

Re: &lt;VIN&gt;

**CSC-10056501-2910**

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports where vehicles can experience an oil leak or seep from the Engine Oil Cooler Pipe.

**Please Note:** Vehicles can exhibit oil leaks due to a variety of reasons which may not be related to the Engine Oil Cooler Pipe. If your vehicle has an oil leak, Toyota will perform diagnose to determine if it is related to the Engine Oil Cooler Pipe at **no charge** to you. If the cause of the oil leak is not related to the Engine Oil Cooler Pipe, additional diagnosis to determine the source of the leak and repairs would be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).

While the majority of vehicles will not experience an oil leak or seep from the Engine Oil Cooler Pipe, to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

**What should you do?**

**Please apply the sticker below to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above there is no action necessary at this time.**

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for repairs related to a leaking or seeping Engine Oil Cooler Pipe. If the condition is verified, the vehicle will be repaired with new Engine Oil Cooler Pipe under the terms of this Warranty Enhancement Program\*.

- The **Primary Coverage** offers warranty enhancement until January 31, 2016 with no mileage limitation.
- 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 note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your 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.

\* Please see your Toyota dealer for additional details

#:

VIN

Date of First Use: \_\_\_\_\_

Peel and Stick Label  
onto the Owner's  
Warranty Information  
Booklet

If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

If you would like to update your vehicle ownership or contact information, please go to [www.Toyota.com/#login](http://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 repairs related to this 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 refer to the attached Reimbursement Checklist for required documentation details.

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

Sincerely,

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



**Warranty Enhancement Program  
Frequently Asked Questions**

**ZE2**

**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. **If you have not experienced this condition, please apply the sticker to your Owner's Warranty Information booklet for future reference.**

**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 my vehicle has the condition described?**

A4: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5: Will Toyota provide an inspection to determine if the Engine Oil Cooler Pipe is Leaking or Seeping?**

A5: Toyota will not be providing a proactive inspection for this warranty enhancement program. Toyota recommends that you perform regularly scheduled maintenance on your vehicle; part of this maintenance includes inspecting for oil leaks. If you have your vehicle serviced at an authorized Toyota dealership, they will typically bring to your attention any concerns they may find, such as an oil leak. If you notice signs of oil leaks from your vehicle, please contact your local authorized Toyota dealer for appropriate diagnosis and repair. If the cause of the oil leak or seep is related to the Engine Oil Cooler Pipe, the repair will be performed under the terms of this warranty enhancement program.

***Please Note:** Vehicles can exhibit oil leaks due to a variety of reasons which may not be related to the Engine Oil Cooler Pipe. If your vehicle has an oil leak, Toyota will perform diagnose to determine if it is related to the Engine Oil Cooler Pipe at **no charge** to you. If the cause of the oil leak is not related to the Engine Oil Cooler Pipe, additional diagnosis to determine the source of the leak and repairs would be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).*

**Q6: How long will the repair take?**

A6: If the condition is present on your vehicle, the repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What if I have additional questions or concerns?**

A7: 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


**\* Warranty Enhancement  
Reimbursement Checklist**

- ☐ Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
- ☐ Proof-of-Payment
  - Only the Following Items are Valid Proof-of Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- ☐ Proof-of-Ownership
  - Only the following items are Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- ☐ Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern?



<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.: POL14-06 Date: 07/31/14 Page: 1 of 5
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZE2):  
 WARRANTY EXTENSION FOR ENGINE OIL COOLER PIPE  
 SEEP/LEAK ON CERTAIN 2007-2011 MY SIENNA, 2008-  
 2011 MY HIGHLANDER, 2009-2011 MY VENZA AND 2011  
 MY HIGHLANDER HYBRID VEHICLES**

### **Background**

Toyota has received some reports that vehicles can experience an oil leak or seep from the engine oil cooler pipe.

### **Applicability**

The engine oil cooler pipe is covered under the Toyota New Vehicle Limited Warranty for 3 years from the date of first use or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to the condition described above.

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

After the Primary Coverage period ends, **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 of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.***

**Applicable VIN Ranges**

Model	WMI	Model Year	VDS	Start	End
HIGHLANDER	5TD	2010	BK3EH	S001052	S040948
			DK3EH	S001072	S040994
			EK3EH	S001051	S008433
			JK3EH	S005002	S041004
			KK3EH	S003272	S023998
			XK3EH	S001028	S005688
			YK3EH	S001030	S023997
			ZK3EH	S001022	S024000
	5TD	2011	BK3EH	S041006	S092873
			DK3EH	S041005	S090145
			YK3EH	S023208	S047965
			ZK3EH	S023209	S048688
	JTE	2008	DS41A	2000112	2068450
			DS42A	2000113	2068462
			DS43A	2000133	2068454
			ES41A	2000106	2109849
			ES42A	2000114	2109852
			ES43A	2000123	2109853
		2009	DS41A	2068467	2094128
			DS42A	2068589	2094126
			DS43A	2068125	2094122
			ES41A	2109861	2151438
			ES42A	2109857	2151439
			ES43A	2109855	2151429
		2010	BK3EH	2149446	2167666
			DK3EH	2151444	2167689
			EK3EH	2151449	2156455
			XK3EH	2094143	2097319
			YK3EH	2094147	2106742
			ZK3EH	2094378	2106759
HIGHLANDER HV	JTE	2011	BC3EH	2000105	2003285
			DC3EH	2000102	2003287

**Note:** Not all vehicles in the VIN range are covered by this warranty enhancement. Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.



**Applicable VIN Ranges (Continued)**

Model	WMI	Model Year	VDS	Start	End
SIENNA	5TD	2007	BK22C	S000015	S008765
			BK23C	S000014	S008756
			ZK22C	S000015	S099335
			ZK23C	S000018	S099342
		2008	BK22C	S008777	S022331
			BK23C	S008772	S022301
			ZK22C	S099359	S225319
			ZK23C	S099452	S225324
		2009	BK22C	S022105	S028198
			BK23C	S022334	S028146
			ZK22C	S225328	S289070
			ZK23C	S222346	S289006
		2010	DK4CC	S028205	S034176
			JK4CC	S028201	S034135
			KK4CC	S289103	S343654
			YK4CC	S289078	S343708
		2011	DK3DC	S001067	S030159
			JK3DC	S001076	S030140
			KK3DC	S001262	S176091
			XK3DC	S025859	S176097
YK3DC	S001250		S176115		
ZK3DC	S001251		S175988		
VENZA	4T3	2009	BK11A	U001002	U026374
			ZK11A	U001003	U020296
		2010	BK3BB	U025478	U045729
			ZK11A	U015696	U015696
			ZK3BB	U020297	U034612
		2011	BK3BB	U041957	U055609
			ZK3BB	U034172	U041109
		JTJ	2010	BK11A	2000113
	ZK11A	2000108		2000109	

**Note:** Not all vehicles in the VIN range are covered by this warranty enhancement. Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs.

**Claim Submission**

Claim Type	Opcode	Description	Labor Time
Repair Program	AHG56A	Inspect + replace engine oil cooler pipe	1.2 hr./vehicle
	AHG56B	Inspect engine oil cooler pipe. Leak not related to engine oil cooler pipe. Repair not covered and no warranty repair performed.	0.2 hr./vehicle

- The cost for replenishment of engine oil may be claimed, at a maximum of \$27 per vehicle, as Sublet Type "OF" under opcode AHG56A.

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

**Replacement Parts**

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

Part Number	Description	Quantity	Applicable TSB
04004-29131	Engine Oil Cooler Pipe	1	T-SB-0201-11

In the unlikely event a vehicle has experienced engine damage due to a failed engine oil cooler pipe, please create a case with the Technical Assistance Hotline to document the extent of damage. You will need to provide pictures of the leaking or ruptured engine oil cooler pipe. Additionally, provide a description of the engine damage that you believe has occurred. (upper/lower engine noise, visible damage, metal particle in the oil, etc.) **DO NOT disassemble the engine for complete diagnosis before contacting TAS.** The TAS agent will validate that the condition was related to the engine oil cooler pipe and approve and document additional diagnostics.

Once TAS has documented the extent of damage, parts that are on Manual Allocation Control (MAC) will be authorized for release. Additionally the TAS line will provide information on how to file warranty claims for these cases.

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, 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 4-6 weeks for processing.



