


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL14-12 Date: 12/16/14 Page: 1 of 4 <b>REVISED 4/29/15</b>
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE7) PHASE 1:  
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.

This Warranty Enhancement Program will be launched in two phases due to current part production capacity limitations. Initially, Toyota will inform owners that they may seek reimbursement consideration for previous repairs to address excessive oil consumption. Additionally, owners will be advised that if they believe their vehicle has excessive engine oil consumption, they can contact an authorized Toyota dealer to have the engine oil consumption test performed to determine if they will be eligible for future part replacement once sufficient parts are available. Once sufficient parts are produced, Toyota will send a second owner notification letter to customers informing them they may seek part replacement if their vehicle has 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.

**Applicability (Continued)**

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. The repair TSB will be added at the launch of Phase 2.

**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. For example, improper maintenance, lack of required maintenance, or the use of fluids other than those specified in the Warranty and Maintenance Guide, is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.***

**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**

During Phase 1, owners may request to have an oil consumption test performed to confirm if their vehicle will be eligible for part replacement during Phase 2 once sufficient parts become available.

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.

**Phase 1 Claim Submission**

Claim Type	Opcode	Description	Labor Time	OFF
Repair Program	ZE7INS*	Initiate Oil Consumption Test at Customer Request	0.0 hr./vehicle	13211-#####
	ZE7XXX**	Inspected Vehicle Determined Ineligible for Program	0.0 hr./vehicle	
	AHGC3A	Performed Oil Consumption Test – <b>FAIL – ELIGIBLE FOR PART REPLACEMENT UNDER PHASE 2</b>	0.6 hr./vehicle	
	AHGC3B	Performed Oil Consumption Test – <b>PASS – NOT ELIGIBLE</b>		

- **Vehicles using 0W-20 engine oil:**
  - The actual cost for the engine oil consumption test may be claimed by sublet type “OF” at a maximum cost of \$23.00 per vehicle, which includes replenishment 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.)
- **Vehicles using 5W-20 engine oil:**
  - The actual cost for the engine oil consumption test may be claimed by sublet type “OF” at a maximum cost of \$14.00 per vehicle, which includes replenishment 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.)
- 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 “AHGC3A” or “AHGC3B,” depending on the test results.
- \*\* Opcode “ZE7XXX” is to be used when a VIN is ineligible for one of the following reasons: vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled, or vehicles in which the VIN plate on the engine does not match the VIN plate on the vehicle. This opcode will set the Repair Program as “Complete.”

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

### **Replacement Parts**

Once sufficient parts are produced, Phase 2 will be launched at which time this communication will be updated with applicable replacement parts information.

### **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.