

CL- 11151806 - 9443

February 22, 2019

US Dept of Transportation
NHTSA Headquarters
Office of Defect Investigations (NVS-210)
1200 New Jersey Ave. S.E.
West Building
Washington DC, 20590

Re: ODI Tracking No. 11151806;
VIN No. JF1ZNAA11D [REDACTED]
Toyota Safety Recall - J02 - Certain 2013 Model Year Scion FR-S Engine Valve Spring
Replacement;
NHTSA Recall No. 18V-772

Dear Ma'am or Sir:

We are writing to you with the following attachments, documenting the failure of our 2013 Toyota Scion FR-S engine, and asking you to take action to add the above referenced VIN number to Toyota Safety Recall J02 / NHTSA Recall No. 18V-772.

1. Inspection, Observation and Recommendation Report from Christian Brothers Automotive Lewisville, Texas, with Invoice for replacement engine and installation;
2. Statement from Jerry Skaggs, Service Manager of Christian Brothers Automotive Lewisville, Texas;
3. Ownership, Vehicle Details, and Service Record for the above referenced vehicle;
4. Toyota Motor North America Safety Recall J02 (Remedy Notice), and
5. NHTSA Recall Quarterly Report 18V-772.

Please review the attached documents, and add our VIN number to Toyota Safety Recall J02 so that we may have the failed Toyota/Subaru Boxer engine remedied through Toyota.

Sincerely,

[REDACTED]

Enclosure(s)

TG
3/6/19
UN

Christian Brothers Automotive Lewisville 1263 W Round Grove Rd Lewisville, TX,
75067 **972-315-1745**
<http://www.cbac.com/lewisville/>

CBA Courtesy Inspection

Customer:		License:	
Vehicle:	2013 Scion FR-S 6MT, 6-Speed Manual, RWD, 2.0L H4 16V	VIN:	JF1ZNAA11D
Inspection date:	09/19/2018	Odometer:	38,262 miles
Repair Order:		Last Visit:	09/11/2018

**We have inspected
your vehicle with the
following results:**



CODY KIMBERLIN,
Technician



DUSTIN BARBER, Service
Advisor

Inspection Details

Good		
Initial Observations	Observation	Action
Four Corners	RWD	
Under Hood	Observation	Action
Engine Oil		

Good

Under Car	Observation	Action
Fluid Leaks		

Good**Initial Observations**

✓ Registration/State
Inspection

Lighting

✓ Horn	✓ Turn Signals/Hazards	✓ Windshield Wipers
✓ Windshield Washers	✓ Headlights	

Under Hood

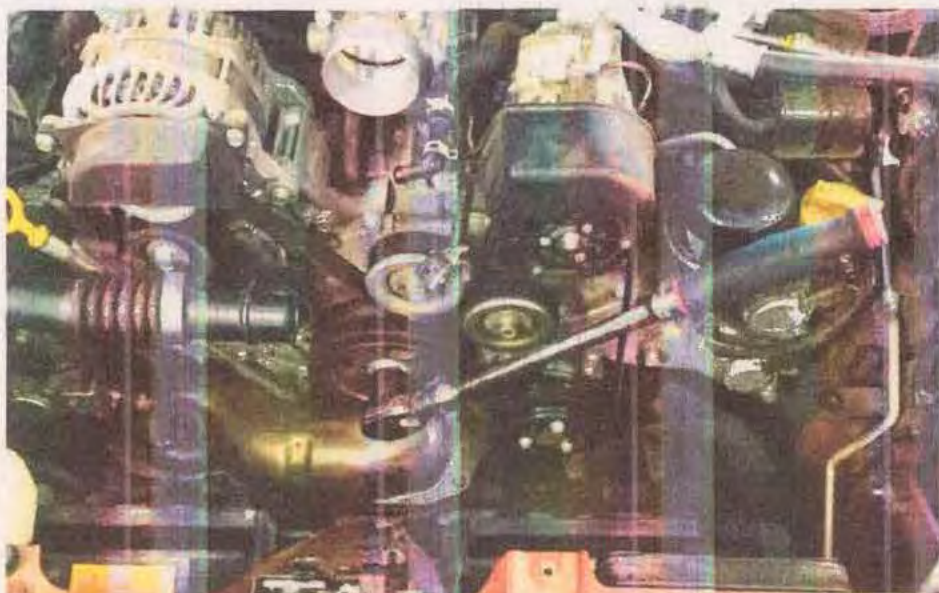
✓ Windshield Washer Fluid	✓ Drive Belts	✓ Radiator
✓ Cooling System Hoses	✓ Hood struts	✓ Tuneup
✓ Under hood leaks		

Under Car

✓ Tires	✓ Front Brakes	✓ Rear Brakes
✓ Brake Hydraulics	✓ Front Strut/Shock	✓ Rear Strut/Shock
✓ Suspension/Steering	✓ Drive Axle Boots	✓ Exhaust System
✓ Parking Brake		

Needs Immediate Attention

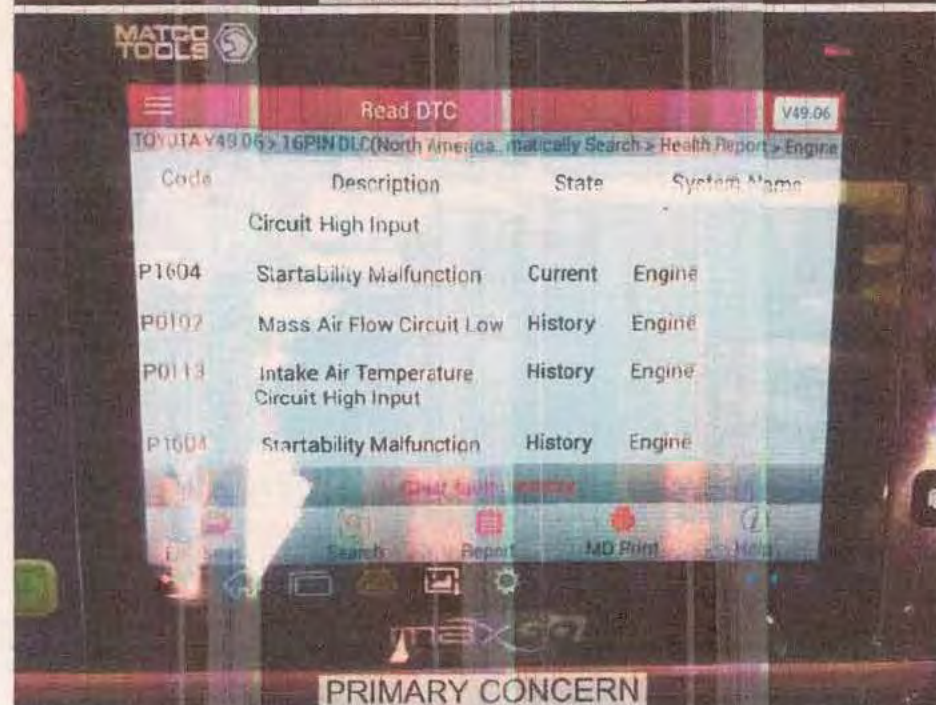
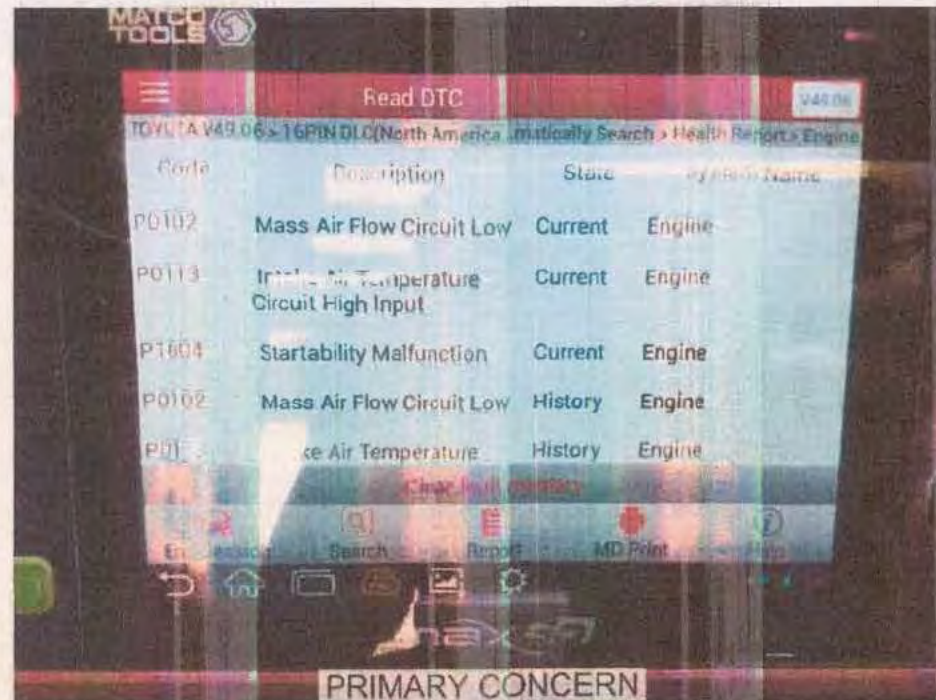
PRIMARY CONCERN	Observation	Action
PRIMARY CONCERN	TECHNICIAN NOTED WHILE WORKING ON VEHICLE <i>Notes:</i> When trying to start could hear the starter engaging but engine would not turn over. Engine oil looks new and full. Coolant is low. Tried to turn engine over by hand and would not turn at all. Engine has failed internally and locked up. Recommending engine.	
Under Hood	Observation	Action
Engine Coolant	Low	

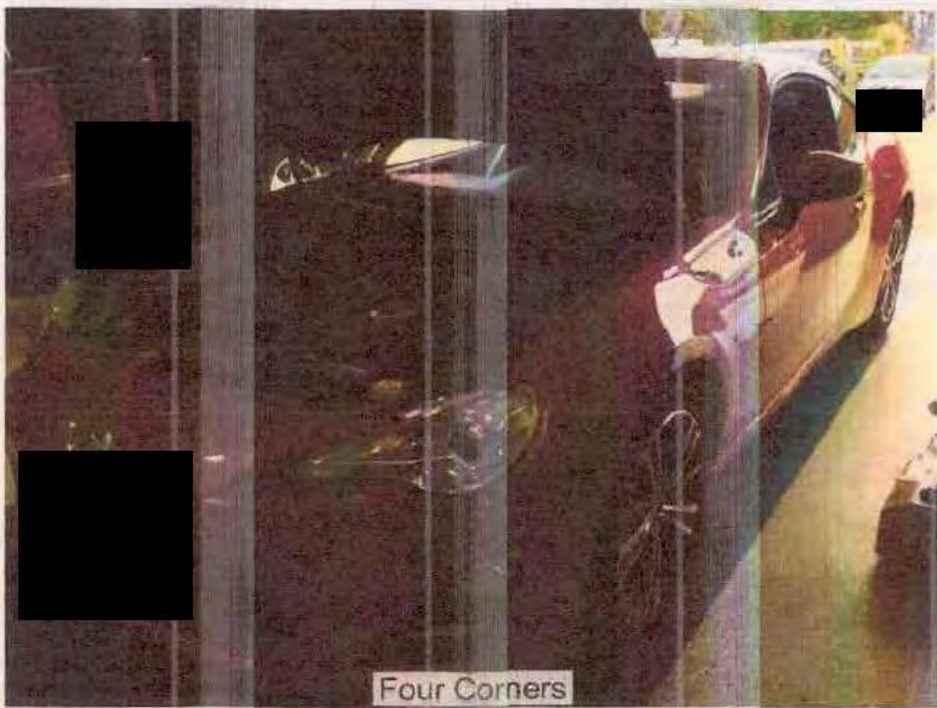


PRIMARY CONCERN
engine is seized and will not spin



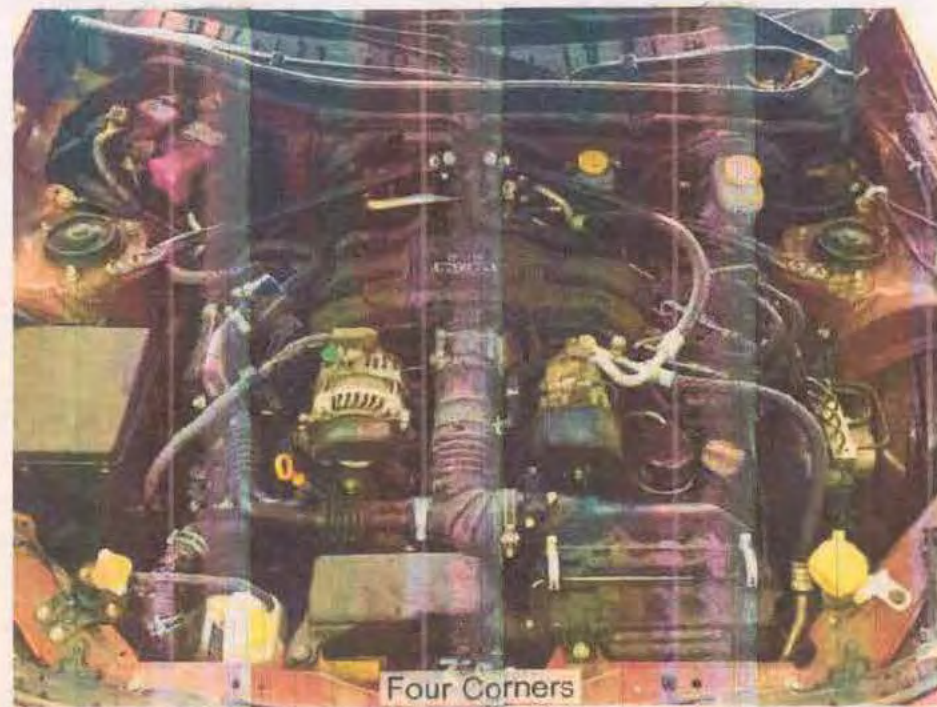
Four Corners



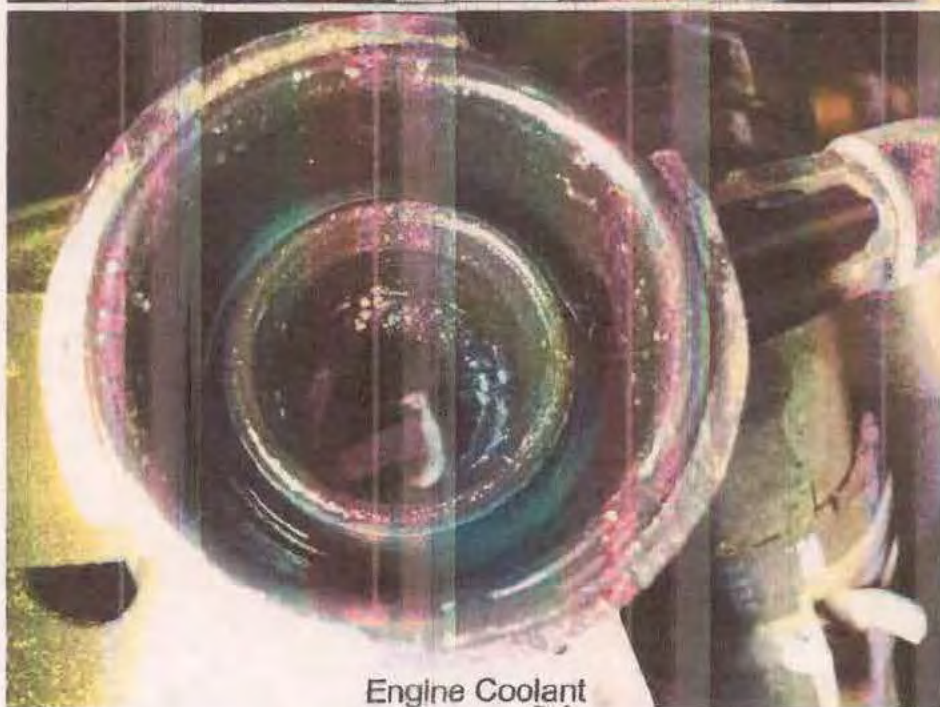




Engine Oil



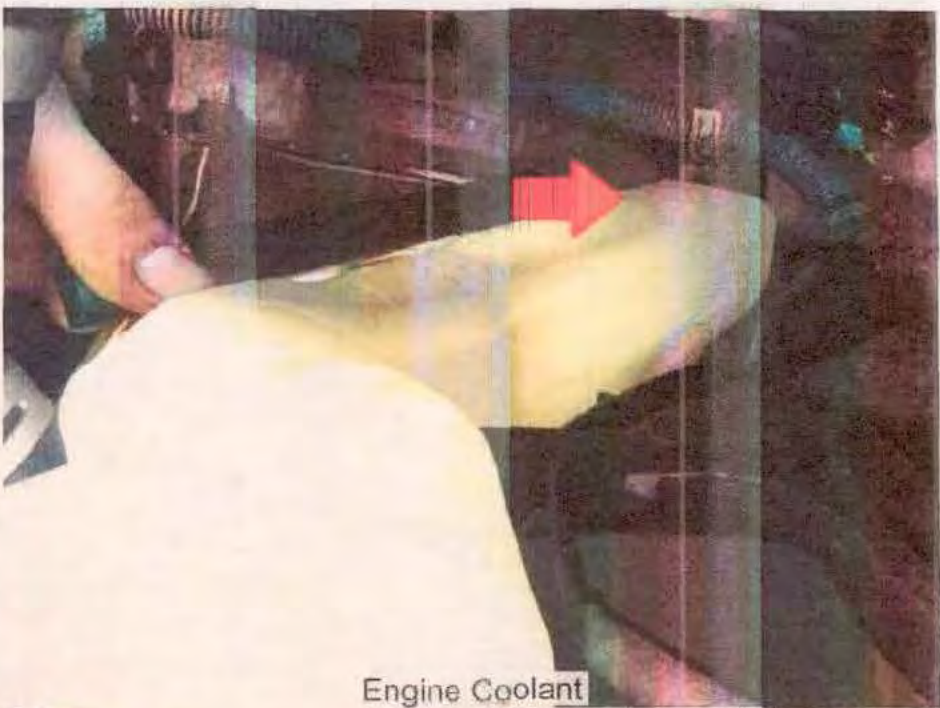
Four Corners



Engine Coolant



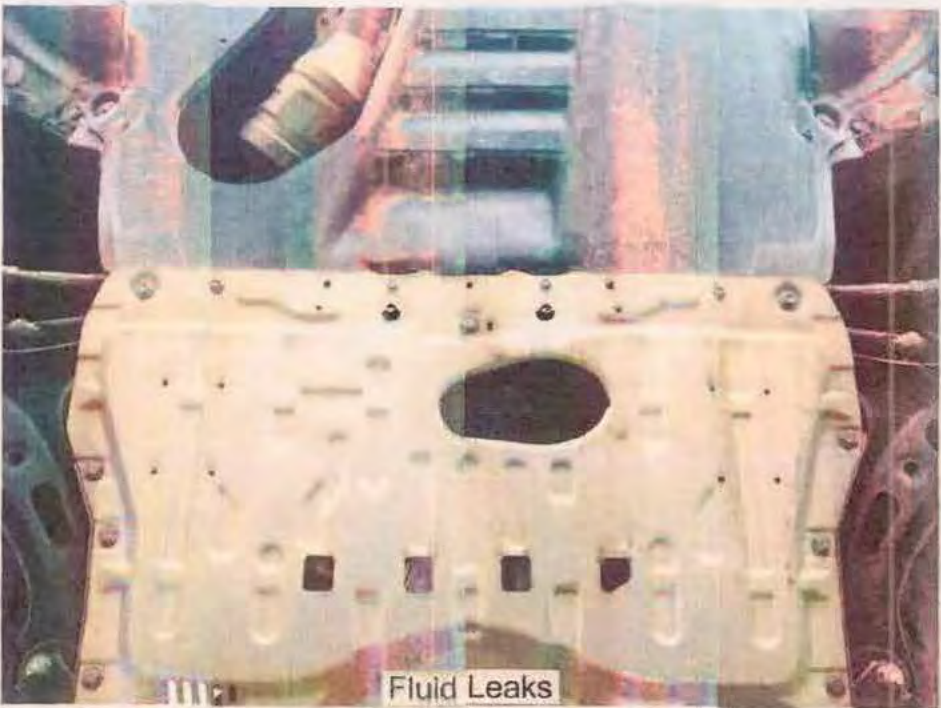
Four Corners



Engine Coolant



Fluid Leaks



Fluid Leaks

Christian Brothers Automotive



1263 W. Round Grove Rd.
Lewisville, TX 75067
(972) 315-1745 Fax (972) 315-1813
NICE DIFFERENCE

R.O. [REDACTED]
Original Estimate # [REDACTED]

LEWISVILLE, TX [REDACTED]
Phone [REDACTED]

2013 Scion Fr-s
4-1998 2.0L DOHC
VIN: JF1ZNA11D [REDACTED]
Mileage 38262
Trans:
License:
Prod:
Unit:

Invoice Date
9/19/2018

Technician	Service Description	Parts	Labor	Job Total
	Mileage In: 38262 Mileage Out: 38262			
CK	CUSTOMER STATES: 1. DRIVING NORMALLY TO WORK, CAME TO THE STOP LIGHT AND THE CAR SHUDDERED AND DIED. TRIED TO RESTART IT SOUNDED LIKE IT WANTED TO BUT WOULDN'T THE THIRD TIME IT DID ABSOLUTELY NOTHING. LIGHTS ON THE DASH WERE STILL ON. PLEASE CHECK AND ADVISE.		0.00	
CK	VEHICLE COMPUTER DIAGNOSTICS: Scan Diagnostics for CEL or SES light on and perform basic test to confirm problem.		99.95	99.95
CK	CUSTOMER REQUEST A CBA COURTESY INSPECTION: This procedure is to make the customer aware of any problems or periodic maintenance that should be performed on the vehicle.		0.00	
CK	TECHNICIAN NOTED WHILE WORKING ON VEHICLE: pulled spark plugs, and the plug is completely smashed. it appears that the rod has broken and thrown the piston.		0.00	
CK	REPLACE ENGINE ASSEMBLY:	6600.00	1570.80	8170.80
S	Part Description	Part Price Each	Quantity	Extended
S	ENGINE	6600.00	1	6600.00
S	FRONT CRANKSHFT SEAL	0.00	1	0.00
S	REAR MAIN SEAL	0.00	1	0.00
S	192°F/195°C THERMOSTAT	0.00	1	0.00
S	AIR FILTER	0.00	1	0.00
S	NEW WATER PUMP	0.00	1	0.00
CK	WRECKER CHARGE: TOW IN BY PRO TOW: LEWISVILLE TIRE AND SERVICE. GOODYEAR DOWN THE ROAD FROM US.		80.00	80.00
CK	FULL SYNTHETIC OIL CHANGE: SYNTHETIC OIL CHANGE INCLUDES LABOR, OIL FILTER, AND UP TO 5 QUARTS OF SYNTHETIC OIL. ALSO, INCLUDES ADJUSTMENT OF TIRES PRESSURES, TOP OFF ALL FLUIDS, AND COURTESY VISUAL INSPECTION.	42.75	16.70	59.45
S	Part Description	Part Price Each	Quantity	Extended
S	5W/30 SYNTH MOTOR OIL	6.95	5	34.75
S	OIL FILTER	7.00	1	7.00
S	DISPOSAL FEE	1.00	1	1.00
CK	COOLANT FLUSH: Includes flushing current cooling system with a special cooling system lubricant and protector as well as replacing current coolant with new coolant	41.93	95.20	137.13
S	Part Description	Part Price Each	Quantity	Extended
S	LONG LIFE COOLANT	15.80	1	15.80
S	DISPOSAL FEE	1.00	1	1.00
S	COOLANT FLUSH KIT	25.13	1	25.13
	MISCELLANEOUS PARTS	Parts: 138.12		138.12
S	Part Description	Part Price Each	Quantity	Extended
S	SPARK PLUG	34.53	4	138.12

Payments:

Check, \$6200.00, on 09/19/18

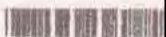
CheckNo [REDACTED] AuthorizationNo [REDACTED]

MASTERCARD, \$3092.95, on 09/19/18

Authorizations

Approved By	Approval Given to:	Date	Time	Difference	Total Authorized	Method
[REDACTED]	DB	9/12/18	9:30 am	\$9,252.25	\$9,252.25	By Phone
[REDACTED]	DB	9/19/18	9:44 am	\$40.70	\$9,292.95	By Phone

Reason:



Our warranty is 2 years or 24,000 miles, whichever benefits you the most!
Please visit our website for terms and conditions.

Christian Brothers Automotive



1263 W. Round Grove Rd.
Lewisville, TX 75067
(972) 315-1745 Fax (972) 315-1813
NICE DIFFERENCE

R.O. #

Original Estimate #

Phone

2013 Scion Fr-s
4-1998 2.0L DOHC
VIN: JF1ZNAA11D
Mileage 38262
Trans:
License:
Prod:
Unit:

Invoice Date
9/19/2018

Technician Service Description

Parts Labor Job Total

I hereby authorize the repair work to be done along with the necessary parts and materials; and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection.

I am the person or agent, acting on behalf of the person obligated to pay for the repair of the vehicle subject to this repair contract. I understand this vehicle is subject to repossession in accordance with Sec. 9.503 Texas Business & Commerce Code, if a written payment for repair on the vehicle is stopped, dishonored for lack of funds, or because the maker has no account.

Notice Pursuant to Sec. 70.001 Texas Property Code

TOTAL PARTS	\$6,822.80
TOTAL LABOR	\$1,782.65
SUBLET	\$80.00
SHOP SUPPLIES	\$39.95
SUBTOTAL	\$8,725.40
OTHER FEES	\$0.00
SALES TAX	\$567.55
TOTAL INVOICE	\$9,292.95
PAID	\$9,292.95
DUE	\$0.00

Customer Signature: _____ Date: _____



Our warranty is 2 years or 24,000 miles, whichever benefits you the most!
Please visit our website for terms and conditions.



To: [REDACTED] To whom it may concern

From: Christian Brothers Automotive – Lewisville

Date: Feb 19, 2019

Re: Scion FRS engine issues

The following is a summary of events regarding the repair history related to the engine failure that occurred in September of 2018.

I do hereby certify all stated herein to be truthful

- In September of 2018 [REDACTED] brought her vehicle in for service at Christian Brothers Automotive, 1263 W. Round Grove Road Lewisville Texas
- Upon inspection it was found the engine had seized and was in need of replacement
- After receiving approval to replace engine we proceeded with repairs
- Once engine was removed I asked a coworker to remove spark plugs and the engine valve cover to see if root cause of concern was visually apparent.
- I witnessed the spark plug on one cylinder had been impacted by the piston
- I also witnessed that the rocker arm on the corresponding cylinder head was loose from the valve train.
- The valve spring on the same cylinder was broken in two places
- At the time of arrival the vehicle had 38262 miles on the odometer
- Vehicle Identification Number JF1ZNAA11D [REDACTED]

Jerry Skaggs

Service Manager – Christian Brothers Automotive Lewisville Tx.

972-315-1745

Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM TIRE ROTATION PERFORM TIRE ROTATION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: STATE INSPECTION STATE INSPECTION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 4						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PERFORM 26 POINT VEHICLE INSPECT PERFORM 26 POINT VEHICLE INSPECT ION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 5						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: CUSTOMER DECLINED RECOMMENDED REPAIRS ~ ~ ~ ~ 35729 ENGINE AIR FILTER 29.95 CABIN AIRFILTER 49.95 BATTERY SERVICE 29.95 BRAKEFLUSH 134.95 FUEL SYSTEM SERVICE 189.95						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
02/11/2017	02/11/2017	30,130	LONE STAR TOY/LEWISVILLE-(42320)	PACKER, T		\$115.19
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM 6 CYLINDER SYNTHETIC OIL PERFORM 6 CYLINDER SYNTHETIC OIL CHANGE ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM TIRE ROTATION PERFORM TIRE ROTATION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: STATE INSPECTION STATE INSPECTION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 4						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PERFORM 26 POINT VEHICLE INSPECT PERFORM 26 POINT VEHICLE INSPECT ION ~ ~ ~ ~						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
08/06/2016	08/06/2016	23,506	LONE STAR TOY/LEWISVILLE-(42320)	WALTON, S		\$59.95
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM 6 CYLINDER SYNTHETIC OIL PERFORM 6 CYLINDER SYNTHETIC OIL CHANGE ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: LUBE-OIL-GREASE CHARGES PERFORM 6 CYLINDER SYNTHETIC OIL CHANGE ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PERFORM TIRE ROTATION PERFORM TIRE ROTATION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 4						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PERFORM 26 POINT VEHICLE INSPECT PERFORM 26 POINT VEHICLE INSPECT ION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 5						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: IN AN EFFORT TO KEEP YOUR VEHICLE IN AN EFFORT TO KEEP YOUR VEHICLE IN EXCELLENT WORKING CONDITION TOYOTA RECOMMENDS THAT WE SCHEDULE YOUR NEXT SERVICE VISIT ~ ~ ~ ~						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
05/07/2016	05/07/2016	20,242	LONE STAR TOY/LEWISVILLE-(42320)			\$56.88
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM AUTO CARE OIL FILTER CHA PERFORM AUTO CARE OIL FILTER CHANGE AND TIRE ROTATION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PERFORM 26 POINT VEHICLE INSPECT PERFORM 26 POINT VEHICLE INSPECT ION ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: TIRE INSPECTION INSTALL ONE NEW LUG NUT ON DRIVERS REAR WHEEL ~ ~ ~ ~ 20242 COMPLETE						SSC No. ---- Agreement ----
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer		R.O. No.	R.O. Total
03/31/2014	04/04/2014	8,296	LONE STAR TOY/LEWISVILLE-(42320)			\$87.32

Get Older Service History

Original Publication Date: December 19, 2018

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

SAFETY RECALL J02 (Remedy Notice)

Certain 2013 Model Year Scion FR-S Engine Valve Spring Replacement NHTSA Recall No. 18V-772

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2013 Scion FR-S	Late March 2012 – Early July 2013	25,300	0

On November 1, 2018, Subaru filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of their intent to conduct a voluntary Safety Recall involving a number of models, including certain 2013 model year Scion FR-S vehicles.

Condition

The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. In the worst case, this may result in the engine stalling during driving and the inability to restart the vehicle. An engine stall while driving at higher speeds could increase the risk of a crash.

Remedy

Any authorized Toyota dealer will replace the engine valve springs in involved Scion vehicles with new ones of an improved design **FREE OF CHARGE**.

Covered Vehicles

There are approximately 25,300 Scion-branded vehicles covered by this Safety Recall. There are approximately 440 of these vehicles that were distributed to Puerto Rico covered by this Safety Recall.

Owner Letter Mailing Date

Toyota will begin to notify owners of involved Scion-branded vehicles in late December 2018. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used Scion-branded vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered Scion-branded vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information in these cases. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state: "Disclosure Form J02/J12" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on TIS, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Remedy Parts Kit:

Only one of the below kits is needed per vehicle depending upon transmission type.

Transmission Type of Vehicle	Part Number	Description	Quantity
Manual (M/T)	SU003-08062*	Engine Valve Spring Kit (M/T)	1
Automatic (A/T)	SU003-08061*	Engine Valve Spring Kit (A/T)	1

*: Refer to the Technical Instructions for a list of the items included in each kit.

Fluids and Materials:

Description	Part Number	Quantity per Vehicle
Toyota Super Long Life Coolant Blue	00272-GTBC1	7.6 qts (7.2 liters) - 7.9 qts (7.5 liters) M/T Transmission - A/T Transmission
Genuine Toyota Motor Oil 0W-20	N/A	5.8 qts (5.5 liters)
FIPG Sealant	00295-1217H	1 Tube
R134a Refrigerant	N/A	40 grams maximum (1.4 ounces or 0.088 lbs.)

Note that only Genuine Toyota motor oil and Genuine Toyota Super Long Life Coolant Blue will be accepted. Additionally, only P/N 00295-1217H will be accepted for FIPG sealant.

Campaign Special Service Tools

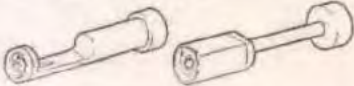
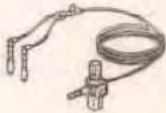
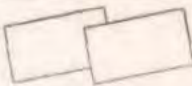
In a separate shipment, which is scheduled to arrive at dealerships during the week of December 17, 2018, your dealership will be sent a package containing the special service tools necessary to perform this Safety Recall. Each dealer was shipped two sets of the tools necessary to perform this Safety Recall. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

ATTN: SERVICE MANAGER

**SAFETY RECALL – J02
SPECIAL SERVICE TOOLS**

Do Not Refuse Shipment

Tools included in the package of special service tools:

Image	Description
	Valve Spring Remover and Replacer.
	Pressure Holding Tool
	Guide Bolt (2pcs as shown)
	Torque Converter Stopper
	Retainer Lock Check Tool
	Transmission Support
	Engine Hanger and Engine Hanger Bolt
	Crank Pully Tool
	Magnet Sheet (2 sheets as shown)

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Expert Technician (Engine)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Vehicles with Aftermarket Modifications

Refer to the attached FAQ for a Q&A related to vehicles with aftermarket modifications.

Engine Assembly Replacement

If during the course of the remedy procedure, it is discovered that the vehicle already has the condition (i.e., the engine valve spring(s) has fractured), the engine assembly should be repaired or replaced. Create a TAS case and contact your region representative for further instructions. Note that there is no need to call TAS.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Vehicles Emission Recall Proof of Correction Form (California only)

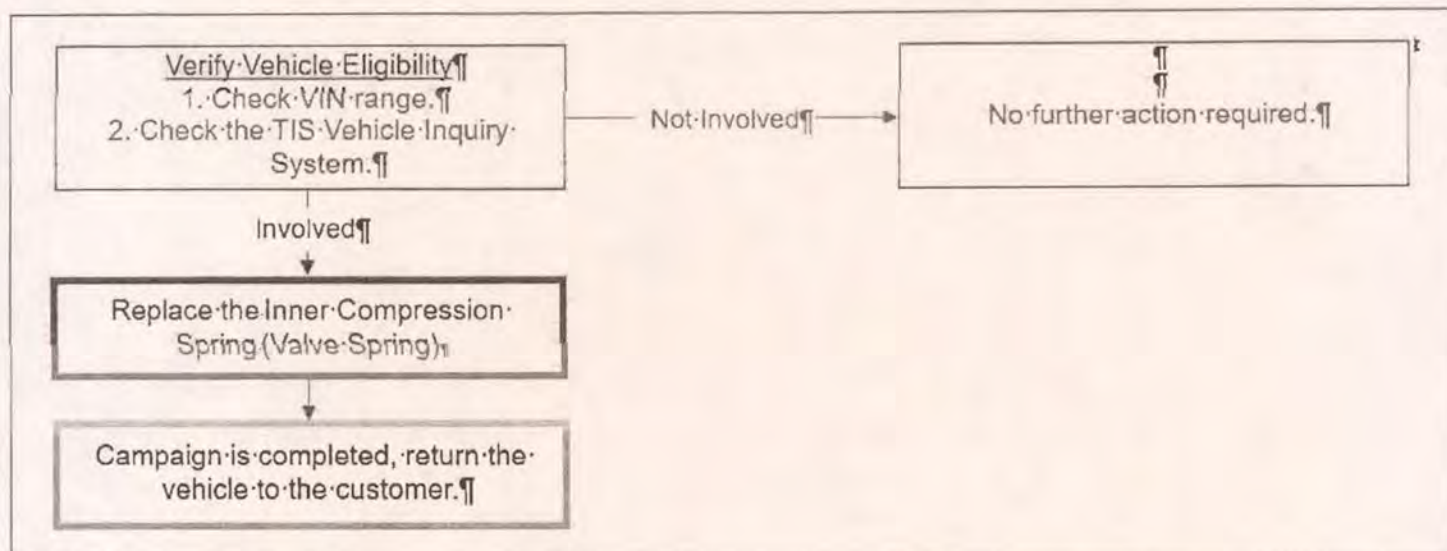
As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by July 31, 2019. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The image shows a "Vehicle Emission Recall - Proof of Correction" form. It is a document with a header section containing fields for "Vehicle Number", "Date", "Rec. Type", "Rec. Type", and "Vehicle Description". Below this is a section for "Signature" with a line for the signature and a line for "Signature Title". There is also a section for "Dealer's Name" and "Address, City, State and Zip". At the bottom, there is a line for "Date" and a line for "Customer's Authorized Signature". A note at the bottom states: "Please fax this certificate to DMV only when required - otherwise keep for your records".

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Description	Op Code	Transmission Type of Vehicle	Flat Rate Hours
Replace the Engine Valve Springs	J02001	A/T Transmission	13.8
	J02002	M/T Transmission <i>with</i> Air Conditioning	12.5
	J02003	M/T Transmission <i>without</i> Air Conditioning	12.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Fluids and Materials:

- Note that only Genuine Toyota motor oil and Genuine Toyota Super Long Life Coolant Blue will be accepted. Refer to the parts ordering process for more information. The necessary volume of engine coolant and motor oil can be claimed in the parts section under OpCodes J02001, J02002, or J02003.

Description	Maximum Volume Permitted on Claim
Genuine Toyota Motor Oil 0W-20	7 quarts
Toyota Super Long Life Coolant Blue (00272-GTBC1)	8 quarts (2 gallons)

- Claim the FIPG sealant (1 tube maximum) under OpCodes J02001, J02002, or J02003 in the parts section. Note that only P/N 00295-1217H will be accepted.

Sublets:

- The cost of providing a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 2 days at a maximum rate of \$35.00 per day as a sublet type "RT" under OpCodes J02001, J02002, or, J02003. If additional loaner vehicle reimbursement is needed beyond 2 days, specifically in the event at that the remedy parts are not immediately available due to backorder condition, refer to the loaner vehicle reimbursement procedure on the next page.
 - Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Towing can be claimed under Op Codes J02001, J02002, or, J02003 at a maximum rate of \$250.00 per vehicle as sublet type "TW" in the event the customer requests vehicle pickup. Towing invoice is required to be attached to the claim.
- The cost of up to 40 grams (1.4 ounces) of R134a refrigerant can be claimed as sublet type "OF" under OpCodes J02001 or J02002 at a maximum rate of \$2.00 per vehicle.

Loaner Vehicle Reimbursement Procedure

For customers who felt uncomfortable driving their vehicle and requested a loaner vehicle or alternative transportation during the interim phase of this Safety Recall, the cost of a loaner vehicle, or the cost of alternative transportation, can be claimed at a maximum rate of \$35.00 per day. This reimbursement may also be used, specifically in the event that the remedy parts are not immediately available due to back order condition and greater than 2 days of rental was needed as a result.

Op Code	Description
J02RT1	Vehicle Rental 1-30 Days
J02RT2	Vehicle Rental 31-60 Days

- **NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**

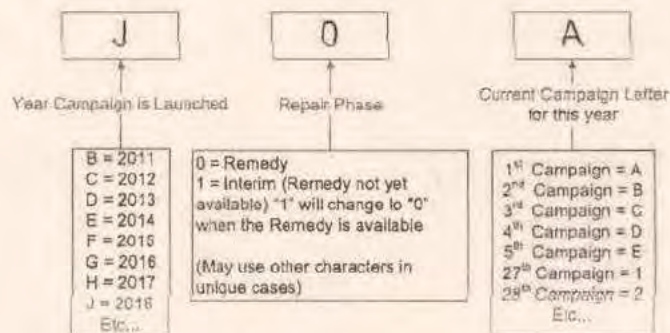
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin PRO17-03 to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

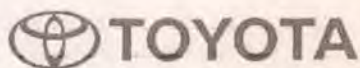
Campaign Designation / Phase Decoder

**Examples:**

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 J0A = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



SAFETY RECALL J02 (Remedy Notice)

Certain 2013 Model Year Scion FR-S
Engine Valve Spring Replacement
NHTSA Recall No. 18V-772

Frequently Asked Questions

Original Publication Date: December 19, 2018

Q1: What is the condition?

A1: The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. In the worst case, this may result in the engine stalling during driving and the inability to restart the vehicle. An engine stall while driving at higher speeds could increase the risk of a crash.

Q1a: What is a valve spring?

A1a: The valve spring is an engine component that functions to close the exhaust and intake valves during the combustion cycle.

Q2: Are there any warnings that this condition exists?

A2: No. However, if the valve spring fractures, abnormal noise or vibration may occur prior to a potential engine stall. If you hear an abnormal noise or feel a vibration, your vehicle may be experiencing symptoms related to this condition. Please pull over as safely and as quickly as possible, and then contact your authorized Toyota dealer.

Q3: What is Toyota going to do?

A3: In late December 2018, Toyota will send an owner notification letter by first class mail advising owners of involved Scion vehicles to make an appointment with their authorized Toyota dealer to have the engine valve springs replaced with new ones of an improved design **FREE OF CHARGE**.

Q4: Did Toyota manufacture the Scion FR-S?

A4: No. The Scion FR-S was manufactured by Subaru under an agreement between Subaru and Toyota. Subaru reported a safety defect involving a number of models to the National Highway Traffic Safety Administration. Thus, Toyota is conducting this Safety Recall for the involved Scion-branded vehicles.

Q4a: Can I take my vehicle to a Subaru dealership to have this Safety Recall performed?

A4a: No. Only authorized Toyota dealers can perform this Safety Recall on your vehicle. Please bring your vehicle to an authorized Toyota dealer to have this Safety Recall performed.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 25,300 Scion-branded vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Scion FR-S	2013	Late March 2012 – Early July 2013

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q6: How long will the repair take?

A6: The repair takes approximately one and one-half business days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period. Your dealer may provide you with a loaner vehicle.

Q7: My vehicle has been modified with aftermarket (non-factory) components and my dealer says I should remove the modifications before the Safety Recall can be performed; is there anything I can do about this?

A7: Some vehicles may be equipped with non-Toyota-approved parts and/or accessories that make it difficult or impossible for a dealer to install the remedy parts for this Safety Recall. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota-approved parts could affect a vehicle's operation. That is why it is best to restore your vehicle to its original condition prior to the remedy being performed.

Notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealer is willing to do so, you may be charged for labor or parts costs not otherwise covered by Toyota's Safety Recall remedy. Toyota provides the specific remedy parts kit, necessary engine fluids and sealant, and covers 12.2 – 13.8 hours (depending upon vehicle configuration) of dealer labor expenses. You must pay any additional charges for parts or labor by the dealer which are the result of the vehicle's non-Toyota-approved modifications.

Toyota is not responsible for later performance problems your vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

Q8: What if I previously paid for repairs related to this Safety Recall?

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: How does Toyota obtain my mailing information?

A9: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q10: What if I have additional questions or concerns?

A10: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

TOYOTA

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

IMPORTANT SAFETY RECALL (Remedy Notice)

**Certain 2013 Model Year Scion FR-S Vehicles
Engine Valve Spring Replacement**
NHTSA Recall No. 18V-772

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Subaru has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Scion FR-S vehicles. The Scion FR-S was manufactured by Subaru under an agreement between Toyota and Subaru. Toyota is conducting this Safety Recall for involved Scion-branded vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. This may result in the engine stalling during driving and the inability to restart the vehicle. An engine stall while driving could increase the risk of a crash.

What will Toyota do?

Any authorized Toyota dealer will replace the engine valve springs with new ones of an improved design **FREE OF CHARGE**.

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. *Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Recall Quarterly Report**18V-772**

J02

BENEFICIAL USE - LATE JULY 2013 =

Manufacturer Name : Subaru of America, Inc.**NHTSA Recall No. / MFR Recall No.:** 18V-772 / WTY-84**Recall Subject :** Engine Valve Spring Failure may cause Engine Stall**Owner Notification Beginning Date :** DEC 26, 2018**Owner Notification End Date:** DEC 28, 2018

Report #	Submission Date	Report Quarter	Recall Population	Total Remedied	Total Unreachable	Total Removed
1	FEB 04, 2019	2018-4	165,534	14	0	0

This Document Last Updated : FEB 04, 2019

Definitions :**Report Quarter :** The quarter the manufacturer is reporting recall completion figures (e.g. 2012-3 means the 3rd quarter of 2012).**Recall Population :** The total number of products recalled by the manufacturer.**Total Remedied :** The total number of products either remedied, inspected without needing remedy, or returned to inventory.**Total Unreachable :** Products deemed unreachable as owner notifications were unable to be delivered.**Total Removed :** Products that have been scrapped, stolen, or exported.

Vehicle 4: 2013-2013 Toyota Scion FR-S

Vehicle Type: LIGHT VEHICLES

Body Style: 2-DOOR

Power Train: GAS

Descriptive Information: -Description of the issue: The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. In the worst case, the engine may stall during driving.

-The basis for how the recall population was determined: Vehicles equipped with engines which have an improper design of the valve train which may result in excessive stress to the valve springs are included in population. In May 2013, the lower limit of the tolerance of the valve spring wire diameter was raised to compensate for the excessive stress.

-How the recalled products differ from products that were not included in the recall: Products that were not included in the recall do not have valve train containing valve springs manufactured with the original width of the tolerance of the spring wire diameter.

- 25,285 2013MY Toyota Scion FR-S vehicles are affected

Production Dates: MAR 13, 2012 - JUL 08, 2013

VIN Range 1: Begin:

NR

End: NR

☐ Not sequential

Vehicle 5: 2013-2013 Subaru XV Crosstrek

Vehicle Type:

Body Style:

Power Train: NR

Descriptive Information: -Description of the issue: The valve springs located inside the engine of the affected vehicles may fracture, which may cause an abnormal noise or engine malfunction. In the worst case, the engine may stall during driving.

-The basis for how the recall population was determined: Vehicles equipped with engines which have an improper design of the valve train which may result in excessive stress to the valve springs are included in population. In May 2013, the lower limit of the tolerance of the valve spring wire diameter was raised to compensate for the excessive stress.

-How the recalled products differ from products that were not included in the recall: Products that were not included in the recall do not have valve train containing valve springs manufactured with the original width of the tolerance of the spring wire diameter.

- 39,670 2013MY Subaru XV Crosstrek vehicles are affected

Production Dates: MAY 17, 2012 - JUL 02, 2013

VIN Range 1: Begin:

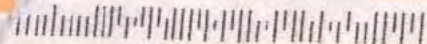
NR

End: NR

☐ Not sequential



Lewisville, TX



NTX P&DC 7509
SAT 23 FEB 2019
AFSM 1/1 23:44:23



US Dept of Transportation
NHTSA Headquarters
Office of Defect Investigations (NVS-210)
1200 New Jersey Avenue S.E.
West Building
Washington DC, 20590