

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
December 17, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Warranty Enhancement Program – ZE7
*****Tamper Evident Label/Inspection Label Update*****

Toyota recently released T-SB-0158-14 and S-SB-0031-14 to provide an inspection procedure and signoff sheet for excessive engine oil consumption testing on 2AZ engine models. The TSB references a Tamper Evident/Inspection Label that Toyota recommends for use during this procedure. Currently, the supplier noted in the TSB is unable to support dealer orders for this product. Toyota has placed a large bulk order of these labels and will be distributing a package containing approximately 20 tamper evident/inspection labels to your dealership. The shipment of labels is scheduled to arrive at your dealership the week of 12/22/2014. Toyota is currently working on making these labels available through the Material Distribution Center, and it is anticipated the labels will be available for dealer ordering through the MDC in late January, 2015. In the meantime, if you require additional Tamper Evident/Inspection Labels or Tape we recommend that you source a locally available alternative product.

We apologize for any inconvenience this may cause.


If you have questions please contact the quality compliance department at Quality_Compliance@toyota.com or call 310-468-5516

2AZ-FE Engine Oil Consumption Inspection Procedure

Service Category Engine/Hybrid System

Section Lubrication

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2007 – 2011	Camry HV	Engine(s): 2AZ VDS(s): BB3EK, BB46K
2007 – 2009	Camry	Engine(s): 2AZ VDS(s): BE46K
2009	Corolla	Engine(s): 2AZ VDS(s): BE40E
2009	Matrix	Engine(s): 2AZ VDS(s): GE40E, KE40E, LE40E
2006 – 2008	RAV4	Engine(s): 2AZ VDS(s): BD31V, BD32V, BD33V, BD34V, BD35V, ZD31V, ZD32V, ZD33V, ZD34V, ZD35V
2007 – 2008	Solara	Engine(s): 2AZ VDS(s): CE30P

Introduction

Some 2006 – 2011 model year vehicles equipped with 2AZ-FE or 2AZ-FXE engines may exhibit engine oil consumption. The piston assembly has been changed to minimize oil consumption. Use the Inspection Procedure in this bulletin to confirm this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

2AZ-FE Engine Oil Consumption Inspection Procedure

Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	QTY
ILSAC GF-4 Multi-grade SAE 0W-20 or 5W-20	3.0 U.S. qts (2.8 liters)
Paint Pen, Tamper Tape, Zip Ties or Equivalent (for indicating tampering)	As Needed

NOTE

Toyota recommends TydenBrooks™
55 x 20 mm KR Partial Residue Security Seals.
(Contact TydenBrooks™ at
<http://www.tydenbrooks.com> for ordering information.)



Production Change Information

This bulletin applies to:

- ALL 2007 – 2008 model year Solara vehicles.
- Vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	ENGINE	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
Camry	2AZ-FE	TMMK Line 1	4T1BE46K#9U402467
		TMMK Line 2	4T1BE46K#9U916988
		SIA	4T4BE46K#9R131092
		Tsutsumi	JTNBE46K#93174340
Camry HV	2AZ-FXE	TMMK	4T1BB##K#BU138556
		Tsutsumi	JTNBB##K#B3054292
Corolla	2AZ-FE	NUMMI	1NXBE40E#9Z087463
Matrix		TMMC	2T1BE40E#9C026707
		TMMC	2T1#E40E#9C010829
RAV4		Tahara	JTM#D3#V#85209466
		Shokki	JTM#D3#V#86088135

2AZ-FE Engine Oil Consumption Inspection Procedure

Inspection Procedure

NOTE

- In some cases, a P030# (cylinder # misfire detected) DTC may also be set as a result of oil consumption.
- This bulletin does NOT cover the cost of an oil change. If the vehicle is approaching Toyota recommended service interval mileage at the start of the test, recommend an oil change at customer cost to ensure valid test results.

Confirm Engine Oil Consumption Condition

1. Confirm customer complaint and request for Engine Oil Consumption Test.
2. Fill oil to "Full" mark shown on dipstick.
3. Mark the following locations to prevent/indicate tampering during the test.
 - Dipstick
 - Oil Drain Plug
 - Fill Cap
 - Oil Cooler Line
 - Oil Filter

HINT

Use paint pen, tamper tape, zip ties, or equivalent on locations specified above.

NOTE

Toyota recommends TydenBrooks™ 55 x 20 mm KR Partial Residue Security Seals, as shown in Figures 1 and 2.

2AZ-FE Engine Oil Consumption Inspection Procedure

Inspection Procedure

Confirm Engine Oil Consumption Condition (Continued)

Figure 1. Oil Pan with Tamper Tape Applied

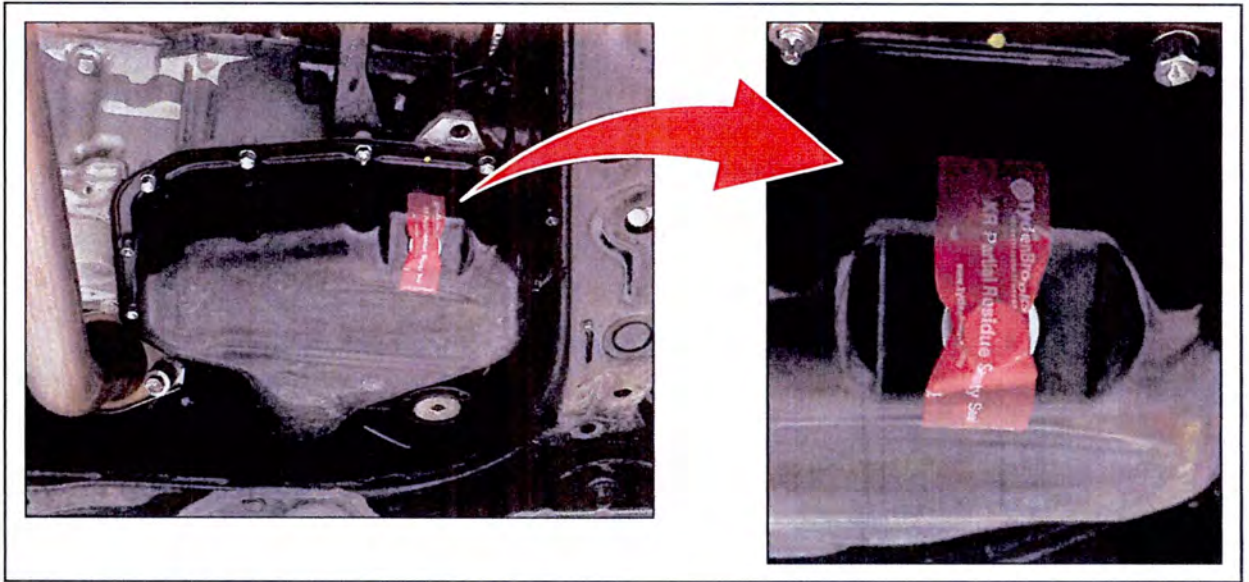


Figure 2. Indication of Tamper Tape Removal



2AZ-FE Engine Oil Consumption Inspection Procedure

Inspection Procedure

Confirm Engine Oil Consumption Condition (Continued)

- Complete Section A of the “*Engine Oil Consumption Test*” at the end of this bulletin.

NOTE

Attach the completed “*Engine Oil Consumption Test*” to Repair Order. It will be used later in the Inspection Procedure. This form will also be required for warranty submission.

- Return the vehicle to the customer advising them to return for inspection in 1100 – 1300 miles.

NOTE

Advise customer if they do NOT return inside the 1100 – 1300 mile range, the results will be void.

When Vehicle Returns after 1100 – 1300 Miles

- Check the dipstick to confirm oil level is NOT full.
 - If full, this bulletin does NOT apply. Return the vehicle to the customer.
 - If NOT full, proceed to step 2.
- Add 1 quart of oil from the quart container.

IMPORTANT

Fill engine with oil from 1 quart container to ensure accurate volume measurement.

- Start engine and warm up to operating temperature.
- Turn OFF the engine, and let the vehicle rest for 5 minutes.
- Check the dipstick to confirm oil level.
 - If **above** full, this bulletin does NOT apply. Drain to the “Full” level, remove any tamper tape residue from the vehicle, and return to the customer.
 - If **below** full, follow the repair procedure outlined in Service Bulletin No. T-SB-0094-11, “2AZ-FE Engine Oil Consumption.”
- Complete Section B of the “*Engine Oil Consumption Test*” at the end of this bulletin.

2AZ-FE Engine Oil Consumption Inspection Procedure

Engine Oil Consumption Test

COMPLETE AT TIME OF CUSTOMER COMPLAINT		CLICK HERE for Interactive Form	
VIN:			
Model:		Model Year:	

SECTION A: TESTING PROCEDURE PART 1				
1. Mileage of Vehicle:				
2. What was used to prevent/indicate tampering (paint pen, tamper tape, zip ties, etc.)?		4. Please indicate oil level on Dipstick below after filling to "Full."		
3. Please initial to indicate the following locations were marked to prevent/indicate tampering.				
a. Dipstick				
b. Oil Drain Plug				
c. Fill Cap				
d. Oil Cooler Line				
e. Oil Filter				
5. I certify that the above information in Section A of this form is accurate.				
Print Name:				
Signature:		Date:		
<p>NOTE Keep this form attached to Repair Order. Additional information will be needed (Section B) when the vehicle returns.</p>				

SECTION B: TESTING PROCEDURE PART 2				
1. Mileage of Vehicle:				
<p>NOTE If mileage difference between section A and B is NOT within 1100 – 1300 miles, test results are <i>void</i>.</p>				
2. Please initial to confirm the following locations were NOT tampered with.		3. After adding 1 quart oil to vehicle (from quart container) indicate oil level below.		
<p>NOTE If locations below appear to be tampered with, write "Void" in box.</p>				
a. Dipstick				
b. Oil Drain Plug				
c. Fill Cap				
d. Oil Cooler Line				
e. Oil Filter				
4. I certify that the above information in Section B of this form is accurate.				
Print Name:				
Signature:		Date:		