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Product Quality and Service Support, Quality Compliance
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To: All Toyota Dealers
From: Product Support Division

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

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 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 an owner and require immediate repair.

- Toyota will begin to notify owners in early May 2013.
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, etc.) has been posted on TIS.
- *Please refer to TIS for vehicle applicability and additional information.*

Customer and Media Contacts

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- *In the event you are contacted by the News media*, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



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

Frequently Asked Questions

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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.

