


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL17-05 Date: 03/23/2017 Page: 1 of 3
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZG8):  
WARRANTY EXTENSION FOR ROUGH IDLE ON CERTAIN  
2012–2013 MY SCION iQ VEHICLES**

**Background**

Toyota has received reports of customer concerns in which the vehicle may exhibit a combination of abnormal engine noise and rough idle caused by internal carbon deposit in the combustion chambers.

**Applicability**

The Engine is covered by Toyota's New Vehicle Limited Warranty\* for 5 years or 60,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to internal carbon deposits in the combustion chambers.

This Warranty enhancement is applicable for **nine (9) years from the date-of-first use, with no mileage limitation.**

Verify VIN applicability for this Warranty Enhancement by checking TIS (Technical Information System) before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

***\*This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, "What Is Not Covered by the Toyota New Vehicle Limited Warranty".***

**Applicability (Continued)**

**Covered Vehicles**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

**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:

- Engine Expert
- Hybrid Expert
- Master or Master Diagnostic Technician (MDT)

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Claim Type	Opcode	OFP	Description	Labor Time
Repair Program	CHG33A	11201-47121	Remove carbon deposits from the combustion chamber  +  Replace the cylinder head cover assembly	5.1 hr./vehicle

**Note:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Model	Part Number	Description	Quantity
Scion iQ	11201-47121	Cover Sub Assy, Cylinder	1
	002790WQTE01	0W20 ILSAC Multigrade Engine Oil	8
	04152YZZA7	Oil Filter Element Kit	2
	90430-12031	Gasket (For oil pan drain plug)	1
	90919-01275	Spark Plug	4
	00289-1TE00	Top Engine Cleaner	1
	90068-14030	O Ring, Camshaft Timing Oil Control Valve	2

**Technical Instructions (Repair Procedures)**

For Scion iQ, technical instructions can be found in S-SB-0008-16. Please refer to TIS for additional information.

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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