

TOYOTA**PRODUCT SUPPORT DIVISION****INTEROFFICE MEMORANDUM**

Volume: XIX
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 Date: 5/12/2014
 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 – ZE7 **(Phase 2 – Part 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

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 updated Phase 2 FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

1. **Dealer Letter Mailing Date**

The Phase 2 Dealer Letter will be sent to all Toyota dealers in Mid-May, 2015.

2. **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.

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 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.

4. **Number of Vehicles Covered**

There are approximately 1,919,500 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

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
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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.

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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 NOWHERE						
<p>The below matrix provides information for parts managed by NARPO Dealer Ordering Solution (DOS) 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 NARPO 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 DOS 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 Frequency	Total Allocation Shipped	Total Allocation Remaining	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.

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