



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 26, 2019

[REDACTED]
Lewisville, Texas [REDACTED]

NEF-109 tg
Ref. No. 11151806

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Toyota Scion FR-S. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You request that your MY 2013 Toyota Scion FR-S be added to NHTSA Safety Recall Campaign No. 18V-772. The recall addresses a problem with valve springs that may fracture and 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.

Toyota determined that the affected MY 2013 Scion FR-S vehicles were produced between March 13, 2012, through July 8, 2013. According to the May 2013 build date of your vehicle, it should be included in the recall. In addition, your vehicle is still under the new vehicle 5 year/60,000-mile powertrain warranty for this type of engine repair. The only reason we can determine why Toyota is declining to repair your vehicle is due to abuse. You did not provide a repair order from an authorized Toyota dealer for their diagnosis of the problem. As such, NHTSA does not have authority to intervene in warranty issues and isolated disputes between a consumer, manufacturer, and dealer.

We recommend that you continue to work with Toyota or a local dealer for an amicable resolution to your problem. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process can



www.nhtsa.gov

be found on our website at

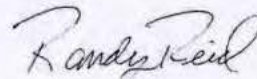
www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

You may consider contacting your local Consumer Protection Agency or the Texas Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement