

2ZR-FXE Engine Oil Consumption Inspection Procedure

Service Category Engine/Hybrid System

Section Engine Mechanical

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2010, 2012 - 2014	Prius PHV	
2012 - 2014	Prius V	
2010 - 2014	Prius	

Introduction

Some 2010 – 2014 model year Prius, Prius V, and Prius PHV vehicles equipped with 2ZR-FXE engines may exhibit engine oil consumption. The piston and ring assembly has been redesigned to minimize oil consumption.

Use the Inspection Procedure in this bulletin to confirm this condition prior to ANY repairs.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
Prius	2ZR-FXE	JTDKN3DU#E1791355
Prius V		JTDZN3EU#EJ001475
Prius PHV		JTDKN3DP#E3055768

2ZR-FXE Engine Oil Consumption Inspection Procedure

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EG1632	Oil Consumption Inspection	0.5	13101-37120 13011-37110 11400-37140	11	19

APPLICABLE WARRANTY

- This repair is covered under the Toyota Powertrain Warranty. This warranty is in effect for 60 months or 60,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

PART NUMBER	PART NAME	QTY
00411-14001-1	Inspection Labels	1 Roll*

* 100 labels per roll.

NOTE

Toyota requires specific security seals to be used for this activity (shown to the right). Contact the Materials Distribution Center (MDC) for ordering information.

Labels may be ordered in packages of 100 from the Materials Distribution Center (MDC) through *Dealer Daily – Parts – Dealer Support Materials Orders*.



Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	QUANTITY
ILSAC GF-4 Multi-grade SAE 0W-20 or 5W-20	4.4 U.S. quarts (4.2 liters)

2ZR-FXE Engine Oil Consumption Inspection Procedure

Repair Procedure

Inspection Procedure

NOTE

- In some cases, a P030# (cylinder # misfire detected) DTC may also be set as a result of oil consumption.
- This bulletin does NOT cover the cost of an oil change. If the vehicle is approaching Toyota recommended service interval mileage at the start of the test, recommend an oil change at customer cost to ensure valid test results.

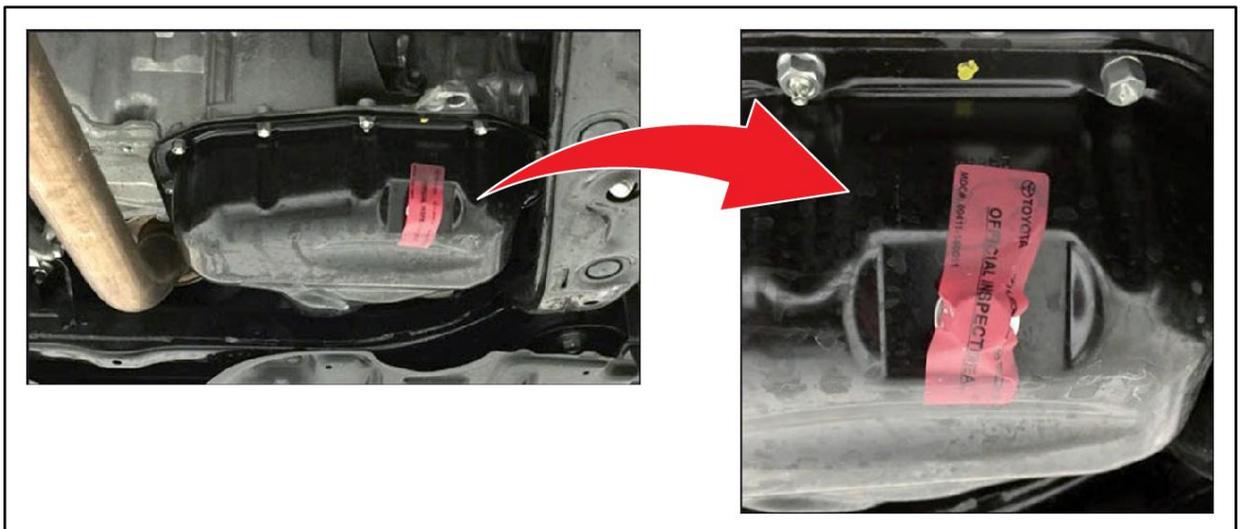
Vehicle Preparation for Oil Consumption Test

1. Confirm customer complaint and request Engine Oil Consumption Test.
2. Fill oil to "Full" mark shown on dipstick.
3. Mark the following locations with Inspection Labels to prevent/indicate tampering during the test:
 - Dipstick
 - Oil Drain Plug
 - Fill Cap
 - Oil Cooler Line
 - Oil Filter

NOTE

Use the required Inspection Labels (MDC P/N 00411-14001-1) on the locations specified above.

Figure 1. Oil Pan with Inspection Label Applied



2ZR-FXE Engine Oil Consumption Inspection Procedure

Inspection Procedure (Continued)

Vehicle Preparation for Oil Consumption Test (Continued)

Figure 2. Indication of Inspection Label Removal



4. Complete Section A of the “Engine Oil Consumption Test” at the end of this bulletin.

NOTE

Attach the completed “Engine Oil Consumption Test” to Repair Order. It will be used later in the Inspection Procedure. This form will also be required for warranty submissions.

5. Return the vehicle to the customer advising them to return for inspection in 1100 – 1300 miles.

NOTE

Advise customer if they do NOT return inside the 1100 – 1300 miles range, the results will be VOID.

2ZR-FXE Engine Oil Consumption Inspection Procedure

Confirm Engine Oil Consumption Condition (Continued)

Upon Vehicle Return After 1100 – 1300 Miles

1. Check the dipstick to confirm oil level.
Is the oil level full?
 - **YES** — This vehicle does NOT meet Oil Consumption Criteria, remove ANY tamper tape residue and return vehicle to the customer.
 - **NO** — Proceed to step 2.
2. Add 1 quart of oil from a NEW quart container.

NOTE

Use oil from NEW 1 quart container to ensure accurate volume measurement.

3. Start engine and warm-up to operating temperature.
4. Turn OFF the engine, and let the vehicle rest for 5 minutes.
5. Check the dipstick to confirm oil level.
 - A. If **above** full, this vehicle does NOT meet Oil Consumption Criteria. Drain to the “Full” level, remove ANY tamper tape residue and return vehicle to the customer.
 - B. If **below** full, follow the Repair Procedure outline in the Service Bulletin No. [T-SB-####-16](#), “2ZR-FXE Engine Oil Consumption Repair Procedure.”
6. Complete Section B of the “Engine Oil Consumption Test” at the end of this bulletin.

2ZR-FXE Engine Oil Consumption Inspection Procedure

Engine Oil Consumption Test

COMPLETE AT TIME OF CUSTOMER COMPLAINT				CLICK HERE for Interactive Form
VIN:				
Model:		Model Year:		

SECTION A: TESTING PROCEDURE PART 1					
1. Mileage of Vehicle:					
2. Were the required Inspection Labels used? (MDC P/N 00411-14001-1)	4. Please indicate oil level on Dipstick below after filling to "Full."				
3. Please initial to indicate the following locations were marked to prevent/indicate tampering.					
a. Dipstick					
b. Oil Drain Plug					
c. Fill Cap					
d. Oil Cooler Line					
e. Oil Filter					
5. I certify that the above information in Section A of this form is accurate.					
Print Name:					
Signature:		Date:			
NOTE Keep this form attached to Repair Order. Additional information will be needed (Section B) when the vehicle returns.					

SECTION B: TESTING PROCEDURE PART 2																			
1. Mileage of Vehicle:																			
NOTE If mileage difference between section A and B is NOT within 1100 – 1300 miles, test results are <i>void</i> .																			
2. Please initial to confirm the following locations were NOT tampered with. NOTE If locations below appear to be tampered with, write "Void" in box.	3. After adding 1 quart oil to vehicle (from quart container) indicate oil level below.																		
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">a. Dipstick</td> <td colspan="2"></td> </tr> <tr> <td>b. Oil Drain Plug</td> <td colspan="2"></td> </tr> <tr> <td>c. Fill Cap</td> <td colspan="2"></td> </tr> <tr> <td>d. Oil Cooler Line</td> <td colspan="2"></td> </tr> <tr> <td>e. Oil Filter</td> <td colspan="2"></td> </tr> </table>		a. Dipstick			b. Oil Drain Plug			c. Fill Cap			d. Oil Cooler Line			e. Oil Filter					
		a. Dipstick																	
		b. Oil Drain Plug																	
		c. Fill Cap																	
		d. Oil Cooler Line																	
		e. Oil Filter																	
4. I certify that the above information in Section B of this form is accurate.																			
Print Name:																			
Signature:		Date:																	