



Service Consultant Reference Guide - Warranty Enhancement Program ZET – Engine Oil Consumption



Background

Toyota is preparing a Warranty Enhancement Program to extend warranty coverage to address customer complaints of Excessive Engine Oil Consumption on certain vehicles equipped with 2AZ Engine.

This warranty Enhancement Program is being launched in two phases due to current part production capacity limitations. The first owner notification letter will advise customers that they may seek reimbursement consideration for previous repair costs related to excessive engine oil consumption. The letter will also inform customers that Toyota is unable to support part replacement for Engine Oil Consumption at this time. Additionally, owners will be advised that if they believe their vehicle has excessive engine oil consumption, they can contact an authorized Toyota dealer to have the engine oil consumption test performed to determine if they will be eligible for future part replacement once sufficient parts are available.

Phase	Description	Tentative Schedule
1	Reimbursement Only	Mid-December, 2014
2	Part Replacement for Excessive Engine Oil Consumption	Late Spring, 2015

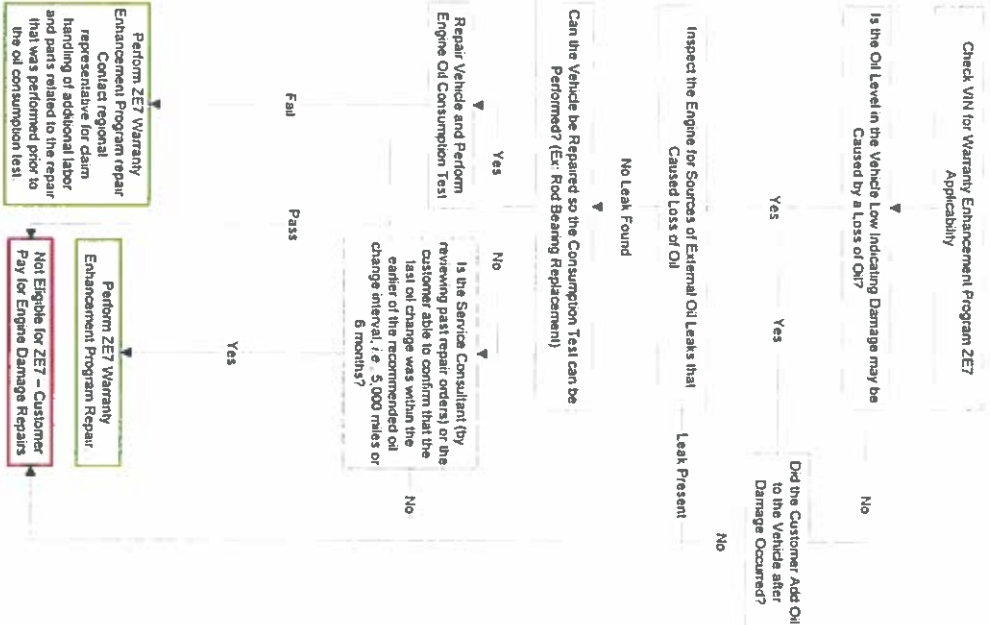
Program Coverage

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the Vehicle's New Vehicle Limited Warranty for part replacement related to Excessive Engine Oil Consumption. If the condition is verified, necessary parts will be replaced in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

- The Primary Coverage offers warranty enhancement until October 31, 2016, regardless of mileage
- 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.

Model	Oil Type	Qty.	Oil Change Interval
Camry	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
Camry Hybrid	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
Camry Solara	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.0 qt	5,000/6 months
Corolla	0W-20 or 5W-20	4.0 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
RAV4	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.0 qt	5,000/6 months
Scion IC	0W-20 or 5W-20	4.0 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months
Scion XB	0W-20 or 5W-20	4.5 qt	5,000/6 months
	0W-20 or 5W-20	4.5 qt	5,000/6 months

Handling of vehicles that arrive with engine damage and there has not been an oil consumption test performed.



Frequently Asked Questions

- Q1: I had the oil consumption test indicated, however when I returned to the dealer I was out of the specified range, can I have another test performed?
- A1: Another oil consumption test can be requested after 5,000 miles or 6 months has passed since the first test was completed if the vehicle is still within the terms and conditions of the warranty enhancement program.
- Q1A: What if I want the second test performed before 6 months or 5,000 miles?
- A1A: If you elect to immediately have another test performed, and not wait the required time, the cost of the test would be your responsibility.
- Q2: Do I need to return to the same dealership to have the results of the consumption test confirmed?
- A2: Yes, we ask that you return to the same dealership to have the second portion of your test completed.
- Q3: My vehicle failed the oil consumption test, when can it be repaired?
- A3: The parts for the Warranty Enhancement repair are not yet available, you will receive a second notification when parts become available and the necessary work can be performed. In the meantime since your vehicle is consuming oil, please be sure to check the oil level on a regular basis as recommended in your vehicle's Owner's Manual and top off the vehicle as necessary. If engine damage occurs while you are awaiting the parts for the Warranty Enhancement repair because the engine oil in your vehicle was depleted, the engine damage will not be covered by Toyota.
- Q4: If my vehicle has been confirmed to exhibit excessive oil consumption, will I be reimbursed for the OIL I have to add until the repair can be performed under the parts replacement portion of the Warranty Enhancement program?
- A4: Yes, if your vehicle has been confirmed to exhibit excessive oil consumption and you are awaiting parts, please follow the reimbursement instructions in the owner letter for oil added to the vehicle until the repair is performed.
- Q5: My Vehicle currently has engine damage and requires repair before I can have the test performed, will Toyota cover the cost?
- A5: Repair coverage under this program is dependent on the result of the dealer performed engine oil consumption test. At this time it has not been determined if your vehicle's engine damage is a result of excessive engine oil consumption. If your vehicle can be repaired so the engine oil consumption test can be performed, you will be asked to cover the cost of the repair. Following the repair, the dealer will indicate the engine oil consumption test. If it is determined your vehicle has excessive engine oil consumption the Warranty Enhancement Program repair will be performed at no charge to you. Additionally the cost you incurred to repair the vehicle so the test could be performed will be reimbursable.
- Q6: Can I have a rental vehicle until the repair can be performed?
- A6: A confirmed diagnosis of an excessive oil consumption issue by a dealer does not pose any safety concerns. Therefore, you may continue to drive your vehicle until the engine oil consumption issue can be addressed. Please be sure to check the oil level frequently as recommended in your vehicle's Owner's Manual and add engine oil as needed.
- Q7: Are there any special circumstances when I can have a rental vehicle?
- A7: Toyota reserves the use of rental vehicles for customer who drive extensive distances in a short period of time or vehicles that have severe engine oil consumption condition which would require immediate repair. All rental considerations are to be reviewed by a regional representative prior to authorization. If approved, on a limited case by case basis Toyota will provide a rental vehicle free of charge until the repair can be performed.

Note: Additional FAQ information can be found in the Dealer and Owner FAQ on TIS.

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Product Quality and Service Support, Quality Compliance
March 5, 2015
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Warranty Enhancement Program – ZET7
Part Status and Customer Reference Handling Guide

Toyota recently released revisions to the Technical Service Bulletins included in this program (T-SB-0094-11 and S-SB-0024). These revisions include new kit part numbers. Toyota will not be releasing these kit part numbers for vehicles which require repair until phase 2 of Warranty Enhancement Program ZET7 is announced. In the meantime, we anticipate you may receive customer inquiries related to this program and the timing when repairs can be performed. In order to assist with customer handling until Phase 2 (repair Phase) is announced we have attached a newly developed reference guide. Please review this guide along with the previously provided FAQ to respond to customer inquiries. Laminated hard copies of this guide will be sent to your dealership service manager in the near future.

Thank you for your support.