

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals,
Service Managers, Parts Managers

Subject: Warranty Enhancement Program – ZE7
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

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.

Toyota is now announcing the part replacement phase of Warranty Enhancement Program ZE7 for vehicles exhibiting excessive engine oil consumption. Eligibility for part replacement under this Warranty Enhancement Program is dependent on a Toyota dealer performed engine oil consumption test in accordance with T-SB-00158-14(Toyota) and S-SB-0031-14 (Scion).

Phase	Description	Release Dates
1	Reimbursement Only	Mid-December, 2014
2	Part Replacement for Excessive Engine Oil Consumption	Now Available (Mid-May, 2015)

The following important information is provided to advise you and your associates of the program notification schedule and the degree of your involvement. Additionally, an FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

1. **Owner Notification Mailing Date**

The Phase 2 owner notification will commence in Mid-May, 2015. The owner notification letter will be mailed over a 6 month period. We have attached a sample owner letter for your reference.

The Phase 2 owner notification letter will advise customers that Toyota is now performing parts replacement for vehicles that have been confirmed to have an excessive engine oil consumption condition based upon the testing procedure in the applicable TSB.

2. Warranty Enhancement Program Details

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.

3. Number and Identification of covered Vehicles

There are approximately 1,919,500 vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-12) for identification of vehicles covered by this Warranty Extension.

4. Warranty Claim Processing Instructions

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-12) for warranty claim processing instructions. *All parts replaced are subject to warranty parts recovery.*

5. Oil Consumption Testing and Documentation

Dealers will need to perform an engine oil consumption test to determine eligibility for part replacement. Please refer to the following TSB for testing procedure:

- Procedures for the Oil Consumption Test can be found in T-SB-0158-14 (Toyota)
- Procedures for the Oil Consumption Test can be found in S-SB-0031-14 (Scion)

Please note the above TSB and related Oil Consumption Test Sheet will be required for claim submission and warranty authorization.

6. Technical Instructions (Part Replacement Procedures)

- Technical Instructions for Toyota vehicles can be found in T-SB-0094-11
- Technical Instructions for Scion vehicles can be found in S-SB-0024-11

7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. To ensure that all vehicles have the repair performed correctly; technicians performing this Warranty Enhancement Program repair are required to currently hold at least one of the following certification levels:

- **Engine Certified**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

8. Parts Ordering

As this is an extension of the warranty, most customers will only request reimbursement from TMS for part replacements. Dealers should not increase their stock of parts. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL14-12 for detailed parts ordering information.

Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK. 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.

TOYOTA						
Parts Allocation Report						

SAMPLE TOYOTA of HOWARI						
<p>The below matrix provides information for parts managed by HAPO Dealer Ordering Solution (TOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from HAPO suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in stock availability as well as in transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DQS parts.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p>						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Quantity	Total Allocation Quantity	Total Allocation Quantity	Effective Date

9. 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 Warranty Extension.

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.



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.

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

WARRANTY ENHANCEMENT NOTIFICATION – ZE7

Re: <VIN>

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. You previously received notice regarding an extension to portions of your Toyota New Vehicle Limited Warranty to address concerns of excessive engine oil consumption. Toyota has completed parts preparations for vehicles that qualify for parts replacement based upon the results of a confirmed engine oil consumption test.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for replacement of parts 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.

*Please see your local Toyota dealer for additional details

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

What should you do?

If your authorized Toyota dealership has determined your vehicle is eligible for parts replacement based upon the results of the engine oil consumption test, you can now contact your local authorized Toyota dealership to schedule an appointment to have parts replacement performed. If you have not had an engine oil consumption test performed but believe your vehicle has an excessive engine oil consumption concern please contact your local authorized Toyota dealership to have the oil consumption test performed.

If you have not experienced the condition described, there is no action necessary at this time.

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/#login. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address an excessive oil consumption condition, 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, USA, Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

Please read the Customer Frequently Asked Questionnaire included with this letter to help answer any additional question you may have.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

Q1: Is this a recall?

A1: No. This is not a recall. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter.

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: What should I do if I believe my vehicle has excessive engine oil consumption?

A4: 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 consume excessive oil, it will be eligible for parts replacement under the terms of this Warranty Enhancement Program.

Q4a: What is involved in the oil consumption test?

A4a: 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.

Q4b: What if a dealer performs the engine oil consumption test and my vehicle does not qualify for warranty work?

A4b: 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.

Q4c: If my vehicle passes the oil consumption test how often can I have my vehicle re-checked?

A4c: 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.

Q4d: Will Toyota pay for my oil change?

A4d: 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.

Q5: Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?

A5: 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.

Q6: Is oil consumption normal?

A6: 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 oil consumption issue.

Q7: How long will the warranty work take?

A7: If the condition is present on your 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.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Assistance 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.

DISTRIBUTE TO:

- Service Manager
- Warranty Administrator

**TOYOTA****Warranty Policy Bulletin**

No.: POL14-12

Date: 12/16/14

Page: 1 of 6

REVISED 5/19/15

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE7) PHASE 2:
WARRANTY EXTENSION FOR EXCESSIVE ENGINE OIL
CONSUMPTION FOR THE FOLLOWING VEHICLES:**

- **CERTAIN 2007-2009 MY CAMRY**
- **CERTAIN 2007-2011 MY CAMRY HYBRID**
- **CERTAIN 2007-2008 MY CAMRY SOLARA**
- **CERTAIN 2009-2011 MY COROLLA**
- **CERTAIN 2009-2013 MY COROLLA MATRIX**
- **CERTAIN 2006-2008 MY RAV4**
- **CERTAIN 2007-2010 MY SCION TC**
- **CERTAIN 2008-2015 MY SCION XB**

Background

Toyota has received some reports where vehicles may exhibit excessive engine oil consumption.

Toyota is now announcing the part replacement phase of Warranty Enhancement Program ZE7 for vehicles exhibiting excessive engine oil consumption.

Applicability

The engine is covered under the Toyota New Vehicle Limited Warranty for 5 years from the date of first use or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover warranty work for parts replacement to address excessive engine oil consumption*.

***NOTE: Eligibility for parts replacement under this Warranty Enhancement Program is dependent on the results of a dealer performed engine oil consumption test.**

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

Applicability (Continued)

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

After the Primary Coverage expires, the Secondary Coverage is applicable for ten (10) years from the date of first use or 150,000 miles, whichever occurs first.

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all the terms and conditions set forth in the Toyota New Vehicle Limited Warranty, as detailed in Toyota Warranty Policies [4.1](#) and [4.17](#). For example, improper maintenance, lack of required maintenance, the use of fluids other than those specified in the Warranty and Maintenance Guide, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy [4.17](#), "What Is Not Covered by the Toyota New Vehicle Limited Warranty".

Covered Vehicles

Not all vehicles within the specified model years are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Oil Consumption Testing and Documentation

Dealers will need to perform an engine oil consumption test to determine eligibility for part replacement.

Procedures for the oil consumption test can be found in [T-SB-0158-14](#) (Toyota) and [S-SB-0031-14](#) (Scion).

IMPORTANT: All warranty claims submitted will require oil consumption test documentation. The completed technician sign off sheet, provided in the TSB, must be attached to the claim.

Oil Consumption Testing and Documentation (Continued)

If the vehicle does not qualify for warranty work based upon the oil consumption test performed, one (1) additional oil consumption test can be performed (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. A maximum of two (2) engine oil consumption tests will be performed free of charge under this Warranty Enhancement Program.

Claim Submission

Claim Type	Opcode	Model	Description	Labor Time	OFF
Repair Program	ZE7INS*	ALL	Initiate Oil Consumption Test at Customer Request	0.0 hr./vehicle	N/A
	AHGC3B	ALL	Performed Oil Consumption Test – PASS – NOT ELIGIBLE	0.6 hr./vehicle	
	AHGC3C	Camry	Perform Oil Consumption Test – Result Fail – Perform TSB Repair	15.4 hr./vehicle	13211-#####
	AHGC3D	Camry HV		16.1 hr./vehicle	
	AHGC3E	Corolla		14.8 hr./vehicle	
	AHGC3F	Matrix 2WD		14.8 hr./vehicle	
	AHGC3G	Matrix 4WD		15.3 hr./vehicle	
	AHGC3H	RAV4 2WD		16.2 hr./vehicle	
	AHGC3J	RAV4 4WD		16.9 hr./vehicle	
	AHGC3K	Solara		16.9 hr./vehicle	
	AHGC3L	Scion tC		17.2 hr./vehicle	
	AHGC3M	Scion xB		16.5 hr./vehicle	
	AHGC3P	Camry	Previously Performed Oil Consumption Test Under Phase 1 -- Result Fail – Perform TSB Repair	14.8 hr./vehicle	
	AHGC3Q	Camry HV		15.5 hr./vehicle	
	AHGC3R	Corolla		14.2 hr./vehicle	
	AHGC3S	Matrix 2WD		14.2 hr./vehicle	
	AHGC3T	Matrix 4WD		14.7 hr./vehicle	
	AHGC3U	RAV4 2WD		15.6 hr./vehicle	
	AHGC3V	RAV4 4WD		16.3 hr./vehicle	
	AHGC3W	Solara		16.3 hr./vehicle	
AHGC3X	Scion tC	16.6 hr./vehicle			
AHGC3Y	Scion xB	15.9 hr./vehicle			

- Dealers must attach the technician sign off sheet, provided in the TSB, to the warranty claim.
- * Opcode “ZE7INS” is provided for claim submission to close out the R.O. when initiating the Oil Consumption Test. After the customer returns, the cost for completion of the Oil Consumption Test will be submitted with Opcode “AHGC3#” depending on the test results.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a Regular warranty claim.

Sublet Submission

The Total cost for Engine Oil, Super Long Life Coolant, FIPG, Three bond 1324, Brake Cleaner and Plastigage should be claimed as sublet type "OF" per the following:

Model	ALL	Camry, Camry HV, RAV4, Solara, Scion xB	Corolla, Matrix, Scion tC	Camry, Camry HV, RAV4, Solara, Scion xB	Corolla, Matrix, Scion tC
Op Code	AHGC3B	AHGC3C/ D/H/J/M	AHGC3E/F/ G/L	AHGC3 P/Q/UV /W/Y	AHGC3 R/S/T/X
Actual Cost of Engine Oil Consumption Testing with 0W-20 Engine Oil (PN: 00279-0WQTE-01) up to 3 Quarts (Dealers must use quart bottles for testing. Bulk oil is not authorized for this operation.)		\$23.00		N/A	N/A
Actual Cost of Engine Oil Consumption Testing with 5W-20 Engine Oil (PN: 00279-1QT20-01) up to 3 Quarts (Dealers must use quart bottles for testing. Bulk oil is not authorized for this operation.)		\$14.00		N/A	N/A
Qty. of Oil Required for Replenishment After Repair	N/A	4.5 QT	4.0 QT	4.5 QT	4.0 QT
Actual Cost of Engine Oil Per Vehicle for Refill After Repair 0W-20 (Bulk Oil)	N/A	\$19.25	\$17.15	\$19.25	\$17.15
Actual Cost of Engine Oil Per Vehicle for Refill After Repair 5W-20 (Bulk Oil)	N/A	\$13.25	\$11.75	\$13.25	\$11.75
Actual Cost of Replenishment Super Long Life Coolant (SLLC) After Repair	N/A	\$34.30	\$34.30	\$34.30	\$34.30
FIPG (Seal Packing 103) PN: 00295-00103	N/A	\$11.75	\$11.75	\$11.75	\$11.75
Three Bond 1324 or Equivalent	N/A	\$6.00	\$6.00	\$6.00	\$6.00
Plastigage – Green (As Needed)	N/A	\$3.00	\$3.00	\$3.00	\$3.00
Brake Cleaner	N/A	\$12.50	\$12.50	\$12.50	\$12.50
Total Sublet Cost with 0W-20	\$23.00	\$109.80	\$107.70	\$86.80	\$84.70
Or					
Total Sublet Cost with 5W-20	\$14.00	\$94.80	\$93.30	\$80.80	\$79.30

Rental

A customer rental vehicle is available for 3 days through the Toyota Rent-A-Car (TRAC) program while the dealer performs the repair. Claim sublet type "RT" under Op Code AHGC3C through AHGC3Y at a maximum cost of \$35.00 per day.

In the rare case a Rental Car was provided to a customer during Phase 1 (the Reimbursement phase) the dealer can claim the actual used rental days as sublet type "RT" under Op Codes AHGC3C to AHGC3Y. Rental submission for these cases will require District Service Parts Manager (DSPM) Authorization.

Short Block Claim Filing

Vehicles requiring a short block replacement will utilize the appropriate op code from the table above, AHGC3#.

All warranty claim submissions utilizing a short block will **require** an authorized case documented through the TAS hotline. Dealer must include the TAS case number on the claim when processing, any warranty claims for short block that do not include a TAS case authorizing short block replacement will be **denied**.

Important Note: For vehicles that experienced engine failure and require additional parts beyond the short block and TSB parts the TAS case will need to be updated with further information describing the extent of damage. Please include additional necessary replacement parts and pictures that justify the part replacement. This information will be used by the warranty department for warranty claim review.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Model	Part Number	Part Name	Qty.	Applicable TSB
Camry	04004-11228	REPAIR KIT, PISTON RING	1	T-SB-0094-11 (Toyota) S-SB-0024-11 (Scion)
Camry HV	04004-11428			
Corolla	04004-11628			
Matrix	04004-11728			
RAV4	04004-11828			
Solara	04004-12228			
Scion tC	04004-11928			
Scion xB	04004-12128			
ALL	90915-YZZF1	FILTER, OIL	1	
ALL (Except Camry HV)	04004-79128-A0	PISTON	*	
	04004-79128-B0		*	
	04004-79128-C0		*	
Camry HV	13211-28150-A0		*	
	13211-28150-B0		*	
	13211-28150-C0		*	
Camry (PZEV Only)	17177-28040	GASKET, INTAKE MANIFOLD TO HEAD	1	
	17171-28020	GASKET, INTAKE MANIFOLD TO EXHAUST MANIFOLD INTAKE RUNNER	1	

*Refer to Repair Procedure in the TSB prior to ordering pistons to ensure the correct size is ordered.

Additional Parts (As Needed)

Model	Part Number	Part Name	Qty	Applicable TSB
ALL	13251-0H030-A0	PIN, PISTON	** (AS Needed)	T-SB-0094-11 (Toyota) S-SB-0024-11 (Scion)
	13251-0H030-B0			
	13251-0H030-C0			
	13201-09790-A0	ROD SUB-ASSY, CONNECTING	** (AS Needed)	
	13201-09790-B0			
	13201-09790-C0			
	13201-29686-A0			
	13201-29686-B0			
	13201-29686-C0			
	13281-0H031-01	BEARING, CONNECTING ROD	**(8 As Needed)	
	13281-0H031-02			
	13281-0H031-03			

** If Needed, Refer to Repair Procedure in TSB prior to ordering to ensure the correct size is ordered.

Short Block Parts (Special Authorization Required)

All replacement short block assemblies have been placed on Manual Allocation Control (MAC). If the dealer determines a short block is required, authorization through the TAS hotline will be required. Please refer to the Short Block Release Authorization flow chart for additional procedure information. If determined appropriate one of the following parts should be ordered:

Model	Part Number	Description	Qty
Camry	11400-28510	BLOCK ASSY, SHORT	1 (As Needed)
Solara			
Corolla			
Corolla Matrix			
RAV4			
Scion tC			
Camry HV	11400-28471		
Scion xB	11400-0H151		

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for repair to address excessive engine oil consumption, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership* to the following address for reimbursement consideration:

**Toyota Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 6-8 weeks for processing.

*Please refer to the Reimbursement Checklist attached to the sample owner letter for required documentation details.



Short Block Release Authorization Flow Chart

TAS Case Documentation Requirements:

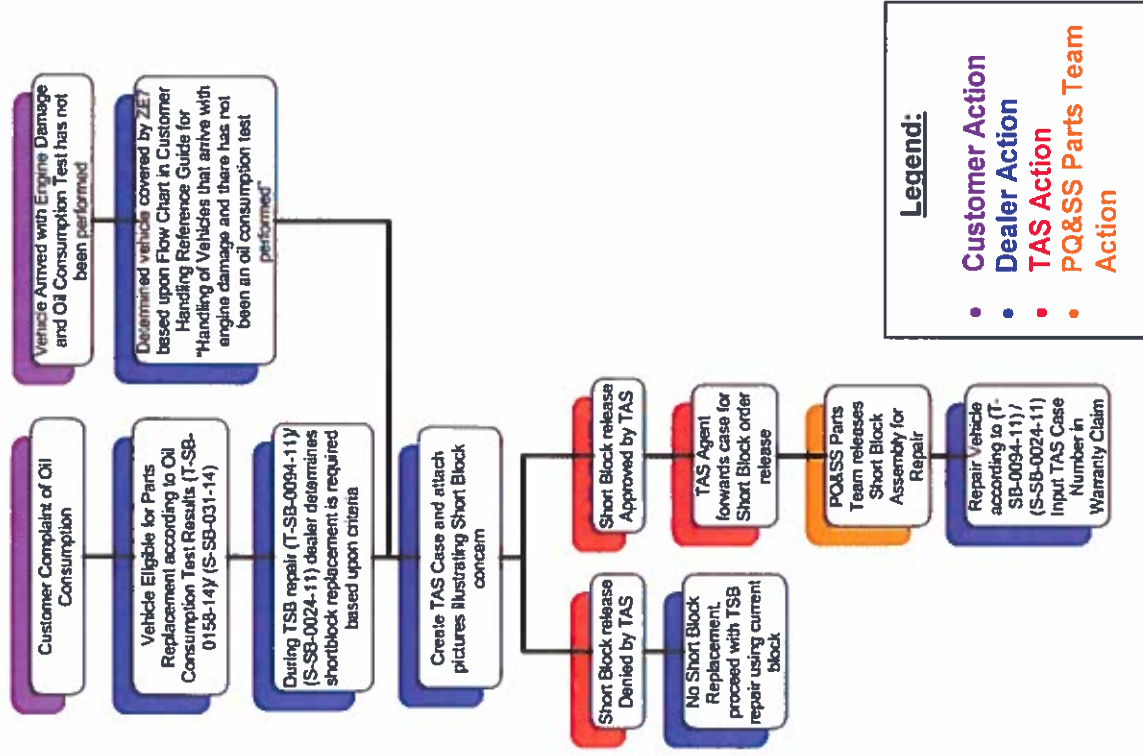
- Include a good call back number
- Include this statement in the Condition Log **“Warranty Enhancement Program ZE7 – Request for Short Block”**
- Brief explanation of concern/reason for short block replacement (examples below)
 - Loss of Cross Hatch Pattern
 - Vertical Scoring of Cylinder Walls
 - Rod through block, etc
- Attach clear pictures illustrating concern with the block
- Attach a picture of the vehicle VIN plate.
- Engine Serial Number
- Leave the TAS cases status as open

Submit the completed case in TAS; allow 2 hours for TAS to review the case. After 2 hours of time, check the TAS case for status. If a decision has been made to replace the short block the case will be marked closed.

If the request for short block is denied or additional information is required the case will be left open. Please refer to the condition log for further instructions.

Important Note: For vehicles that experienced engine failure and require additional parts beyond the short block and TSB parts the TAS case will need to be updated with further information describing the extent of damage. Please include additional necessary replacement parts and pictures that justify the part replacement. This information will be used by the warranty department for warranty claim authorization.

NOTE: TAS hours of operation are 5:00 A.M to 5:00 P.M. PST Monday through Friday. Contact number: 1-855-716-7676



Legend:

- Customer Action
- Dealer Action
- TAS Action
- PQ&SS Parts Team Action



Service Consultant Reference Guide - Warranty Enhancement Program ZET7 - Engine Oil Consumption



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.

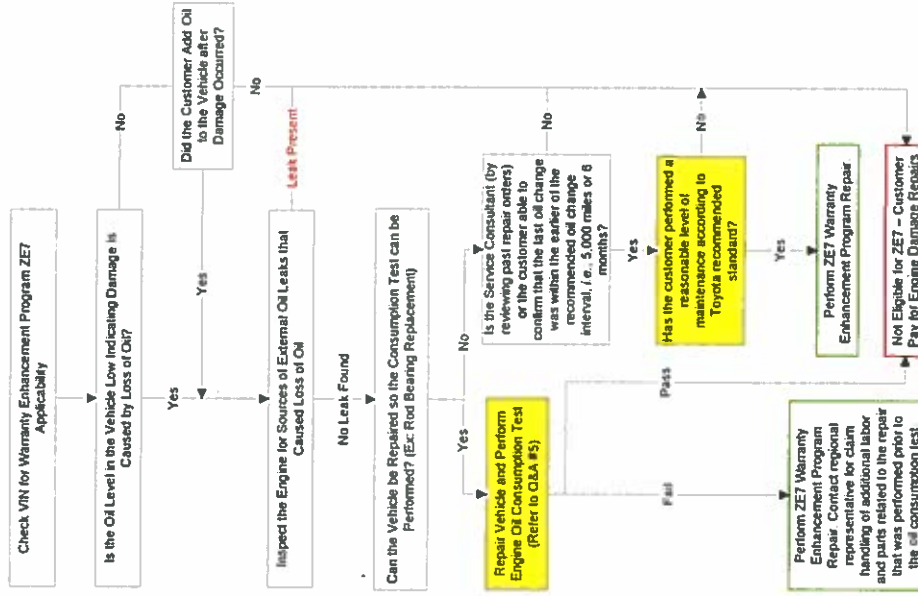
This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information Booklet. For example, damage from abuse, an accident, theft or other event is not 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	DW-20 or 5W-20	4.5 qt	5,000/6 months
Camry Hybrid	2007-2011	DW-20 or 5W-20	4.5 qt	5,000/6 months
Camry Solara	2007-2008	DW-20 or 5W-20	4.5 qt	5,000/6 months
Corolla	2009-2011	DW-20 or 5W-20	4.0 qt	5,000/6 months
Corolla Matrix	2009-2013	DW-20 or 5W-20	4.0 qt	5,000/6 months
RAV4	2008-2008	DW-20 or 5W-20	4.5 qt	5,000/6 months
Scion iC	2007-2010	DW-20 or 5W-20	4.0 qt	5,000/6 months
Scion xB	2008-2015	DW-20 or 5W-20	4.5 qt	5,000/6 months

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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 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 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 (fee of charge until the repair can be performed)

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

