

Original Publication Date: November 1, 2018

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

## SAFETY RECALL J02 (Interim Notice J12)

### Certain 2013 Model Year Scion FR-S Engine Valve Spring Replacement

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 on 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 during driving could increase the risk of a crash.

#### Remedy

Toyota is currently preparing the remedy for this condition. When the remedy becomes available, Toyota dealers will replace the engine valve springs with new ones of an improved design **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 25,300 vehicles covered by this Safety Recall. There were approximately 440 vehicles distributed to Puerto Rico covered by this Safety Recall.

#### Owner Letter Mailing Date

Toyota expects to begin notifying owners by late December 2018.

*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.

### **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**

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. 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](mailto: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.

### Loaner Vehicle Reimbursement Procedure

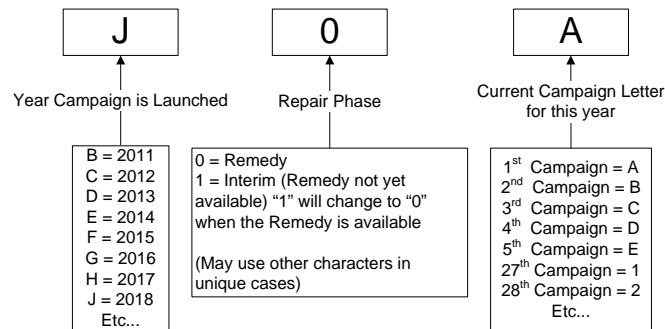
For customers who have experienced the condition or are uncomfortable driving their vehicle while Toyota prepares the remedy, a loaner vehicle or alternative transportation through Toyota Rent-A-Car can be claimed for \$35 per day. Toyota is currently preparing the rental vehicle op codes. The Dealer Letter will be updated when these op codes are available, please hold claim filing until that time.

**NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

## Campaign Designation /Phase Decoder



### Examples:

C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014  
 J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> 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 (Interim Notice J12)

### Certain 2013 Model Year Scion FR-S Engine Valve Spring Replacement

#### Frequently Asked Questions

Original Publication Date: November 1, 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.

**Q3: What is Toyota going to do?**

A3: Toyota is currently preparing the remedy. When the remedy becomes available, Toyota will send an owner notification by first class mail by late December 2018, advising owners 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: Which and how many vehicles are covered by this Safety Recall?**

A4: There are approximately 25,300 Scion vehicles covered by this Safety Recall.

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

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q5: What if I previously paid for repairs related to this Safety Recall?**

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: How does Toyota obtain my mailing information?**

A6: 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.

**Q7: What if I have additional questions or concerns?**

A7: 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 Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

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This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____