



PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
Number: TC14-034
Date: 7/31/2014
 Action
 Retain
 Information

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,
Group Vice President, Product Quality & Service Support

Subject: Warranty Enhancement Program – ZE2
Certain 2007-2011 MY Sienna
Certain 2008-2011 MY Highlander
Certain 2011 MY Highlander Hybrid
Certain 2009-2011 MY Venza
Extension of Warranty Coverage for Engine Oil Cooler Pipe Seep/Leak

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related a leaking or seeping Engine Oil Cooler Pipe.

In these vehicles, Toyota has received some reports where vehicles can experience an oil leak or seep from the Engine Oil Cooler Pipe.

Although the Engine Oil Cooler Pipe is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related a leaking or seeping Engine Oil Cooler Pipe.

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

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in early August, 2014.

2. **Owner Notification Mailing Date**

The owner notification will commence in mid-August, 2014 and will be mailed over several months. We have attached a sample owner letter for your reference.

3. **Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to a leaking or seeping Engine Oil Cooler Pipe. If the condition is verified, the vehicle will be repaired with a new Engine Oil Cooler Pipe under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until January 31, 2016 with no mileage limitation.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

4. Number of Vehicles Covered

There are approximately 533,500 Vehicles covered by this Warranty Enhancement Program.

5. Region/District Summary Reports

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports, as this is not a Recall or Special/Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
Field Product Engineers