



## 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.