

To: All Toyota Dealer Principals,
Service Managers, Parts Managers

Subject: Warranty Enhancement Program – ZE2
Certain 2007-2011 MY Sienna
Certain 2008-2011 MY Highlander
Certain 2011 MY Highlander Hybrid
Certain 2009-2011 MY Venza
Extension of Warranty Coverage for Engine Oil Cooler Pipe Seep/Leak

In our continuing efforts to ensure the best in customer satisfaction, Toyota is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related a leaking or seeping Engine Oil Cooler Pipe.

In these vehicles, Toyota has received some reports where vehicles can experience an oil leak or seep from the Engine Oil Cooler Pipe.

Although the Engine Oil Cooler Pipe is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever occurs first), we at Toyota care about the customers' ownership experience. Toyota is now extending the warranty coverage for repairs related a leaking or seeping Engine Oil Cooler Pipe.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in mid-August, 2014 and will be mailed over several months. We have attached a sample owner letter for your reference.

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 repairs related to a leaking or seeping Engine Oil Cooler Pipe. If the condition is verified, the vehicle will be repaired with a 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.

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 533,500 vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-06) for identification of vehicles covered by this Warranty Extension.

4. **Warranty Claim Processing Instructions**

Please refer to the Warranty Policy Bulletin (Bulletin No. POL14-06) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

5. **Technical Instructions (Repair Procedures)**

- Technical Instructions can be found in T-SB-0201-11

6. **Parts Ordering**

As this is an extension of the warranty, most customers will only request reimbursement from TMS for past replacements. Dealers should not increase their stock of Engine Oil Cooler Pipe. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL14-06 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
99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO 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 NAPO 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.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

*In the unlikely event a vehicle has experienced engine damage due to a failed 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 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 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.

7. **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.