

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.

FIPG Sealant (00295-1217H) – Stocking Precaution

Read the information below to help avoid inadvertently overstocking your dealership with FIPG sealant (00295-1217H) for Safety Recall J02.

- Approximately 1 tube of FIPG sealant is needed per vehicle to complete the J02 remedy.
- The FIPG sealant is available from the TCMC (Toyota Complete Maintenance Care) portal in case quantity only. Each case contains 6 tubes.
- The FIPG sealant has a 9-month shelf life.
- As with all chemicals in the TCMC (Toyota Complete Maintenance Care) program, this FIPG sealant is non-returnable unless it was received defective/damaged.
- If you have any questions or concerns about the FIPG sealant (00295-1217H), please call TCMC Customer Service using the phone number listed at the bottom of the TCMC home page.

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 special service tools necessary to perform this Safety Recall. When received, each package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

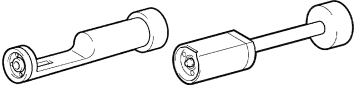
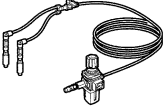
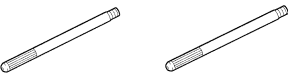

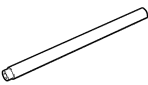
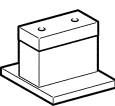

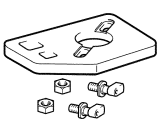
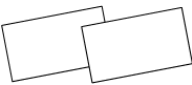
ATTN: SERVICE MANAGER

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.utodealerreports.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)

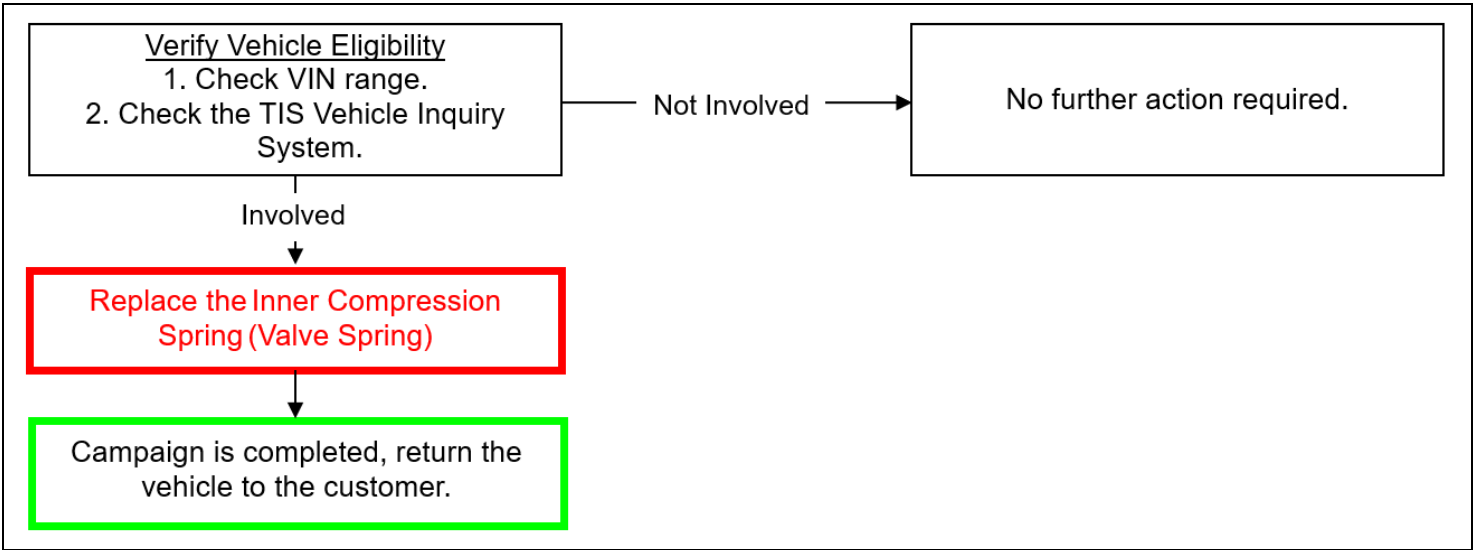
As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the 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 form is titled "Vehicle Emission Recall – Proof of Correction" and is designed for California dealers to use after completing repairs. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields, there is a section for Manufacturer and Recall Number, with a note stating: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." The form also has fields for Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. At the bottom, it instructs: "Return this certificate to DMV only when required – otherwise retain for your records." and includes the MDC number 00410-92007.

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 with Air Conditioning	12.5
	J02003	M/T Transmission without Air Conditioning	12.0

- 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).**

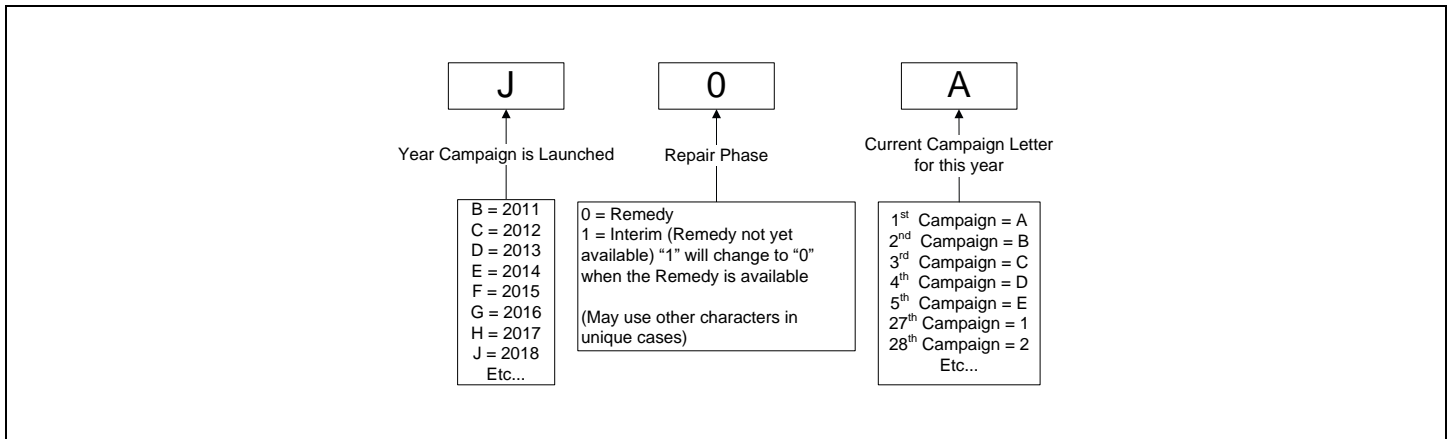
Claim Filing Accuracy and Correction Requests

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.