



**Published February 9, 2016**

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

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

Subject: **Safety (Noncompliance) Recall G0E - *Remedy Notice***  
**Certain 2013 - 2016 Model Year Scion FR-S**  
**Ignition Key Interlock System (Automatic Transmission Models with Ignition Key ONLY)**

On February 9, 2016, Toyota will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 - 2016 model year Scion FR-S vehicles.

#### **Condition**

Connectors for the automatic transmission key interlock on some vehicles may not have been connected during pre-delivery service prior to sale. If not connected, it is possible to remove the key in gear positions other than "Park", causing the vehicles not to comply with a portion of Federal Motor Vehicle Safety Standard 114. This could increase the risk of vehicle rollaway and a crash.

#### **Remedy**

Toyota dealers will inspect the ignition key interlock system and, if necessary, connect the delivery mode connector at **NO CHARGE** to the vehicle owner.

#### **Covered Vehicles**

There are approximately 25,700 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Scion FR-S	2013 - 2016	Mid-March, 2012 – Mid-January, 2016

#### **Owner Letter Mailing Date**

Toyota will begin to notify owners in early March, 2016.

*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 (Noncompliance) 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.

#### **Pre-Owned Vehicles in Dealer Inventory**

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

**New Vehicles in Dealership Inventory**

There are approximately 1,300 vehicles in new dealer inventory.



Under Title 49, Section 30112(a) 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. In addition, 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.

**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:

- Toyota Certified
- Toyota Expert
- Master
- Master Diagnostic Technician

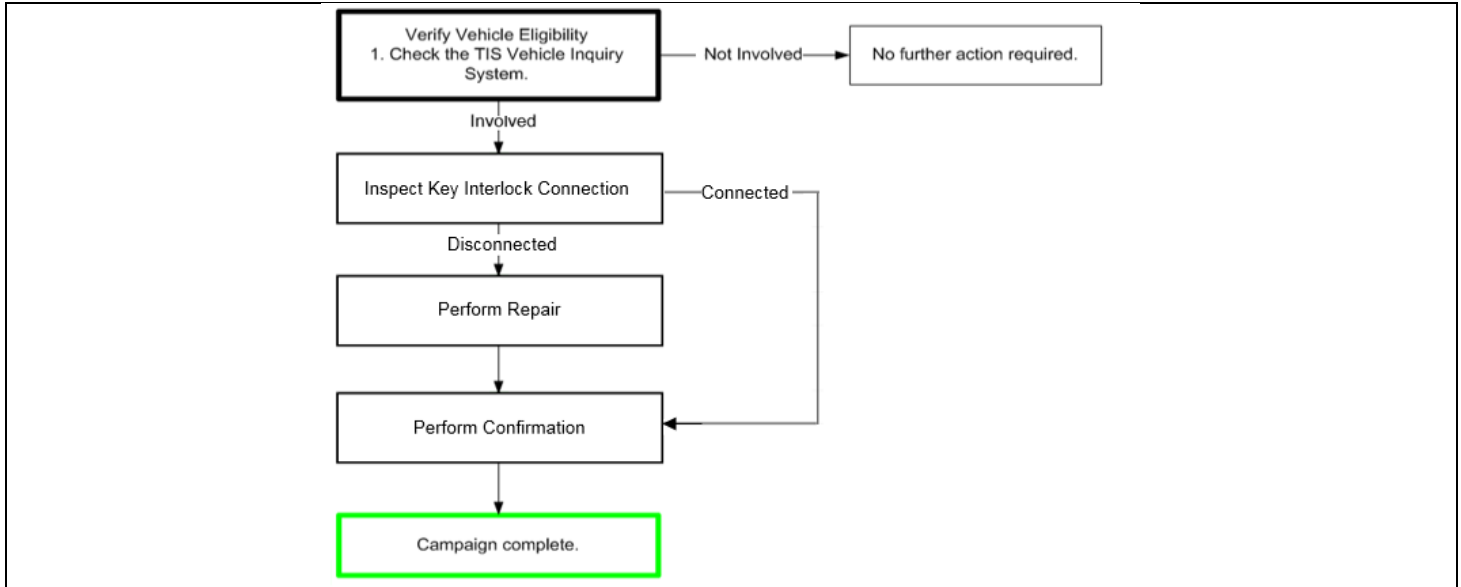
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**Remedy Procedures**

Please 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.

**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.

**Warranty Reimbursement Procedure**

Opcode	Description	Flat Rate Hours
CGG06A	Inspect Key Interlock System - OK	0.2
CGG06B	Inspect and Connect Delivery Mode Connectors	0.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Warranty op codes for claim filing will be active in CPS starting Friday, February 12, 2016.

**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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. 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 Scion Customer Experience Center (1-866-707-2466).

***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 (Noncompliance) Recall.***

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.



**Safety (Noncompliance) Recall G0E – *Remedy Notice***  
**Certain 2013 - 2016 Model Year Scion FR-S**  
**Key Interlock System (Automatic Transmission Models with Ignition Key ONLY)**

**Frequently Asked Questions**  
**Published February 9, 2016**

**Q1: *What is the condition?***

A1: Connectors for the automatic transmission key interlock on some vehicles may not have been connected during pre-delivery service prior to sale. If not connected, it is possible to remove the key in gear positions other than “Park”, causing the vehicles not to comply with a portion of Federal Motor Vehicle Safety Standard 114. This could increase the risk of vehicle rollaway and a crash.

**Q1a: *What is the key interlock system?***

A1a: The key interlock system prevents ignition key removal unless the gear selection control is in “Park”.

**Q1b: *What is the requirement of FMVSS 114?***

A1b: FMVSS 114 specifies vehicle performance requirements intended to reduce the incidence of crashes resulting from theft and accidental rollaway of motor vehicles. The purpose of this standard is to decrease the likelihood that a vehicle is stolen, or accidentally set in motion.

**Q2: *What is Toyota going to do?***

A2: Toyota will send an owner notification by first class mail to owners covered by this Safety (Noncompliance) Recall.

Any authorized Toyota dealer will inspect the ignition key interlock system and, if necessary, connect the delivery mode connector at **NO CHARGE**.

**Q3: *Are there any warnings that this condition exists?***

A3: Yes. If the physical key can be removed from the ignition when the gear shift lever is in a position other than “Park”, the connectors are most likely not connected.

**Q3a: *What should you do?***

A3a: Contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

Additionally, when parking your vehicle please follow the instructions below:

1. With the shift lever in D, depress the brake pedal.
2. Shift the shift lever to P.
3. Set the parking brake.
4. Turn the engine switch to the “LOCK” position to stop the engine.
5. Lock the door, making sure that you have the key on your person.
6. If parking on a hill, block the wheels as needed.

For additional information, please refer to your vehicle’s owner’s manual.

**Q4: *Which and how many vehicles are covered by this campaign?***

A4: There are approximately 25,700 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Scion FR-S	2013 - 2016	Mid-March, 2012 – Mid-January, 2016

**Q4a: Are all 2013 - 2016 FR-S models covered by this Safety (Noncompliance) Recall?**

A4a: No. Only vehicles with an automatic transmission and a physical ignition key are covered by this Safety (Noncompliance) Recall.

Note that vehicles with a manual transmission and/or a wireless Smart Key are NOT covered by this Safety (Noncompliance) Recall.

**Q4b: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?**

A4b: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q5: How long will the inspection and repair, if necessary, take?**

Inspecting the vehicle and, if necessary, connecting the delivery mode connector will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I previously paid for repairs related to this campaign?**

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q7: 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.

**Q8: What if I have additional questions or concerns?**

A7: If you have additional questions or concern, please contact the Scion Customer Experience Center at 1-866-707-2466 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

**Certain 2013 - 2016 Model Year Scion FR-S**  
**Key Interlock System (Automatic Transmission Models with Ignition Key ONLY)**  
**SAFETY RECALL NOTICE (Remedy Notice)**  
NHTSA Recall No. [xxx-xxx]

**URGENT SAFETY RECALL**

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

[VIN]

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2013 – 2016 model year Scion FR-S vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 114, “Theft Protection and Rollaway Prevention, Keyless Ignition Systems”.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

Connectors for the automatic transmission key interlock on some vehicles may not have been connected during pre-delivery service prior to sale. If not connected, it is possible to remove the key in gear positions other than “Park”, causing the vehicles not to comply with a portion of Federal Motor Vehicle Safety Standard 114. This could increase the risk of vehicle rollaway and a crash.

**What will Toyota do?**

Any authorized Toyota dealer will inspect the ignition key interlock system and, if necessary, connect the delivery mode connector at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

Additionally, when parking your vehicle please follow the instructions below:

1. With the shift lever in D, depress the brake pedal.
2. Shift the shift lever to P.
3. Set the parking brake.
4. Turn the engine switch to the “LOCK” position to stop the engine.
5. Lock the door, making sure that you have the key on your person.
6. If parking on a hill, block the wheels as needed.

For additional information, please refer to your vehicle’s owner’s manual.

Inspecting the vehicle and, if necessary, connecting the delivery mode connector will take approximately 45 minutes. However, depending on the dealer’s work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you have other questions?**

- ***Your local Toyota 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 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Toyota Motor Sales, USA, Inc.  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

***If you are a vehicle lessor***, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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 Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.