2ZR-FXE Engine Oil Consumption Inspection Procedure

Applicability

<table>
<thead>
<tr>
<th>YEAR(S)</th>
<th>MODEL(S)</th>
<th>ADDITIONAL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010, 2012 - 2014</td>
<td>Prius PHV</td>
<td></td>
</tr>
<tr>
<td>2012 - 2014</td>
<td>Prius V</td>
<td></td>
</tr>
<tr>
<td>2010 - 2014</td>
<td>Prius</td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>MODEL</th>
<th>PLANT</th>
<th>PRODUCTION CHANGE EFFECTIVE VIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prius</td>
<td>2ZR-FXE</td>
<td>JTDKN3DU#E1791355</td>
</tr>
<tr>
<td>Prius V</td>
<td></td>
<td>JTDZN3EU#EJ001475</td>
</tr>
<tr>
<td>Prius PHV</td>
<td></td>
<td>JTDKN3DP#E3055768</td>
</tr>
</tbody>
</table>
Warranty Information

<table>
<thead>
<tr>
<th>OP CODE</th>
<th>DESCRIPTION</th>
<th>TIME</th>
<th>OFP</th>
<th>T1</th>
<th>T2</th>
</tr>
</thead>
<tbody>
<tr>
<td>EG1632</td>
<td>Oil Consumption Inspection</td>
<td>0.5</td>
<td>13101-37120</td>
<td>11</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>13011-37110</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>11400-37140</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>PART NUMBER</th>
<th>PART NAME</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>00411-14001-1</td>
<td>Inspection Labels</td>
<td>1 Roll*</td>
</tr>
</tbody>
</table>

* 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

<table>
<thead>
<tr>
<th>REQUIRED TOOLS &amp; MATERIAL</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILSAC GF-4 Multi-grade SAE 0W-20 or 5W-20</td>
<td>4.4 U.S. quarts (4.2 liters)</td>
</tr>
</tbody>
</table>
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.
Inspection Procedure (Continued)

Vehicle Preparation for Oil Consumption Test (Continued)

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**.
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-0169-16, “2ZR-FXE Engine Oil Consumption Repair Procedure.”

6. Complete Section B of the “Engine Oil Consumption Test” at the end of this bulletin.
# 2ZRFXE Engine Oil Consumption Inspection Procedure

## Engine Oil Consumption Test

<table>
<thead>
<tr>
<th>COMPLETE AT TIME OF CUSTOMER COMPLAINT</th>
<th>CLICK HERE for Interactive Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIN:</td>
<td></td>
</tr>
<tr>
<td>Model:</td>
<td>Model Year:</td>
</tr>
</tbody>
</table>

### 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 *void*.

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.

   - a. Dipstick
   - b. Oil Drain Plug
   - c. Fill Cap
   - d. Oil Cooler Line
   - e. Oil Filter

3. After adding 1 quart oil to vehicle (from quart container) indicate oil level below.

4. I certify that the above information in Section B of this form is accurate.

   Print Name:  
   Signature:  
   Date:  

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