



PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

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 Action
 Retain
 Information

To: All Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,
Group Vice President, Product Quality & Service Support

Subject: Warranty Enhancement Program – ZE7 **(Phase 2 – Part Replacement Available)**
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 has announced 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.

Toyota is now announcing the part replacement phase of Warranty Enhancement Program ZE7 for vehicles exhibiting excessive engine oil consumption. Eligibility for part replacement under this Warranty Enhancement Program is dependent on a Toyota dealer performed engine oil consumption test in accordance with T-SB-00158-14(Toyota) and S-SB-0031-14 (Scion).

Phase	Description	Release Dates
1	Reimbursement Only	Mid-December, 2014
2	Part Replacement for Excessive Engine Oil Consumption	Now Available (Mid-May, 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 updated Phase 2 FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

1. **Dealer Letter Mailing Date**

The Phase 2 Dealer Letter will be sent to all Toyota dealers in Mid-May, 2015.

2. **Owner Notification Mailing Date**

The Phase 2 owner notification will commence in Mid-May, 2015. The owner notification letter will be mailed over a 6 month period. We have attached a sample owner letter for your reference.

The Phase 2 owner notification letter will advise customers that Toyota is now performing parts replacement for vehicles that have been confirmed to have an excessive engine oil consumption condition based upon the testing procedure in the applicable TSB.

3. 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.

4. Number of Vehicles Covered

There are approximately 1,919,500 Vehicles covered by this Warranty Enhancement Program.

5. Region/District Summary Reports

We have enclosed the following Warranty Enhancement Program Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Operations Manager/Director of Service Package:

- Region/PD Summary Reports that provides an overview of the entire Region/PD for this Warranty Enhancement Program.
- District Summary Reports that indicate the number of involved vehicles registered in each dealership's primary market area for this Warranty Enhancement Program.

Please note that dealerships will not receive reports, as this is not a Recall or Special/Limited Service Campaign.

Please review this entire Warranty Enhancement Package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Enclosures

cc: Region/Private Distributor Assistant General Managers
 Region/Private Distributor Customer Service Operations Managers
 Region/Private Distributor Service Managers/Directors/VPs
 Region/Private Distributor Parts Managers/Directors/VPs
 Region/Private Distributor Customer Services Field Managers
 Region/Private Distributor Technical Services and Training Managers
 Region/Private Distributor District Service and/or Parts Managers
 Region/Private Distributor Customer Relations Managers
 Region/Private Distributor PDC Managers
 Region/Private Distributor Field Technical Specialists
 Region/Private Distributor Service Training Specialists
 Region/Private Distributor Vehicle Operations Managers
 Field Product Engineers