


PRODUCT SUPPORT DIVISION

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz, 
Vice President, Product Quality and Service Support

Subject: Special Service Campaign (SSC) C0W
Certain 2013 Model Year Scion FR-S Vehicles
Registered in the 12 CA Emission Standard States
Engine Control Module (ECM) Update

Background

On certain 2013 Model Year Scion FR-S vehicles, the On Board Diagnostics II (OBD-II) System may need to be updated to meet the regulations set forth by the California Air Resources Board (CARB). An update for the Engine Control Module (ECM) to improve the monitoring parameters within the OBD-II system is now available. The correction ensures that the "Check Engine Light" will illuminate should an abnormal condition develop (such as the engine coolant not reaching or maintaining the proper operating temperature).

- States that have adopted the CARB emission standards ("12 CARB States") for the 2013 Model Year and covered by this campaign: *CA, CT, MA, MD, ME, NJ, NY, OR, PA, RI, VT and WA.*
- *This condition does not affect fuel economy or vehicle performance.*

Remedy

Any authorized Scion or Toyota dealer will inspect the calibration of the Engine Control Module (ECM) and if necessary update the ECM at *no charge* to the customer.

The following information is provided to inform you and your dealers of this campaign and your degree of involvement.

1. Dealer Notification

The attached dealer letter will be sent to all Scion and Toyota dealers in mid-December 2012.

2. Owner Notification

The owner notification will commence in mid-December 2012.

Please note that only owners of vehicles currently registered in the 12 CARB States are covered by this campaign and will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to *verify coverage by confirming through Dealer Daily/TIS*. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

3. Region/District Summary Reports

We have enclosed the following Special Service Campaign (SSC) Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package.

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this SSC.

4. Number of Covered Vehicles

There are approximately 2,700 Scion FR-S vehicles (2013 Model Year) currently registered in the 12 CARB States and covered by this SSC.

5. 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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this number to media associates only.)

The attached dealer notification letter contains additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

- cc: Region/Private Distributor Assistant General Managers
- Region/Private Distributor Customer Service Operations Managers
- Region/Private Distributor Service Managers/Directors/VPs
- Region/Private Distributor Parts Managers/Directors/VPs
- Region/Private Distributor Customer Services Field Managers
- Region/Private Distributor Technical Services and Training Managers
- Region/Private Distributor District Service and/or Parts Managers
- Region/Private Distributor Customer Relations Managers
- Region/Private Distributor PDC Managers
- Region/Private Distributor Field Technical Specialists
- Region/Private Distributor Service Training Specialists
- Region/Private Distributor Vehicle Operations Managers
- All NAPC General Managers
- All TMS Sales Administration Managers
- All TMS Product Quality & Service Support Managers
- All Field Product Engineers

M. Bevan	F. Davidson	C. Hostetter	T. Morrison	J. Stempkowski
G. Borst	D. Depew	Y. Inaba	J. Moses	N. Swartz
J. Bracken	T. Doi	K. Ito	D. Murtha	M. Templin
R. Broughman	R. Dufresne	V. Katayama	C. Neff	J. Tetherow
G. Bryan	B. Fay	M. King	O. Peacock	M. Tojo
W. Burns	N. Fein	M.. Kosugi	R. Perez	P. Turner
D. Camden	G. Fogg	J. Lang	D. Pettitt	K. Ura
B. Carter	J. Grosso	S. Lending	R. Pflughaupt	P. Uribe
G. Christoff	B. Hancock	J. Lentz	M. Reding	A. Vaish
A. Coetzee	J. Hanson	R. Lofaso	C. Reynolds	B. Waltz
J. Colon	B. Hare	B. Lyons	R. Sakai	M. Warrick
D. Colvin	S. Heyer	D. Marsh	B. Sciumbato	D. Zellers
B. Daly	Z. Hicks	E. Matsuda	H. Siddiqi	
J. Dane	K. Higgins	M. Michels	G. Smith	
P. Daverio	H. Hirata	A. Mito	R. Specht	

