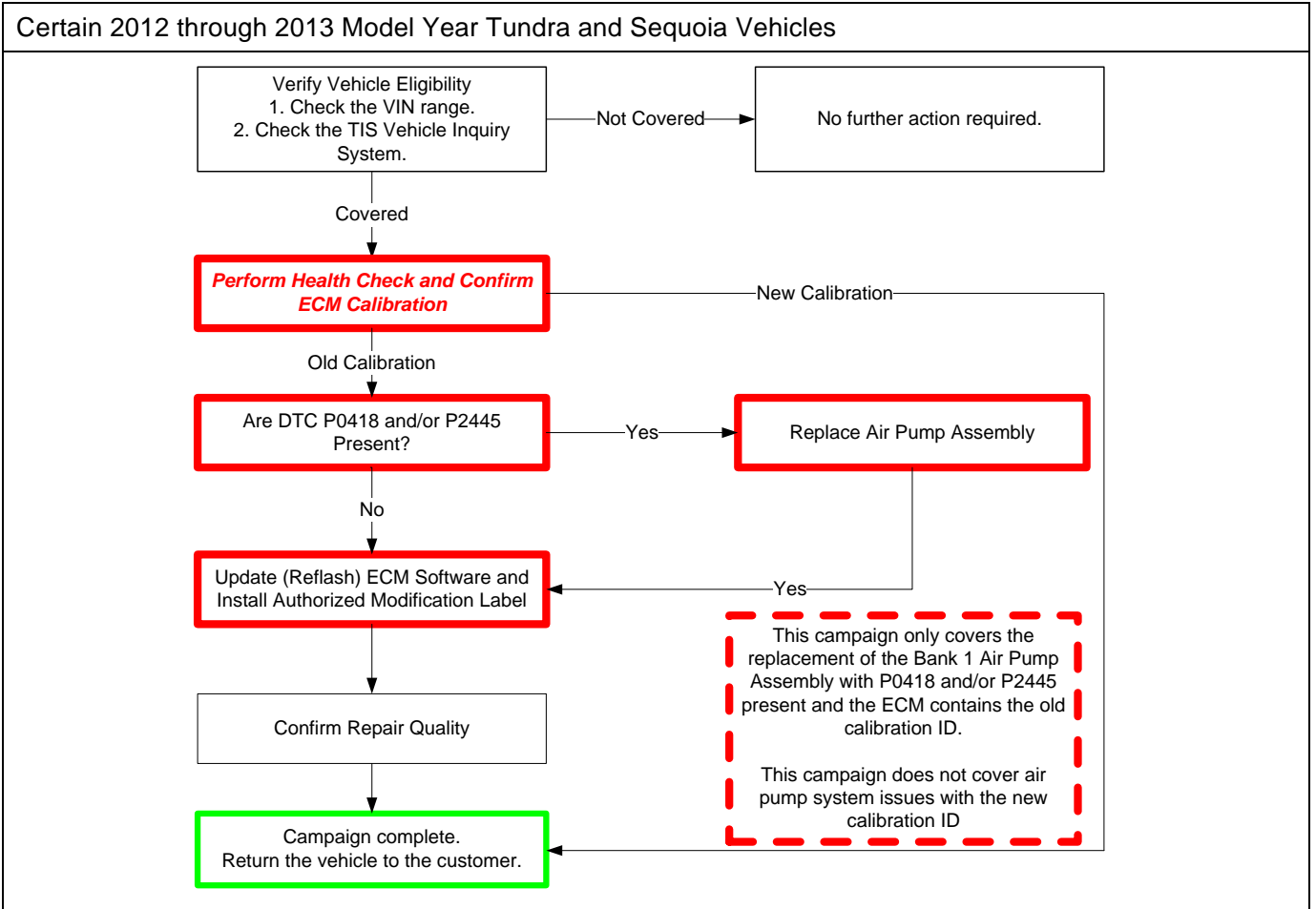
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

6. Remedy Procedures

Please refer to TIS for Technical Instructions. The Technical Instructions contain information on verifying the vehicle’s ECM calibration and, if necessary, update the calibration software.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

7. Warranty Reimbursement Procedure



LSC	Model	Op. Code	Description	Flat Rate
D0E	Tundra Sequoia	3615CA	Confirm EMC Calibration is Already Updated	0.3 hr/vehicle
		3615CB	Update ECM Software and Install Update Label	0.5 hr/vehicle
		3615CC	Update ECM Software, Install Label, and Replace Air Pump	2.0 hr/vehicle

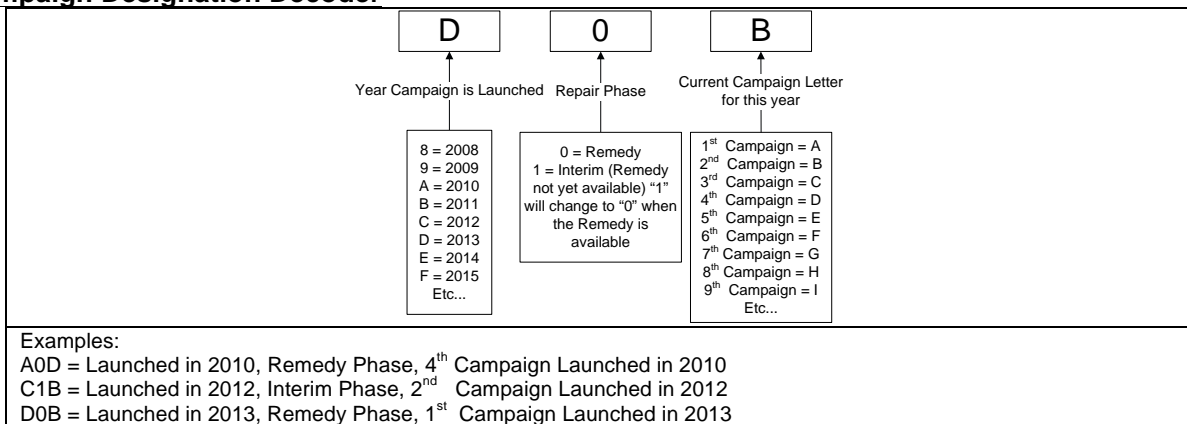
- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

8. Vehicles Emission Recall Proof of Correction Form (California only)

As this LSC 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 VIN's will be submitted to the California state DMV October 1, 2013. 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.

9. Campaign Designation Decoder



10. 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.

11. 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

12. Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or LSC remedy. 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).

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 Limited Service Campaign.

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

**Certain 2012 - 2013 Model Year Toyota Tundra and Sequoia Vehicles
ECM Software Update
LIMITED SERVICE CAMPAIGN**

[VIN]

Dear Toyota Tundra / Sequoia Owner:

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 Limited Service Campaign, which includes your vehicle.

What is the condition?

In certain 2012 – 2013 Model Year Toyota Tundra and Sequoia vehicles equipped with a 5.7 Liter Gasoline or 5.7 Liter-Flex Fuel engine, the Engine Control Module (ECM) calibration may cause an emissions control component called an Air Injection Pump to fail under certain driving conditions. If this occurs, the vehicle could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode). This mode reduces the vehicle’s power and speed, which could inconvenience you and require immediate repair.

What is included in the Limited Service Campaign?

The ECM calibration has been updated to reduce the possibility of this condition occurring. Any authorized Toyota dealer will verify your vehicle’s ECM calibration and, if necessary, update the calibration software at **NO CHARGE** to you. If your Air Pump Assembly has failed due to this condition, it will be replaced at **NO CHARGE**.

This Limited Service Campaign will be available until May 31, 2016, and will only be available at an authorized Toyota Dealer.

All terms of your Toyota Emissions Control Warranties remain in effect whether or not you take advantage of this Limited Service Campaign. Additional details of your vehicle’s emissions warranty coverage can be found in your Owner’s Warranty and Service Guide booklet.

How do you take advantage of this Limited Service Campaign?

Please contact an authorized Toyota dealer and make an appointment to have your vehicle’s ECM calibration updated as soon as possible.

Verifying the ECM calibration number and/or updating the software will take approximately 15 minutes. If the air pump needs to be replaced, the repair will take approximately 2 hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

What if you live in California and don’t have this Limited Service Campaign performed?

The State of California requires the completion of Limited 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 cost** Limited Service Campaign, your vehicle may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Limited 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 since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting 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, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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

If you have previously paid for a repair to your vehicle for this specific condition prior to receiving this letter, 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 us 6-9 weeks to process your request.

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. 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, USA, INC.

SAMPLE



Limited Service Campaign (LSC) – D0E
Certain 2012 – 2013 Model Year Tundra and Sequoia Vehicles
ECM Software Update – FAQ

Frequently Asked Questions

Published Late April 2013

Q1: *What is the condition?*

A1: In certain 2012 – 2013 Model Year Toyota Tundra and Sequoia vehicles equipped with a 5.7 Liter gasoline or 5.7 Liter-Flex Fuel engines, the Engine Control Module (ECM) calibration may cause an emissions control component called an Air Injection Pump to fail under certain driving conditions. If this occurs, the vehicle could enter a “Fail-Safe” Mode (also known as “Limp-Home” Mode). This mode reduces the vehicle’s power and speed, which could inconvenience you and require immediate repair.

Q2: *What is the cause of this condition?*

A2: An error in the Air Injection System Control Logic may cause the air injection pump to remain on for an extended period of time. If this condition occurs, there is a possibility that the air pump for bank 1 (driver’s side of the engine) may become inoperative.

Q2a: *What is an air injection pump?*

A2a: The air injection pump is an emissions control device that operates briefly when a cold engine is first started. It provides oxygen directly to the exhaust stream, increasing the catalytic-converter efficiency, decreasing the vehicle’s overall emissions output.

Q3: *Are there any symptoms that this condition exists?*

A3: Yes. If the condition is present, your vehicles Check Engine Lamp will illuminate and the vehicle may enter *Fail-Safe Mode*. This mode reduces the vehicle’s power and speed, which could inconvenience you and require immediate repair.

Please note that the Check Engine Lamp may illuminate for reasons unrelated to this condition.

Q4: *What is Toyota going to do?*

A4: Owners of the vehicles covered by this Limited Service Campaign (LSC) will receive an owner notification letter by first class mail starting in early May 2013.

The ECM calibration has been updated to reduce the possibility of this condition occurring. Any authorized Toyota dealer will verify your vehicle’s ECM calibration and, if necessary, update the calibration software at **NO CHARGE** to you. If your Air Pump Assembly has failed due to this condition, it will be replaced at **NO CHARGE**.

NOTE (Customer who live in the state of California and do not have this LSC performed):

The State of California requires the completion of Limited 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 cost** Limited Service Campaign, a vehicle in the state of CA may be more likely to fail this test. State of California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Limited Service Campaign completed.

A 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 since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q5: Which and how many vehicles are covered by this Limited Service Campaign?

A5: There are approximately 122,000 Tundra and Sequoia vehicles covered by this Limited Service Campaign.

Model	MY	Production Date Range	Approximate UIO
Tundra	Certain 2012 – 2013	August 2011 – February 2013	103,000
Sequoia			19,000

Q5a: Are there any other Toyota or Lexus vehicles covered?

A5a: No, only certain 2012 through 2013 Model Year Toyota Tundra and Sequoia vehicles, equipped with a 5.7 Liter gasoline or 5.7 Liter-Flex Fuel, are covered by this Limited Service Campaign in the U.S.

Q6: How long will the repair take?

A6: Verifying the ECM calibration number and/or updating the software will take approximately 15 minutes. If the air pump needs to be replaced, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: When will this Limited Service Campaign Expire?

A7: This Limited Service Campaign will be available until **May 31, 2016**, and will only be available at an authorized Toyota Dealer.

Q8: What if an owner has additional questions or concerns?

A8: 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.