

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

18-AUG-2014

Repository Reference No.
10626134

OWNER INFORMATION (Type or Print)

Name

Address

City

LAS VEGAS

State

NV

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JF1ZNA10E8

Make

TOYOTA

Model

SCION FR-S

Model Year

2014

Date Purchased

01-25-2014

Dealer's Name and Telephone Number

CENTENNIAL TOYOTA

Engine:

No: Cylinders

4

Fuel Type:

PREMIUM
93 OCTANE

Original Owner

Dealer's City

LAS VEGAS

State

NV

Zip Code

89149

Transmission Type

6 SPEED
AUTOMATIC Antilock Brakes Cruise Control

Powertrain

2.0 4 CYLINDER
REAR WHEEL DRIVE

Multiple Failure:

FAILED MANY TIMES
IN BETWEEN INCIDENT DATES

Incident Date(s)

13-FEB-2014
15 AUG 2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

FUEL PUMP SENDING UNIT

Failure Mileage

430

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2014 TOYOTA SCION. THE CONTACT STATED THAT THE FUEL GAGE DISPLAYED AN EMPTY TANK AFTER REFUELING AND THE LOW FUEL WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING. THE FUEL SENDING UNIT WAS REPLACED BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO A DEALER AND THE TECHNICIAN STATED THAT FUEL WAS STUCK. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 430.

SEE ATTACHED 4 PAGE DOCUMENT FOR ALL INFORMATION THAT DESCRIBES MY ISSUE IN DETAIL.
ALSO, I HAVE INCLUDED COPIES OF ALL REPAIR ORDERS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10626134-----
Date: Thursday, September 11, 2014 7:03:35 AM
Attachments: [Toyota Scion FRS dispute 08-20-2014.doc](#)

From: [REDACTED]
Sent: Wednesday, September 10, 2014 11:25 PM
To: EVOQ (NHTSA)
Subject: RE: FW: NHTSA: Follow up to ODI Complaint: ----10626134-----

In response to a letter from Mr. Randy Reed; Chief Correspondence research Division: Office of Defects Investigation Enforcement
Reference # 10626134

I am returning added information as requested. I have attached 5 files including the completed VOQ form. If anything is still needed or any of my attachments is not useable, please let me know ASAP. Regards,

[REDACTED]

-----Original Message-----

From: EVOQ@dot.gov [<mailto:EVOQ@dot.gov>]
Sent: Thursday, September 04, 2014 10:39 AM
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10626134-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation





CENTENNIAL TOYOTA SCION

SERVICE • PARTS • SALES

(702) 942-3850

6551 CENTENNIAL CENTER BLVD.
LAS VEGAS, NV 89149

(702) 942-3850

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X [REDACTED] CUSTOMER INITIALS

INVOICE TO

DRIVER/OWNER INFORMATION --- INVOICE: I11048

[REDACTED]
LAS VEGAS NV
CELL: [REDACTED] WORK: [REDACTED]
PLN OFFICE USE
TAG: 1254 ADV: 081 KOPECKY, INVOICE: PRELIM INT I JK
MF6: 04075 TAX RULES: YNNN INVICED: 08/15/2014 14:43:33
ODMETER IN: 3850 DIST: TOY
DATES BEGIN: 08/15/14 DONE: 08/15/14

[REDACTED]
LAS VEGAS NV
CELL: [REDACTED] WORK: [REDACTED]
VEHICLE INFORMATION
VIN JF1ZNAAL0E8 [REDACTED] LICENSE NUMBER: [REDACTED]
14 TOYOTA SCION FR-S 10 SERIES 2DR CPE WHITE
STOCK# 00840762 INV ACCT 7113
DATES INSERVICE: 012514 SOLD: 012514

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
51	CUST STATES - THE FUEL GAGE WAS STUCK EMPTY, FUEL GAGE WAS NOT MOVING AFTER 4 GALLONS. FUEL GAGE DOESN'T MOVE AT TIMES - DOCUMENTING FOR CUSTOMER	51	205	.0	.00
CORRECTION	SERVICE DIRECTOR WENT TO GAS STATION. FUEL GAGE WAS ON "E" AND GAS LIGHT WAS ON. FILLED 1.8 GALLONS. GAS GAGE THEN WENT UP TO 1/4 TANK AND MOVED UP SLOWLY AS TANK BEGAN TO FILL. APPROX 2.5 GALLONS LEFT IN TANK. PUMP STOPPED AT 10.5 GALLONS. (TANK NOW FULL). FUEL GAGE WORKING OK AT THIS TIME.				
FACTORY	TECH: 205 - 2010, YELLOW				

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE I11048

TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE I11048

INTERNAL	.00
TOTAL CHARGE	.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JASON C KOPECKY

PAGE 1
LAST PAGE

PART #'S ENDING IN -84 ARE REMANUFACTURED

Thank You

012864

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TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 78214



CENTENNIAL TOYOTA SCION

SERVICE • PARTS • SALES

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6551 CENTENNIAL CENTER BLVD.

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LAS VEGAS, NV 89149

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON	CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price.		I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X _____ CUSTOMER INITIALS

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: 178280

LAS VEGAS NV
CELL: [REDACTED] WORK: [REDACTED]

LAS VEGAS NV
CELL: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: T391 ADV: 081 KOPECKY, INVOICE: QUOTE INT I JK
MF6: 04075 TAX RULES: YNNN INVOICED: 02/14/2014 14:32:08
ODOMETER IN: 430 DIST: TOY
DATES BEGIN: 02/13/14 DONE: 02/14/14

VIN JF1ZNA10E [REDACTED] LICENSE NUMBER: [REDACTED]
14 TOYOTA SCION FR-S 10 SERIES 2DR CPE WHITE
STOCK# 00840762 INV ACCT 7113
DATES INSERVICE: 012514 SOLD: 012514

CONCERN S1	CUST STATES- THE FUEL GAUGE DOESN'T GO UP AFTER FUELING VEHICLE. HAS ABOUT \$9 OF FUEL IN VEHICLE NOW	OPERATION	TECH	HOURS	AMOUNT
		S0	434	.0	.00
CORRECTION	PARTS HAVE BEEN SPECIAL ORDERED AS PER JERRY GAJEWSKI. WASN'T ABLE TO GET VEHICLE TO ACT UP. PUT \$20 OF FUEL IN VEHICLE AND HAD NORMAL OPERATION. ALSO PERFORMED LIVE ACTIVE TEST. CHECKED EMPTY, 1/2 TANK AND FULL TANK.				
FACTORY	TECH: 434 - CONTRERAS, MILT				

CONCERN S2	GOODWILL RENTAL ONE DAY	OPERATION	TECH	HOURS	AMOUNT
		S2	205	.0	.00
CORRECTION	PROVIDED ONE DAY RENTAL				
	PART NUMBER PG# NOTE DESCRIPTION QTY SELL				
	TDY BUDGET 062895 RAC 1B				
FACTORY	TECH: 205 - 2010, YELLOW				

CONCERN S3	SET ALL TIRE PRESSURES TO PROPER PSI	OPERATION	TECH	HOURS	AMOUNT
		S3	434	.0	.00
CORRECTION	COMPLETED				
FACTORY	TECH: 434 - CONTRERAS, MILT				

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 178280	PAYMENT DISTRIBUTION FOR INVOICE 178280
TOTAL CHARGE .00	INTERNAL .00
	TOTAL CHARGE .00

ESTIMATE

ESTIMATE \$0.01

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JASON C KOPECKY

PAGE 1
LAST PAGE

PART #'S ENDING IN -84 ARE REMANUFACTURED

Thank You

959633

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Toyota/Scion has a car being offered for sale called the Scion FR-S. The first year sold was 2013 but the issue I am writing about is also present in the 2014 current year as well. I own the 2014 model.

The actual symptom causing **GREAT Safety** concern to me and **MANY** others on the Web Scion Forum is that the gas gauge is not functional at times causing it to remain **“STUCK” on Empty** with the low fuel light ON. Even after adding fuel and having up to slightly over 4 gallons of gas still in the tank, the car’s gas Gauge continues to display Empty. This is the issue I have repeatedly experienced with my 2014 Scion FR-S.

This car, as indicated in the owner’s manual, states that the maximum fuel capacity in the “Tank” is 13 gallons. During the Fuel Gauge malfunction which is typically when driving with an amount of gas less than 1/8 tank capacity, the car while reporting ZERO gas (fuel gauge below the empty line & low fuel light On) remaining in the tank can in reality, have up to 4 gallons or more of existing gas in the tank creating a false error on the gauge of almost 1/3 of a tank. This situation has been verified with my car at the dealership service department level and will be discussed in greater detail later on in this document referring to a specific repair invoice generated at Centennial Toyota Scion here in Las Vegas, NV

Other owners of this car along with its twin manufactured by Subaru, the BRZ have reported a 2nd issue with the accuracy of the gas gauge when completely filled up with fuel. The problem is that the Fuel Gauge may show a level of only ¾ of a tank when in actuality the tank is filled to the maximum capacity of 13 gallons. Although I have not experienced this 2nd concern with the fuel gauge accuracy and **am not** filing my complaint about this personally, many others have reported this issue as well as low fuel issues just like mine on the Scion/BRZ Web Forum at:

[HTTP://www.ft86club.com/forums/showthread.php?p=1256904](http://www.ft86club.com/forums/showthread.php?p=1256904)

Discovery process of this design and safety issue is described below:

Within the first couple weeks or so of ownership of my New 2014 Scion FR-S, the car’s Fuel Gauge **FAILED** to register more gas in the tank after \$6.00 gas purchase. Instead after the purchase I now saw the needle on the gauge had dipped and remained below the Empty Line indicating that now there is **NO gas** left in the tank. Prior to this purchase and a few less miles of driving, my Low fuel light had come on and the needle on the fuel gauge indicated slightly less than 1/8 remaining gas in the tank and was functioning normal.

NOTE: The car just 3 days earlier with the same remaining fuel level as above and after a \$5.00 gas Purchase, had displayed an expected change showing an increased gas level on the fuel Gauge (the light went off and the gauge now displayed just above ¼ tank) and completely operated normally.

Since my fuel gauge was now indicating NO gas was left in the car after this \$6.00 purchase, I **panicked** and again stopped a 2nd time just four blocks up the road. I purchased another \$5.00 worth of gas totaling \$11.00 (approximately 2 ¾ gallons) worth of gas combined. The result was again that the fuel gauge **did NOT respond** to even more added gas and still had appeared to be **“Stuck On Empty”**. I now realized I had a real problem with my new car and needed it fixed **urgently!**

I immediately contacted the Service Department at Centennial Toyota in Las Vegas NV and set up an appointment to diagnose the problem. (See Invoice 178280) I dropped off my car that afternoon (**02-13-2014**) and due to the existing work at the Service Dept, I left the car with Toyota Service over night as requested. The car was started cold the next morning in their service department and the gauge still remained on **Empty**. A Toyota technician performed a series of diagnostics as indicated but all tests indicated operation normal with the fuel gauge. I found this out after receiving a call the following afternoon from my service advisor **Jason Kopecky** who also indicated I needed to pick up the car and nothing was found to be wrong. He did indicate the service dept added \$20.00 (5.5 Gal of fuel) and the gauge is now functioning normally.

I was completely dissatisfied with this visit and disposition since I had already previously put \$11.00 into the tank prior to their \$20.00 additional amount so I requested a meeting with the Service Director. I was accommodated and met **Jerry Gajewski (Service Director at Centennial Toyota)** that afternoon.

I was informed at that time that since there were **NO failure codes** to report back to Toyota, **NO work could be performed**. I then requested Jerry to set up a meeting with Toyota technical support but ultimately, this did not occur at this time. I then asked Jerry what my gas gauge was now reading since they added the additional 5.5 gallons of fuel into the tank. He checked and discovered the gauge displaying just above $\frac{3}{4}$ of a tank. My response back to him was to explain why my gas gauge shows over $\frac{3}{4}$ of a tank when the total capacity is 13 gallons as stated in the 2014 Scion FRS owners manual. The displayed amount of fuel just didn't add up since the Toyota Dealership's purchase was much less than $\frac{1}{2}$ of the tank's total capacity. I now proved my point that I really must have had at least $\frac{1}{4}$ of a tank while displaying Empty Fuel level on the gauge regardless of what any Toyota diagnostics indicated. Reluctantly, he then approved a repair and had his technician special order the required fuel pump sending unit. The parts came in and the car was repaired or so I had thought. (See **Invoice W78910** dated **02-19-2014**)

If this would have resolved the problem, I would NOT be writing to you for Urgent assistance. After a few more partial fills with everything seeming OK, the car again went into failing to **register any gas** during a **partial fill-up** as it had before the repairs. I contacted the Dealer and spoke to Jason (my service advisor) & was referred back to Jerry, the Service Director for some reason. Jason assured me he would have Jerry give me a call ASAP in regards to the issue. I did not get a call back for over 2 weeks so I once again called & spoke to Jason. He verified he did leave a message with Jerry & did NOT know why he did not return my call as requested. He then transferred me to Jerry's line & I got his voice mail. I left Jerry a message on his voice mail to call me in regards to this repeated issue since he was not at his desk at the time of the call.

Jerry called me back within a couple of days with a new and shocking disposition which came directly from **Field Service Toyota Area Support person**. This person is named **Ryan Eklund** & can be contacted at **702-427-4412**. His relayed response to the Scion FR-S Low Fuel Gauge problem is as follows:

The Toyota Scion was designed with Saddle Tanks both totaling 13 gallons. The car may NOT be accurate with displaying the correct level of remaining gas depending on certain conditions that weren't really specified in any detail at the time. Instead, I was informed "It's the nature of the car" and **Nothing** will be done to correct this condition. Jerry then recommended I contact Toyota to arbitrate since I didn't agree with this at all.

This is **SO Unbelievable** to me for a huge company like Toyota to design a Saddle tank configuration that is known for its problematic design which was disclosed to me later on by Field Service Technical Support that can result in the fuel gauge displaying the incorrect amount of fuel at times.

This is **NOT disclosed** on the window sticker in any way nor is it mentioned in the owner's manual. This is **MAJOR Safety problem** as is very distracting to have to monitor the odometer to ensure NOT running out of fuel.

I have since contacted Toyota Customer Service. Although at the employee level they really seemed to care about the product they support, it is quite obvious that the **Toyota Corporation** really **does not want to address my issue** & advised me that the only option I now had was to request a voluntary Lemon By-Back which takes them 30 days to review. I filled out the required paperwork and sent it in with a separate request to instead have Toyota engineering to agree to re-evaluating the cars fuel gauge design issue instead of the buy-back and if they did, I would give them **plenty of time to correct** the cars design and safety issue.

My Toyota review period ended and I **did not get any offer** of any kind to re-purchase or re-design my defective and un-safe car. Instead, I received a letter that indicated that it was determined the car was within normal operation.

I discovered later on that the repair order for the fuel pump sending unit did **NOT** properly define the problem nor did it indicate that there was an obvious fuel level discrepancy after the 5.5 gallons of fuel was added. No written discussion of the facts were provided on the repair order to justify the repair/replacement of the fuel pump sending unit.

The repair order should have stated that after adding approximately 5.5 gallons of fuel during a completely empty level of gas displayed on the gas gauge, the gauge now indicates there is just over $\frac{3}{4}$ (9.75 gallons) inside the (13 gallon capacity when full) tank. The error is determined to be in excess of 4 gallons based on observation requiring the necessary repairs although the Toyota fuel system diagnostics did **NOT** show a system fault failure code. Instead the repair order just stated the fuel gauge had "normal operation".

During the Lemon Buy-back review period provided by Toyota, I received a phone call on **06-19-2014** from a Toyota Field Tech support person named **Ryan Eklund**. We went over my concerns and he then went into a very long explanation of the reason behind the gauge sticking on empty. I was told that the unique design of the cars saddle tanks configuration has a problem with fuel being equal in both tanks at times causing the gauge to report incorrectly. This can occur during a low or partially low fuel condition when an insufficient amount of fuel is added. Well then, **obviously Toyota is fully aware of this issue** and my first repair was just a **waste of my time**. The conversation continued on and He really tried to convince me to just go ahead and **always purchase over \$15.00 every fill-up** to prevent the situation from arising since it's just "**the nature**" of the car. I really thought this was quite amusing and then tried to explain to him that I am a person who is partially disabled living on a fixed income with a 2nd part time job just to help with my daily expenses. Sometimes, I find it **impossible** to purchase that amount of gas, not all the time but it should not have to be necessary anyways. I have owned over 20 cars within my lifetime and have **NEVER** had a car that behaves in this manner. Especially with a **small gas capacity of 13 gallons when filled**, this seems **ridiculous** and a **danger for the driver** when it happens.

It is no fun and a **HUGE Safety distraction** having to track the car by driven mileage in order **NOT to run out of gas**. I do **NOT** think he got my point nor did he seem to really care. The best I could get from him was to put in a request for Toyota Engineering to re-evaluate the situation but no promises were made that they would. As far as I know, to date, this did **NOT** occur.

During the course of preparing to complete this paperwork for my 2nd voluntary arbitration that Toyota provides to its customers, the car once again **stuck** in the low fuel condition. Since my provided documentation on the first repair work order was so **weak** and so **non supportive** of the problem, I immediately took the car back to the Toyota dealer at this time and requested the Service Dept re-visit the stuck gauge and completely document the issue since it was not in my opinion done to my satisfaction and **missing to many facts**. The Service Director declined to comply and referred myself back to Toyota Corporation. Instead of leaving the dealership, I then went and met the Dealership **Sales Department GM**. Named **Anthony Woods**. He was nice enough to take the time and granted me an instant meeting to discuss the entire situation. He brought Jerry the Service Director into the meeting. The discussion resulted in the GM asking Jerry to add information to the work repair order to help document the factor that led up to the fuel pump sending unit replacement. Jerry indicated that Toyota had already reviewed the work repair order and changing it now would not be legal.

In order to help with the current situation, the GM offered me a full tank of gas to get the gauge functional again. He then instructed Jerry to go and fill the car up with the key **ON** (motor OFF) so the gauge operation could be monitored during the fill-up. I really liked the idea as well as the free gas offer so off we went. The results of this fill-up were very **educational** as witnessed by **Jerry the Service Director** himself. The results showed that the fill-up totaled an amount of added gas of **10.5 gallons**. Since the total fuel capacity is equal to **13 gallons**, this now supported the fact that I had already had **2.5 gallons** (approximately 20% fuel capacity) of gas in the tank prior to this fill-up of gas. During the fill-up, the fuel gauge needle continued to remain below the empty line without any response as gas was being added until it suddenly jumped to displaying $\frac{1}{4}$ of a tank. At that point 1.8 gallons of gas had been added so far in the fill-up. The car continued to receive more gas until the tank was full at 10.5 gallons shown on the gas pump.

This now proved that it can take over 4 gallons ($2.5 + 1.8 = 4.3$ gal or **33% total fuel capacity**) for the fuel gauge to respond once stuck into the incorrect empty condition as shown on the fuel gauge itself. After the fill-up, we traveled back to the Dealership and spent some time going over the FR-S owner's manual to see what the book states in regards to this. The only information the book provides is that the Low fuel system has a Low Fuel light that will come on with 1.8 gallons or less fuel.

After Jerry determined the operation of the fuel gauge as described in the FR-S Owners manual, he then promised to re-contact the Toyota Field service person (**Ryan Eklund**) to provide further feedback and added support requested if possible. He called me back several days later with the disposition that Toyota will NOT change its disposition per Ryan and still considers it to be normal since it's "**Just the nature of the design of the car**" itself.

As of Friday (**08-15-2014**), I have now received a written Centennial Toyota repair work order (**invoice # 111048**) that describes the gas fill-up and lack of gauge response during my free fill-up with the Service Director Jerry. I can honestly state that without the help of Anthony Woods, the Sales GM, I would have never gotten this supporting document to help prove my cars fuel gauge problem.

This car is truly flawed with a **safety/functional design related issue** that Toyota doesn't want to address and I really appreciate any assistance in helping to resolve this matter.

Regards, [REDACTED] [REDACTED]



CENTENNIAL TOYOTA SCION

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LAS VEGAS, NV 89149

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AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	
		X _____		_____
		CUSTOMER INITIALS		CUSTOMER SIGNATURE

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W78910

LAS VEGAS, NV
 HOME: [REDACTED] CELL: [REDACTED]
 EMAIL: [REDACTED]

LAS VEGAS, NV
 HOME: [REDACTED] CELL: [REDACTED]
 EMAIL: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0342 ADV: 081 KOPECKY, INVOICE: PRELIM WAR W JK
 MF6: 04075 TAX RULES: YNNM INVOICED: 02/19/2014 13:48:58
 ODOMETER IN: 560 OUT: 562 DIST: TOY
 DATES BEGIN: 02/19/14 DONE: 02/19/14

VIN JF1ZNA810E [REDACTED] LICENSE NUMBER: NV [REDACTED]
 14 TOYOTA SCION PR-S 10 SERIES 20R CPE WHITE
 STOCK# 00840762
 DATES INSERVICE: 012514 SOLD: 012514

CONCERN 51 CUST STATES- THE FUEL GAUGE DOES NOT GO UP AFTER PUTTING FUEL IN VEHICLE - OPERATION TECH HOURS AMOUNT
 SDP IN USE SPD 14045028 234021 434 1.6 164.80

CAUSE SENDING UNIT STICKING AT TIMES
 CORRECTION REMOVED AND REPLACED THE FUEL PUMP SENDING UNIT ASSEMBLY.

PART NUMBER	QTY	SELL	AMOUNT
SPD S0003-0101B	1	408.95	408.95
PARTS: COUNT 1			

FACTORY TECH: 434 - CONTRERAS, MILT
 T2 CODE : 83 T1 CODE : 72

SUBTOTAL

PARTS CHARGES	408.95
LABOR CHARGES	164.80
TOTAL CHARGE FOR CONCERN	573.75

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W78910

PARTS CHARGES	408.95
LABOR CHARGES	164.80
TOTAL CHARGE	573.75

PAYMENT DISTRIBUTION FOR INVOICE W78910	
TOTAL CHARGE	573.75
FACTORY WARRANTY	573.75

ESTIMATE

ESTIMATE \$0.01

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JASON C KOPECKY

FLOOR MAT WARNING

TOYOTA RECOMMENDS ONLY INSTALLING FLOOR MATS DESIGNED SPECIFICALLY FOR YOUR VEHICLE, FOLLOWING THE TOYOTA INSTALLATION GUIDELINES. ALWAYS

PART #'S ENDING IN -84 ARE REMANUFACTURED

Thank You

964605

ON LINE SERVICE INVOICING BY JCF

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