

**DISTRIBUTE TO:**

- Service Manager  
 Warranty Administrator

**Warranty Policy Bulletin**

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**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 – <b>PASS – NOT ELIGIBLE</b>	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	
	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/U/V /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
<b>Total Sublet Cost with 0W-20</b>	<b>\$23.00</b>	<b>\$109.80</b>	<b>\$107.70</b>	<b>\$86.80</b>	<b>\$84.70</b>
<b>Or</b>					
<b>Total Sublet Cost with 5W-20</b>	<b>\$14.00</b>	<b>\$94.80</b>	<b>\$93.30</b>	<b>\$80.80</b>	<b>\$79.30</b>

### **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)
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	*	S-SB-0024-11 (Scion)
	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.

## TAS Case Documentation Requirements:

Symptom Coding (Customer Complaint)	
*Service Category:	Engine/Hybrid System <input type="button" value="Clear"/>
*Section:	Engine Mechanical <input type="checkbox"/> TE:
*SubComponent:	Unknown <input type="checkbox"/> PPO/DIO:
*Condition:	Inoperative <input type="checkbox"/>
<input type="button" value="Search TA"/> <input type="button" value="Search TD"/> <input type="button" value="Search TQC"/> <input type="button" value="Search TIS"/>	

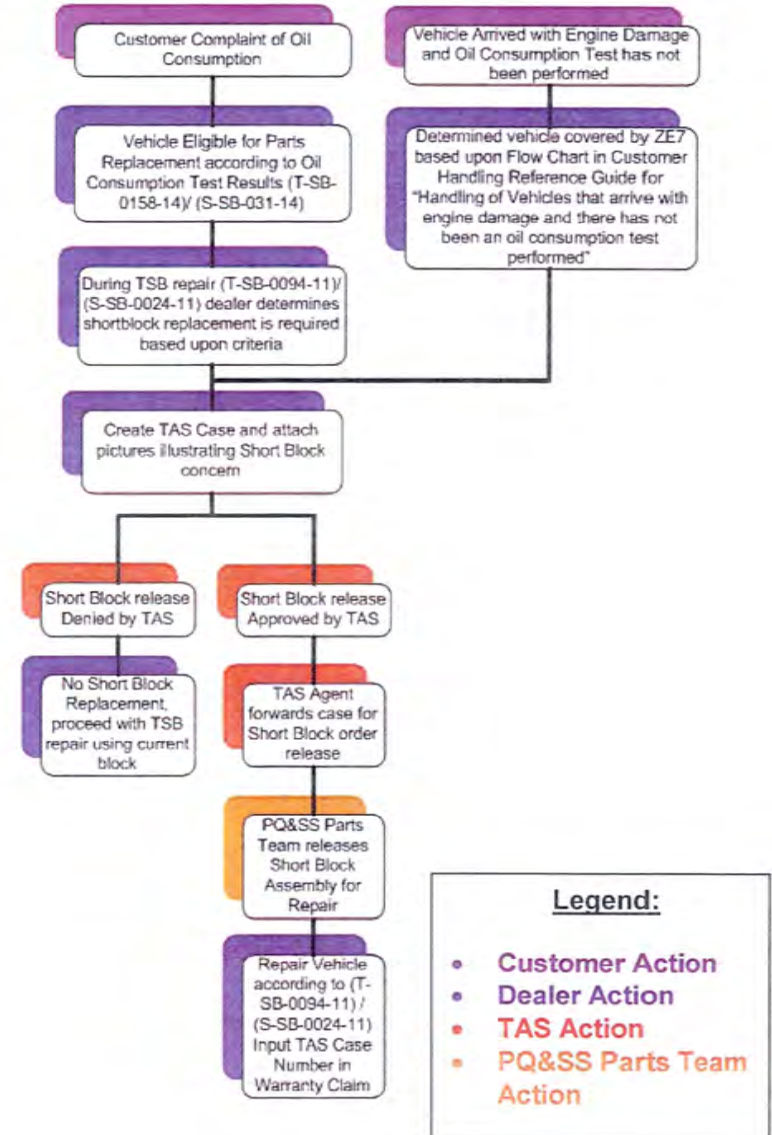
- Include a good call back number
- Include this statement in the Condition Log **“Warranty Enhancement Program ZE7 – Request for Short Block”**
- Brief explanation of concern/reason for short block replacement (examples below)
  - Loss of Cross Hatch Pattern
  - Vertical Scoring of Cylinder Walls
  - 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





**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.

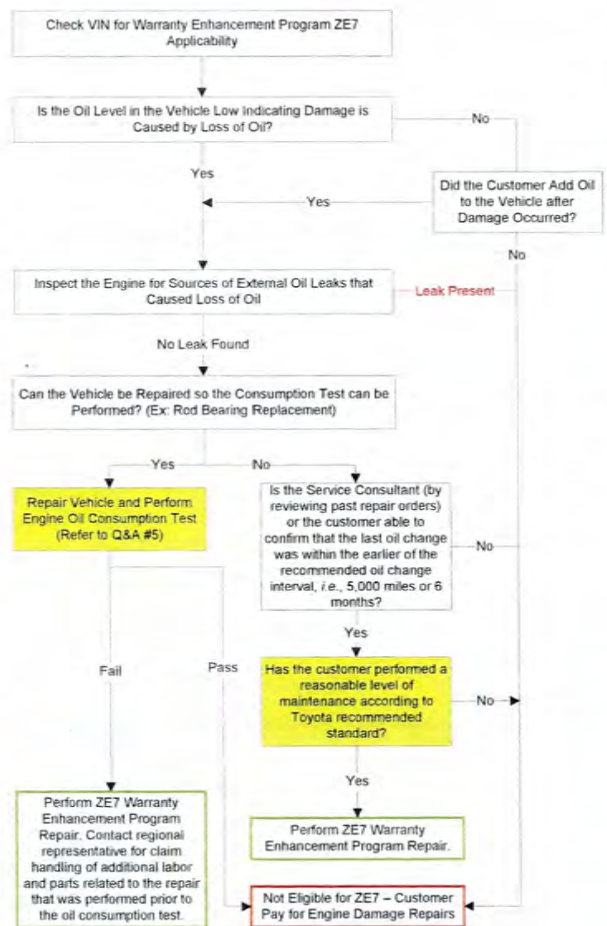
*This coverage is for warranty work performed at an authorized Toyota dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not 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

Revision 4: Published 5/14/2015

**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 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 free of charge until the repair can be performed.

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