



SAFETY RECALL J02 (Remedy Notice)

Certain 2013 Model Year Scion FR-S
Engine Valve Spring Replacement
NHTSA Recall No. 18V-772

Frequently Asked Questions

Original Publication Date: December 19, 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. If you hear an abnormal noise or feel a vibration, your vehicle may be experiencing symptoms related to this condition. Please pull over as safely and as quickly as possible, and then contact your authorized Toyota dealer.

Q3: What is Toyota going to do?

A3: In late December 2018, Toyota will send an owner notification letter by first class mail advising owners of involved Scion vehicles 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: Did Toyota manufacture the Scion FR-S?

A4: No. The Scion FR-S was manufactured by Subaru under an agreement between Subaru and Toyota. Subaru reported a safety defect involving a number of models to the National Highway Traffic Safety Administration. Thus, Toyota is conducting this Safety Recall for the involved Scion-branded vehicles.

Q4a: Can I take my vehicle to a Subaru dealership to have this Safety Recall performed?

A4a: No. Only authorized Toyota dealers can perform this Safety Recall on your vehicle. Please bring your vehicle to an authorized Toyota dealer to have this Safety Recall performed.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 25,300 Scion-branded vehicles covered by this Safety Recall.

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

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q6: How long will the repair take?

A6: The repair takes approximately one and one-half business days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period. Your dealer may provide you with a loaner vehicle.

Q7: My vehicle has been modified with aftermarket (non-factory) components and my dealer says I should remove the modifications before the Safety Recall can be performed; is there anything I can do about this?

A7: Some vehicles may be equipped with non-Toyota-approved parts and/or accessories that make it difficult or impossible for a dealer to install the remedy parts for this Safety Recall. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota-approved parts could affect a vehicle's operation. That is why it is best to restore your vehicle to its original condition prior to the remedy being performed.

Notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealer is willing to do so, you may be charged for labor or parts costs not otherwise covered by Toyota's Safety Recall remedy. Toyota provides the specific remedy parts kit, necessary engine fluids and sealant, and covers 12.2 – 13.8 hours (depending upon vehicle configuration) of dealer labor expenses. You must pay any additional charges for parts or labor by the dealer which are the result of the vehicle's non-Toyota-approved modifications.

Toyota is not responsible for later performance problems your vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

Q8: What if I previously paid for repairs related to this Safety Recall?

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: How does Toyota obtain my mailing information?

A9: 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.

Q10: What if I have additional questions or concerns?

A10: 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.