

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.



**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**

**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.

MODEL	WMI	MY	VDS	UIO
SEQUOIA	5TD	2008	BT64A	182
			BY64A	6826
			BY67A	5604
			BY68A	10229
			ZT64A	100
			ZY64A	6126
			ZY67A	2213
			ZY68A	7010

MODEL	WMI	MY	VDS	UIO
TUNDRA	5TF	2008	JV521	833
			KT521	185
			KV521	724
			LT521	150
			LU521	937
			LV521	595
			MT521	124
			MV521	753

SEQUOIA	5TD	2009	BT64A	891
			BW68A	1
			BY64A	4
			BY67A	76
			BY68A	4
			ZT64A	515
			ZY64A	2
			ZY67A	1
			ZY68A	4
			2010	BM5G1
		BW5G1		569
		BY5G1		1088
		DW5G1		3556
		DY5G1		2283
		JW5G1		1687
		JY5G1		2145
		KM5G1		2
		KY5G1		1758
		YY5G1		2173
		ZM5G1	1224	
ZY5G1	961			
ZY67A	2			
TUNDRA	5TB	2007	BT541	6655
			BT581	516
			BV541	12412
			BV581	4186
			DT541	349
			DT581	54
			DV541	9642
			DV581	9539
			ET541	1816
			ET581	198
			EV541	9769
			EV581	5017
			RT541	5251
			RT581	401
			RU541	1750
		RV541	7135	
		RV581	1346	
		2008	BT541	6002
			BT581	3
			BV541	15886
			BV581	2953
			DT541	41
			DT581	15
			DV541	4290
			DV581	3523
			ET541	199
			ET581	2
			EV541	2783
			EV581	1060
			RT541	3764
RT581	44			
RV541	5698			

TUNDRA	5TF	2008	RT541	8140	
			RT581	42	
			RU541	9769	
			RV541	20125	
			RV581	1526	
			ST541	91	
			SV541	1465	
			2009	BT541	802
				BV541	2505
				BV581	19
		BW541		3164	
		BW581		137	
		CT541		3	
		CV541		158	
		CW541		60	
		DT541		14	
		DV541		449	
		DV581		165	
		DW541		1353	
		DW581		523	
		ET541		32	
		EV541		1231	
		EV581		113	
		JU521		78	
		JV521		23	
		KT521		6	
		KV521		70	
		KW521		11	
		LT521		30	
		LU521		167	
		LV521		16	
		MT521		13	
		MV521		52	
		MW521		32	
		RT541		1492	
		RU541		2785	
		RV541		2420	
		RV581	41		
		ST541	9		
		SV541	70		
2010	BM5F1	18			
	BW5F1	1413			
	BY5F1	1620			
	CM5F1	315			
	CW5F1	658			
	CY5F1	903			
	DM5F1	991			
	DW5F1	7915			
	DY5F1	4871			
	EM5F1	3213			
EY5F1	8997				
FM5F1	12				
FY5F1	2485				
HM5F1	18				

TUNDRA	5TF	2007	RV581	485
			BT541	5817
			BT581	719
			BV541	17921
			BV581	6479
			CT541	914
			CV541	3472
			DT541	5
			DT581	1
			DV541	1225
			DV581	1239
			ET541	9
			ET581	1
			EV541	2155
			EV581	875
			JT521	962
			JU521	2190
			JV521	1264
			KT521	1122
			KV521	1319
			LT521	755
			LU521	2143
			LV521	889
			MT521	666
			CV541	3252
			DT541	139
			DT581	2
			DV541	11888
			DV581	8198
			ET541	1871
			ET581	6
			EV541	11105
EV581	3365			
JT521	166			
JU521	780			

TUNDRA	5TF	2010	HW5F1	6235
			HY5F1	3210
			JM5F1	184
			JU5F1	344
			JY5F1	72
			KM5F1	225
			KW5F1	193
			KY5F1	304
			LM5F1	192
			LU5F1	859
			LY5F1	68
			MM5F1	272
			MW5F1	273
			MY5F1	299
			RM5F1	15429
			RU5F1	2866
			RY5F1	11885
			SM5F1	19
			SY5F1	332
			TM5F1	237
TY5F1	590			
UM5F1	11444			
UW5F1	15350			
UY5F1	13923			

**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.

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.

**Warranty Enhancement 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.*

**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](http://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.

SAMPLE