

# TOYOTA

**Update 4/24/2015: VIN expansion and Corresponding Owner Mailing, changes in Yellow for your convenience**

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

Subject: Warranty Enhancement Program – ZE7  
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 is preparing 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.

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 engine oil consumption. 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.

Phase	Description	Tentative Schedule
1	Reimbursement Only	Mid-December, 2014
2	Part Replacement for Excessive Engine Oil Consumption	Late Spring, 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 FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

## 1. Owner Notification Mailing Date

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

In late April, 2015 Toyota will mail the first owner notification letter to the customers included in the VIN list expansion. This additional mailing will involve approximately 204,000 letters.

The first owner notification letter will advise customers that they may seek reimbursement consideration for previous repair costs related to excessive engine oil consumption. The letter will also inform customers that Toyota is unable to support part replacement for Engine Oil Consumption at this time. 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 informing customers they may seek part replacement if the vehicle is exhibiting excessive engine oil consumption.

## 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.

- 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.*

## 3. Number and Identification of covered Vehicles

There are approximately **1,940,401** 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

During the reimbursement phase of this warranty enhancement program, owners may contact your dealership to have an oil consumption test performed to confirm if their vehicle will be eligible for part replacement once parts become available for Phase 2.

- Procedures for the Oil Consumption Test can be found in T-SB-0158-14

Please note the above TSB and related Oil Consumption Test Sheet will be required for claim submission and warranty authorization.

## 6. 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 POL 14-12 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

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

**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.

TOYOTA MOTOR SALES, U.S.A., INC.