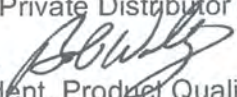


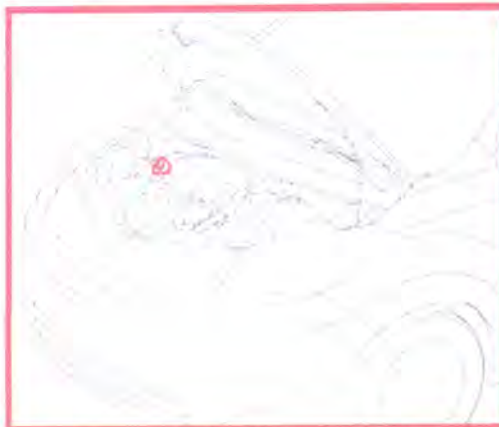
TOYOTA CUSTOMER SERVICES

Volume: XVIII
 Number: TC012-004
 Date: 3/2/2012
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents
 From: Bob Waltz, 
 Vice President, Product Quality and Service Support
 Subject: Product Update for Customer Satisfaction B0L
 Certain 2010 Model Year Scion xD Vehicles
 Oil Filler Cap for SAE 0W-20 Synthetic Oil

In our continuing efforts to meet product expectations, Scion would like to inform you of a product update. Scion is launching a Product Update to replace the Engine Oil Filler Cap on certain 2010 model year Scion xD vehicles.



Background

On Certain 2010 model year Scion xD vehicles, The Scion xD is factory filled and certified with Genuine Toyota SAE grade 0W-20 (0W-20) synthetic motor oil. To assure 0W-20 motor oil is utilized during vehicle maintenance, we request that customers have their Oil Filler Cap replaced with an updated one. Currently, the Oil Filler Cap indicates the recommended viscosity of oil as both 0W-20 and 5W-20. The updated Oil Filler Cap will indicate only the 0W-20.

Product Update Remedy

Toyota dealers are requested to replace the Oil Filler Cap on the customer's next oil change or dealer visit at **NO CHARGE** to the customer.

All terms of the New Vehicle Limited Warranty will remain intact regardless of whether or not the customer takes advantage of this Product Update. Additional details on the vehicle's New Vehicle Limited Warranty coverage can be found in the Owner's Warranty and Service Guide booklet.

The following vital information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

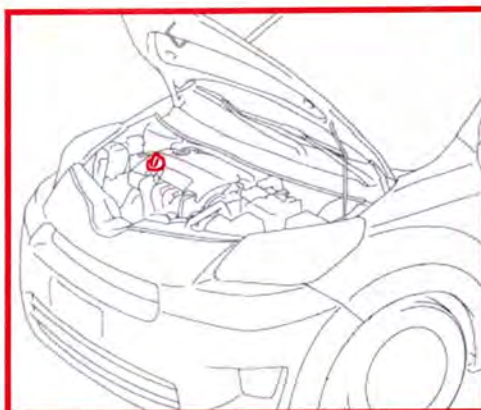
1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in late February, 2012.

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

Subject: Product Update for Customer Satisfaction B0L
Certain 2010 Model Year Scion xD Vehicles
Oil Filler Cap for SAE 0W-20 Synthetic Oil

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1. Owner Notification Letter Mailing Date

The owner notification will commence in early March 2012, shortly after the dealer notification.

Please note that only owners of the covered vehicles will be notified. If your dealer is contacted by an owner who has not yet received a notification, please **verify vehicle eligibility by confirming through Dealer Daily/TIS prior to replacing the Oil Filler Cap.**

IMPORTANT PARTS ORDERING UPDATE

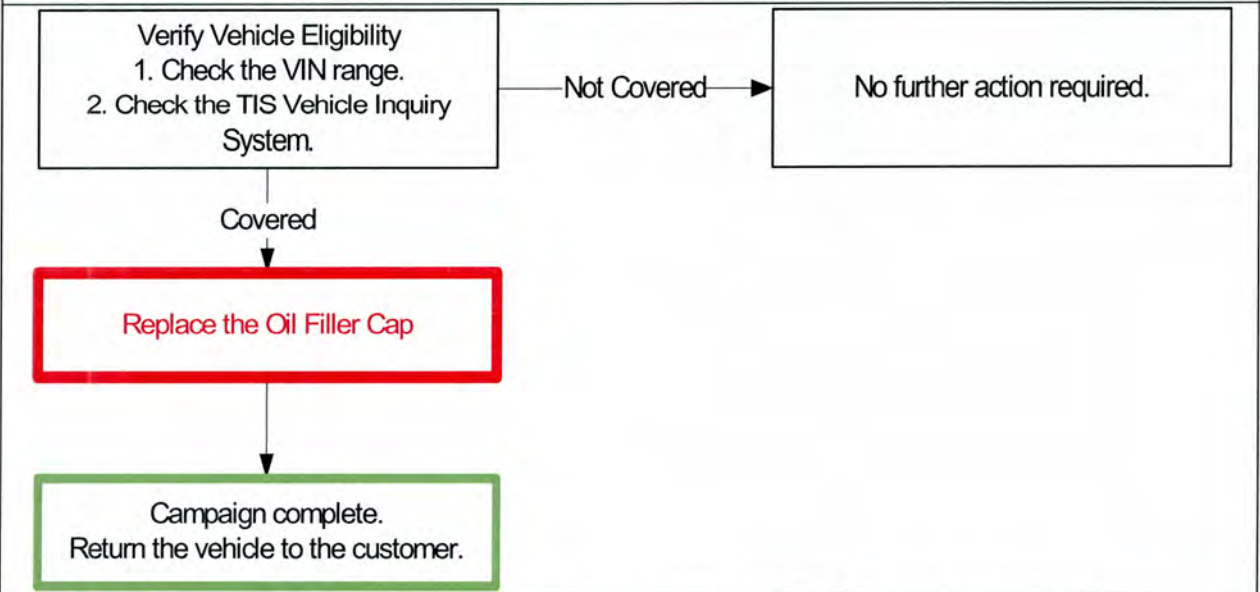
Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

6. Repair Procedures

Refer to TIS for Technical Instructions on replacement of the Scion xD Oil Filler Cap.

7. Reimbursement Procedures

Please note the following for this Product Update:



This Product Update will be available at **NO CHARGE** to vehicle owners until **Dec. 31, 2014**.

Submit Product Update claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this campaign is:

PROD UCT UPDA TE #	Model	Op. Code	Description	Flat Rate Hour
B0L	Scion xD	1608J1	Replace the Oil Filler Cap	0.2 hr/vehicle

NOTE: The above flat rate time includes 0.1 hour for administrative costs per unit for the dealership.

**Product Update for Customer Satisfaction – Q&A
2010 Model Year Scion xD Vehicles
Engine Oil Filler Cap Replacement**

Q1: What is the condition?

A1: The Scion xD is factory filled and certified with Genuine Toyota SAE grade 0W-20 (0W-20) synthetic motor oil. To assure 0W-20 motor oil is utilized during vehicle maintenance, we request that customers have their Oil Filler Cap replaced with an updated one. Currently, the Oil Filler Cap indicates the recommended viscosity of oil as both 0W-20 and 5W-20. The updated Oil Filler Cap will indicate only the 0W-20.

Q1a: What are the benefits of using 0W-20 synthetic motor oil in the 2010 Model Year Scion xD vehicles?

A1a: There are multiple benefits of this oil, including:

- Improved fuel economy
- Reduction in maintenance cost due to the improved performance and durability.
- Easier engine starting in cold weather

Q1b: What is the service interval for 2010 model year Scion xD vehicle's using 0W-20 motor oil?

A1b: 2010 model year Scion xD vehicles using 0W-20 motor oil, under normal driving conditions, the oil change interval is 10,000 miles or 12 months, whichever occurs first. Owners may refer to their Scheduled Maintenance Guide for additional details.

Q1c: What is the SAE?

A1c: SAE stands for Society of Automotive Engineers. They classify engine and gear oils based on their viscosity by viscosity numbers, such as SAE 0W, 5W, 20, 30, 0W-20, 5W-20, etc.

Q2: What is the difference in specification and characteristic between SAE 5W-20 motor oil and SAE 0W-20 motor oil?

A2: The viscosity of 5W-20 motor oil is higher than that of 0W-20 motor oil in cold weather, thus creating several advantages to the vehicle owner (see A1a).

Q2a: Can 5W-20 motor oil still be used in the 2010 Scion xD if 0W-20 motor oil is not available?

A2a: In the event 0W-20 motor oil is not available, 5W-20 motor oil may be used. However, the 5W-20 motor oil must be replaced at 5,000 miles or 6 month intervals, whichever occurs first.

Q2b: What will happen if an owner accidentally adds SAE 5W-20 motor oil to an engine filled that already contains 0W-20 motor oil?

A2b: Mixing the two oils in the 2010 model year Scion xD will not create a problem for the engine. It may, however, affect the benefits achieved by using only 0W-20 motor oil. Also, the owner should schedule an oil change for the next 5,000 mile interval or 6 months whichever comes first.

Q3: Which and how many vehicles are involved?

A3: There are approximately 15,920 Scion xD vehicles (2010 Model Year) registered in the USA that are covered by this Customer Satisfaction Campaign.

Q4: Are there any other Toyota or Lexus vehicles covered?

A4: No, this specific condition only affects 2010 Model Year xD vehicles manufactured in Japan.

Q5: What is the VIN ranges and production period of the affected vehicles?

A5: The affected vehicles were produced:

Vehicle Model	WMI	VIN Range		Production Period
		VDS	VIS	
Scion xD	JTK	KU4B4	1000101 – 1007378 J050223 – J059201	Late June 2009 through Early August 2010

Q6: What is Scion going to do?

A6: Scion will send a Product Update Notification to the owners of involved vehicles by first class mail. Any authorized Scion dealers will replace the Engine Oil Filler Cap at **NO CHARGE** to the customer.

Q7: How long will the replacement take?

A7: The replacement will only take a few minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Product Update
2010 Model Year Scion xD,
Oil Filler Cap for SAE 0W-20 Synthetic Oil**

[VIN]

Dear Scion Owner:

At Scion, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, we would like to inform you of a product update on your vehicle.

The next time you take your vehicle to an authorized Scion dealership, please present this letter so your dealership may replace the Oil Filler Cap with an updated one. The updated Oil Filler Cap will recommend SAE 0W-20 synthetic motor oil to be used during your scheduled engine oil and filter replacement.

What benefits will replacing the Oil Filler Cap have?

Your Scion xD is factory filled and certified with Genuine Toyota SAE grade 0W-20 (0W-20) synthetic motor oil. There are multiple benefits of this oil, including improved fuel economy and reduction in maintenance cost due to the improved performance and durability. As outlined in your Owners Manual, for vehicles using 0W-20 motor oil under normal driving conditions, the oil change interval is 10,000 miles or 12 months, whichever occurs first. Please see your Scheduled Maintenance Guide for additional details.

To help assure 0W-20 motor oil is utilized during vehicle maintenance, we would like to replace your Oil Filler Cap with an updated one. Currently, the Oil Filler Cap indicates the recommended viscosity of oil as both 0W-20 and 5W-20. The updated Oil Filler Cap will indicate only the 0W-20.

Can 5W-20 motor oil still be used if 0W-20 motor oil is not available?

In the event 0W-20 motor oil is not available 5W-20 motor oil may be used. However, 5W-20 motor oil must be replaced at 5,000 miles or 6 month intervals, whichever occurs first. See your Owner's Manual for details.

What should you do?

Please show this notice to your local Scion dealership at the time of your next oil change or dealer visit. Your dealership will replace the Oil Filler Cap that specifies 0W-20 motor oil at **NO CHARGE** to you for a limited time. This product update will be offered until **December 31, 2014**, and will only be available at your authorized Scion dealer.

What if you have other questions?

Your local Scion dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Scion Customer Experience Center at 1-866-548-1851 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Scion.

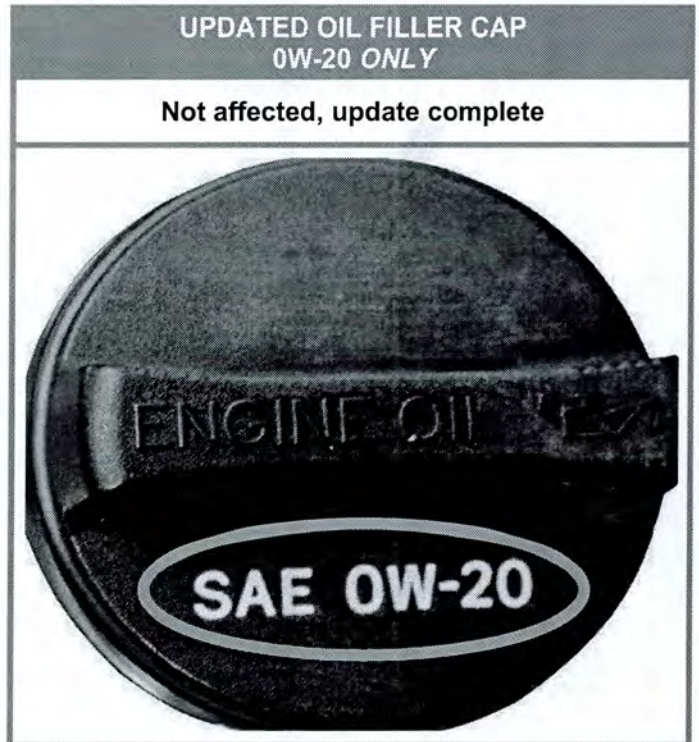
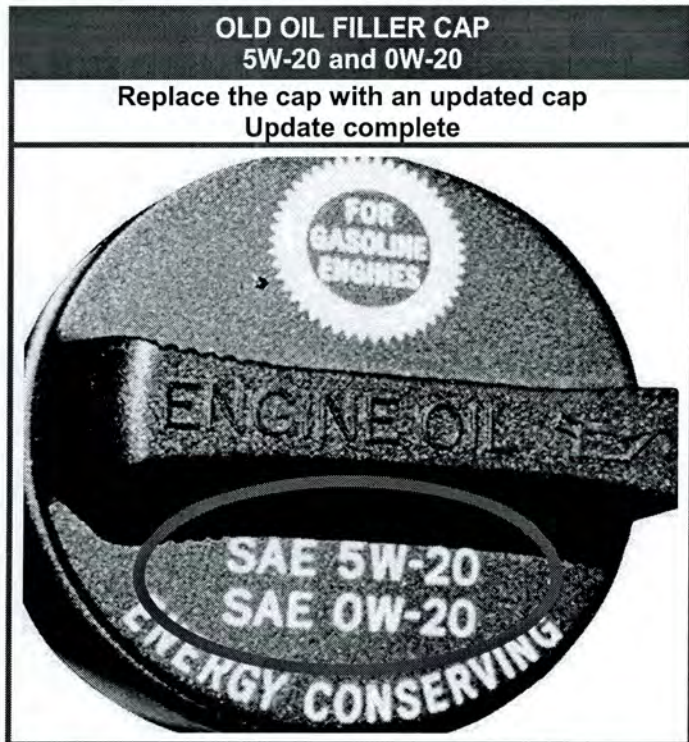
Sincerely,

Scion,
A Marque of Toyota Motor Sales, U.S.A., Inc.

TECHNICAL INSTRUCTIONS
FOR
PRODUCT UPDATE B0L
ENGINE OIL FILLER CAP REPLACEMENT
CERTAIN 2010 MODEL YEAR SCION xD

V. WORK PROCEDURE

1. INSPECT THE ENGINE OIL FILLER CAP ON THE VEHICLE





**Product Update
2010 Model Year Scion xD,
Oil Filler Cap for SAE 0W-20 Synthetic Oil**

[VIN]

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What should you do?

Please show this notice to your local Scion dealership at the time of your next oil change or dealer visit. Your dealership will replace the Oil Filler Cap that specifies 0W-20 motor oil at **NO CHARGE** to you for a limited time. This product update will be offered until **January 31, 2014**, and will only be available at your authorized Scion dealer.

What if you have other questions?

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