

## Background

Toyota has launched 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 was launched in two phases:

**Phase 1 Reimbursement/Oil Consumption Testing:** Launched Mid-December, 2014 allowed customers to seek reimbursement consideration for past repairs to address engine oil consumption. In addition the owner was advised to contact an authorized Toyota dealership to have an engine oil consumption test performed if they believed their vehicle had an engine oil consumption concern. If eligible, depending on the results of the dealer performed engine oil consumption test, owners could seek part replacement under phase 2.

**Phase 2: Parts Replacement:** Launched in Mid-May 2015, allows a customer to seek part replacement under this Warranty Enhancement Program to address concerns of excessive engine oil consumption. Eligibility for parts replacement is dependent on the results of a dealer performed engine oil consumption test in accordance with T-SB-00158-14 (Toyota) and S-SB-0031-14 (Scion).

## 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.

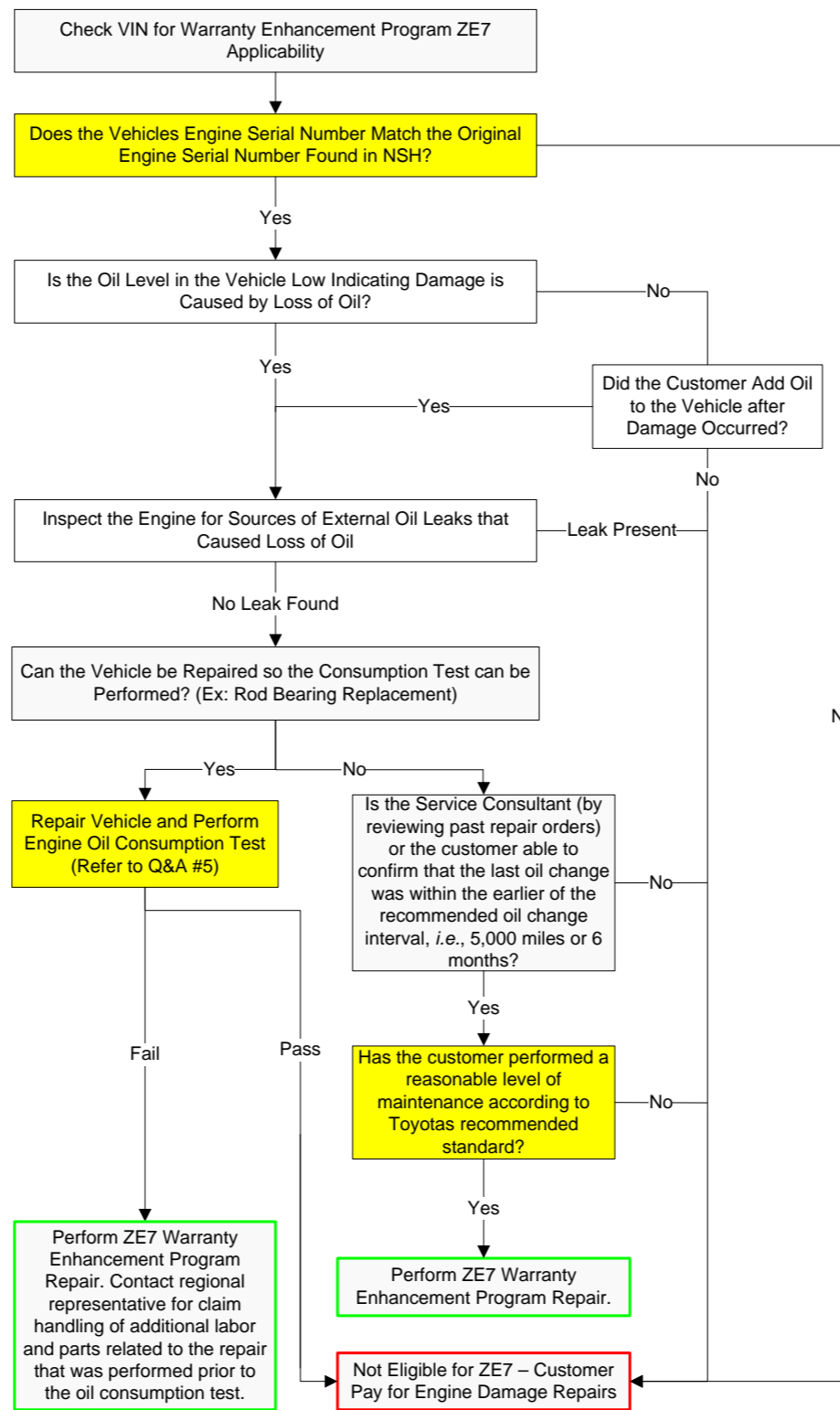
- The **Primary Coverage** offers warranty enhancement until October 31, 2016, regardless of mileage.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

*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.*

## Model Applicability and Oil Change Interval Reference Table

Model	Model Year	Oil Type	Qty.	Oil Change Interval
Camry	2007-2009	0W-20 or 5W-20	4.5 qt	5,000/6 months
Camry Hybrid	2007-2011	0W-20 or 5W-20	4.5 qt	5,000/6 months
Camry Solara	2007-2008	0W-20 or 5W-20	4.5 qt	5,000/6 months
Corolla	2009-2011	0W-20 or 5W-20	4.0 qt	5,000/6 months
Corolla Matrix	2009-2013	0W-20 or 5W-20	4.0 qt	5,000/6 months
RAV4	2006-2008	0W-20 or 5W-20	4.5 qt	5,000/6 months
Scion tC	2007-2010	0W-20 or 5W-20	4.0 qt	5,000/6 months
Scion xB	2008-2015	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 initiated, 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 lapsed 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 your vehicles 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 initiate 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 distance 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.*



## Warranty Enhancement Program – ZE7 (*Phase 2 – Parts Replacement Available*)

Certain 2007-2009 Camry

Certain 2007-2011 Camry Hybrid

Certain 2007-2008 Camry Solara

Certain 2009-2011 Corolla

Certain 2009-2013 Corolla Matrix

Certain 2006-2008 RAV4

Certain 2007-2010 Scion tC

Certain 2008-2015 Scion xB

### Extension of Warranty Coverage for 2AZ Engine Oil Consumption

#### BACKGROUND

As part of our continual efforts to ensure the best in customer satisfaction, Toyota has announced a Warranty Enhancement Program to extend warranty coverage to address customer complaints of Excessive Engine Oil Consumption on Certain 2007-2009 Camry, Certain 2007-2011 Camry Hybrid, Certain 2007-2008 Camry Solara, Certain 2009-2011 Corolla, Certain 2009-2013 Corolla Matrix, Certain 2006-2008 RAV4, Certain 2007-2010 Scion tC, and Certain 2008-2015 Scion xB, vehicles equipped with a 2AZ engine.

#### **Q1: What is the condition?**

A1: In these vehicles, Toyota has received some reports where vehicles may exhibit excessive engine oil consumption.

Although the Engine is covered by Toyota's New Vehicle Limited Warranty for 5 years or 60,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for parts replacement related to excessive oil consumption\*.

\*Eligibility for this warranty work is dependent on the results of a dealer performed engine oil consumption test.

#### **Q2: What is Toyota going to do?**

A2: Toyota has been preparing additional parts and is now announcing Phase 2, parts replacement, for this Warranty Enhancement Program. Owners of vehicles covered by this Warranty Enhancement Program will receive a second owner notification letter via first class mail starting in Mid-May, 2015. The owner notification letter will be mailed over a 6 month period, consistent with parts availability and repair capacity.

If the owner states he/she is experiencing the described condition they should be advised to contact a local authorized Toyota dealer to have an engine oil consumption test performed to determine eligibility for parts replacement. If eligible, the dealer will perform parts replacement in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

#### **Q2a: What is involved in the oil consumption test?**

A2a: Any authorized Toyota dealership will check the oil level in your vehicle and fill the engine to the maximum level. The dealership will then seal the system and request that you return to the same dealership in 1100-1300 Miles. Upon return, the dealer will confirm how much oil the vehicle has consumed. If the quantity consumed is in excess of the amount specified in the technical service bulletin, your vehicle will be eligible for parts replacement.

##### Notes:

- If there is evidence of tampering with the sealed system the test will be void.
- If your vehicle has oil leaks when the test is requested, they will need to be addressed before the oil consumption test can be initiated. The cost to cover these repairs would be your responsibility.

**Q2b: Is oil consumption normal?**

A2b: As noted in the owner's manual, it is normal for the engine to consume some oil during operation. Oil is used to continually lubricate and cool internal engine components during operation. Trace amounts of oil are present in the combustion chamber during the combustion process; therefore a small amount of oil is consumed during normal operation. By performing an oil consumption test, an authorized Toyota Dealership will be able to determine whether a vehicle is eligible for parts replacement under this warranty enhancement program for an excessive Engine Oil Consumption issue.

**Q3: Which vehicles are covered by this Warranty Enhancement Program?**

A3: There are approximately 1,919,500 vehicles covered by this Warranty Extension.

Model	Model Year	Appx. UIO	Production Period
Camry	Certain 2007-2009	980,200	Early October, 2005 through Mid-March, 2009
Camry Hybrid	Certain 2007-2011	177,600	Early October, 2005 through Late July 2011
Camry Solara	Certain 2007-2008	14,400	Late November 2005 through Early September, 2008
Corolla	Certain 2009-2011	7,700	Early January, 2008 through Mid-November, 2011
Corolla Matrix	Certain 2009-2013	38,300	Early January, 2008 through Mid-June, 2013
RAV4	Certain 2006-2008	327,500	Early September, 2005 through Early August, 2008
Scion tC	Certain 2007-2010	178,300	Early February, 2006 through Late July, 2010
Scion xB	Certain 2008-2015	195,500	Mid-January, 2007 through Early January, 2015

**Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?**

A3a: Yes, this program also covers certain 2010-2012 Model Year Lexus HS250h vehicles.

**Q4: What are the details of this coverage?**

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for parts replacement related to Excessive Engine Oil Consumption. If the condition is verified, warranty work will be performed 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.

*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.*

**Q4a: Does this Program apply to vehicles with replacement engines?**

A4a: This warranty enhancement provides coverage for the originally equipped engine. Prior to performing any repairs, the dealership will verify the serial number on the engine matches the original engine serial number for that VIN. Vehicles that received a genuine Toyota short block replacement that is pre counter measures on a prior repair are still eligible for this program.

**Q5: What should I do if I believe my vehicle has excessive engine oil consumption?**

A5: If you believe your vehicle has excessive engine oil consumption, please contact any authorized Toyota dealer to have an Engine Oil Consumption test performed. If the vehicle is found to be consuming excessive oil, it will be eligible for parts replacement under the terms of this warranty enhancement program.

**Q5a: What if a dealer performs the engine oil consumption test and the vehicle does not qualify for warranty work?**

A5a: Any authorized Toyota Dealership will perform an engine oil consumption test at **no charge** to you to determine if the vehicle is eligible for parts replacement under this warranty enhancement program. The test will be performed free of charge regardless of the results.

**Q5b: If the vehicle passes the oil consumption test how often can I have the vehicle re-checked?**

A5b: If the vehicle does not qualify for warranty work based upon the oil consumption test performed following notification of this Warranty Enhancement Program, one additional oil consumption test can be requested (free of charge under the Program) after 6 months or 5,000 miles has lapsed if the vehicle is still within the terms and conditions of the warranty enhancement program.

**Q5c: Will Toyota pay for my oil change?**

A5c: No. If your vehicle requires an oil change (based upon mileage or time) when you request to have the oil consumption test performed, the cost of the oil change will be your responsibility. If the vehicle is within the terms of this warranty enhancement program and requires the addition of oil to perform the oil consumption test procedure, it will be provided free of charge.

**Q6: Will this condition illuminate a Malfunction Indicator Lamp?**

A6: If this condition occurs the vehicle will not illuminate a check engine light or set a diagnostic trouble code due to consumption of oil. As noted in the owner's manual, the oil level should be checked and maintained on a regular basis using the engine oil dipstick to measure oil levels.

**Q7: What if an owner has NOT experienced this condition but would like to have the parts replaced?**

A7: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owner's Warranty Information Booklet for future reference.

**Q8: How long will the warranty work take?**

A8: If the condition is present on the vehicle, the warranty work will take approximately 2 days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental vehicle will be provided for the time period necessary to complete the warranty work.

**Q9: What if a customer has previously paid for repairs on their vehicle?**

A9: Owners that have previously paid for repairs to address excessive engine oil consumption should refer to the owner letter for reimbursement consideration instructions.

**Q10: What if an owner has additional questions or concerns?**

A10: 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 to 4:00 pm Pacific Time