

02V-129

Safety Defect and Noncompliance Report Guide for Equipment
PART 573 Defect and Noncompliance Report¹

On April 24, 2002, Southeast Toyota Distributors, LLC decided that (a defect which relates to motor vehicle safety) a noncompliance with Federal Motor Vehicle Safety Standard No. 110 exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: May 01, 2002

Furnish the manufacturer's identification code for this recall (if applicable):

NHTSA assigned recall no is 02V-129

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Southeast Toyota Distributors, LLC
100 N.W. 12th Ave.
Deerfield Beach, Fl. 33442

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

L. Taylor Ward, III
Vice President & General Counsel
Southeast Toyota Distributors, LLC
100 Jim Moran Boulevard
Deerfield Beach, Florida 33442
Telephone: 954/429-2000 Fax: 954/429-2195

Name and Title of Person who prepared this report: Roger Blandford , Manager Technical Services

Signed: _____

¹ Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in the Recall, *for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:*

Generic name of the item:

Make: Toyota

Model: Sequoia 4X2 SUV

Part Number:

Caution Label

Function: Advise drivers that the spare tire is for temporary use only.

Other Information which characterizes/distinguishes the items of equipment to be recalled:

- 4 tire upgrade from 245/70R16 to 265/70R16 tires with alloy wheels (tire upgrade option codes WM4, WM8, ZL1, ZL2, ZL3, ZL4)
- 4 tire upgrade from 245/70R16 to 255/55R18 tires with alloy wheels (Tire upgrade option codes DT4 and DT5).

Vehicles processed before May 20, 2002 at Jacksonville Fl. and Commerce Ga. facilities and distributed in the states of Alabama, Florida, Georgia, N. Carolina and S. Carolina

Generic name of the item:

Make: Toyota

Model: Tundra 4X2 Truck

Part Number:

Caution Label

Function: Advise drivers that the spare tire is for temporary use only.

Other Information which characterizes/distinguishes the items of equipment to be recalled:

- 4 tire upgrade from 245/70R16 to 265/70R16 tires with alloy wheels (tire upgrade option codes TU6, WY4, XU9, ZU9, ZT2, ZT3, ZT4, ZT5, ZX9, ZV5)

Vehicles processed before May 20, 2002 at Jacksonville Fl. and Commerce Ga. facilities and distributed in the states of Alabama, Florida, Georgia, N. Carolina and S. Carolina

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model: Sequoia 4X2 Year: 2001, 2002

Total Number Potentially Affected by the Recall: 2892

Model: Tundra 4X2 Year: 2000, 2001, 2002

Total Number Potentially affected by the Recall: 150

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: This option is installed on 20 % of Sequoia's that we process at the Jacksonville, Fl. and Commerce, Ga. port facilities. Vehicles processed outside of the two Southeast Toyota port facilities are not affected by this recall.

Identify and describe how the recall population was determined – in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles.

The recall affects all

- Sequoia's from start of processing at our Ports (2001 model year) with the tire upgrade option that were distributed by Southeast Toyota Distributors, LLC
- Tundra's from the start of processing at our ports (2000, 2001, 2002 model year) with the tire upgrade option that were distributed by Southeast Toyota Distributors, LLC.

The final date was determined by obtaining a vehicle serial number and a date that the processing centers started installing Caution Labels.

II. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

A caution label was not installed at the processing centers on vehicles receiving the 4-tire/wheel upgrade option. The caution label instructs the customer on safe operating procedures with the spare tire installed on the vehicle.

Describe the cause(s) of the defect or noncompliance condition.

The spare tire is a different diameter and size than the upgraded Tire/wheel option

Describe the consequence(s) of the defect or noncompliance condition.

With the spare tire mounted on the vehicle:

- Different operating characteristics can be experienced.

Identify any warning, which can (a) precede or (b) occur.

- The Anti Lock Brake slip indicator light could illuminate briefly during periods of medium to heavy acceleration or pulling heavy loads.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

N/A

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

N/A

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6m, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

April 17, 2002

Received one customer letter questioning spare tire size.

Started testing of vehicles with spare tire installed in all positions of vehicle

April 18, 2002

Requested report of all vehicles possible affected.

April 19, 2002

Letter written to Management outlining problem and preliminary results from vehicle testing.

April 24, 2002

Letter sent to Senior Management outlining problem and suggested repair.

April 25, 2002

Decision made to campaign vehicle as Safety Campaign and notify NHTSA

April 26, 2002

Legal approved customer letter and label.

May 1, 2002

Final approvals obtained

Customer letter sent to NHTSA attn: Pat Wallace.

Called and confirmed receipt of letter.

May 6, 2002

Campaign number assigned by NHTSA

May 15, 2002

Campaign Tags and inserts received for production

May 20, 2002

Break point established

June 10, 2002

Final list of vehicles involved compiled

June 18, 2002

Supply of labels received

June 28, 2002

Final draft of documents prepared and approved

July 1, 2002

Documents forwarded to NHTSA

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

II. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

A Caution label (see fig. 1) is being inserted by the vehicle jack and tool kit identifying the spare tire as a "Temporary Use Spare Tire".

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

- The vehicle with the remedy will have the Label installed by the vehicle jack and tool kit.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

- The production remedy is the same as the recall remedy

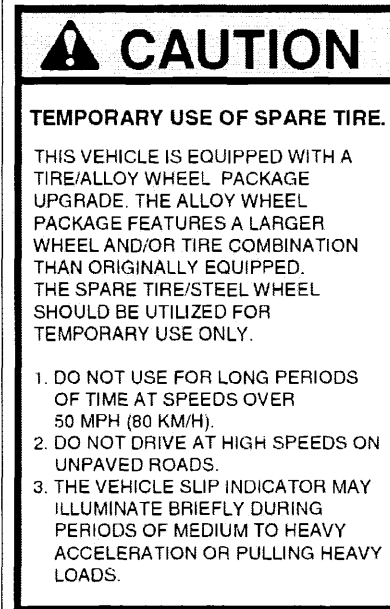


Figure 1 Caution Label

III. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Southeast Toyota will initiate a recall campaign via mail to:

- Install labels by the tire jack/tool kit.
- Place a Caution Insert in the vehicles glove box

Notification of affected Toyota dealer and vehicle owners of record will be conducted starting Monday July 15, 2002. We estimate the recall notification will be completed by August 30, 2001.

The required Caution Label, installation instructions and the Caution Insert will be mailed to owners of record. The labels will be attached to the Customer letter. The Customer is

given the opportunity to self-install the label or take the label to any Southeast Toyota Dealer. The Dealer will install the label at no charge to the customer. The replacement parts will be furnished by Southeast Toyota Dist., LLC. The customer or dealer can obtain additional labels at no charge from Southeast Toyota Dist., LLC.

The installation procedure will be without cost to Toyota dealers or vehicle owners.

IV. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

A copy of the dealer and customer letter are attached

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

(Rev June 14, 2002)

(DATE)

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC, has determined that a defect relating to motor vehicle safety exists on certain:

- 2001, 2002 model year Sequoia 4X2 vehicles equipped with an alloy wheel tire upgrade (options WM4, WM8, ZL1, ZL2, ZL3, ZL4, DT4, DT5) installed by our processing centers in Jacksonville Fl. or Commerce Ga.
- 2000, 2001, 2002 model year Tundra 4X2 vehicles equipped with an alloy wheel tire upgrade (options TU6, WY4, XU9, ZU9, ZT2, ZT3, ZT4, ZT5, ZX9, ZV5) installed by our processing centers in Jacksonville Fl. or Commerce Ga.

What is the problem?

When the vehicle was processed, an alloy tire/wheel upgrade was installed. A label identifying the spare tire as a temporary use spare tire was not installed. The upgrade includes 4 larger size tires with alloy wheels. The original spare tire/steel wheel is not part of the upgrade and was not changed.

Different operating characteristics can be experienced when the spare tire is installed on the vehicle. When operating the vehicle with the spare tire installed, please observe the following precautions.

1. Do not use for long periods of time at speeds over 50 mph (80 km/h).
2. Do not drive at high speeds on unpaved roads.
3. The vehicle slip indicator may illuminate briefly during periods of medium to heavy acceleration or pulling heavy loads.

What will Southeast Toyota Do?

We have enclosed a label with installation instructions and a reference insert for the glove box.

What should you do?

Any Southeast Toyota Dealer will install the label at no charge for you. If you choose to install the label yourself, the label with installation instructions is enclosed. We have also provided a copy of the label as a glove box insert for easy reference. It should be retained with the owner's manual in the glove box.

Should installation of the spare tire ever become necessary, please review and follow the items listed on the caution label.

Please bring this notice with the label to the dealer if you choose to have the dealer install the label.

If you are not in the Southeast Toyota Distributors, LLC, area (Alabama, Florida, Georgia, N. Carolina, S. Carolina) please contact the Southeast Toyota Customer Assistance Center, 800-301-6859 for assistance. If you no longer own the vehicle, please indicate so using the enclosed postage-paid form providing us with the name and address of the new owner.

What if you have other questions?

If you believe that your dealer or Southeast Toyota Distributors, LLC 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, Washington D.C. 20590, or call the toll free Auto-Safety hotline at 888-327-4236.

We have sent you this notice in the interest of your safety and continued satisfaction with our products and sincerely regret any inconvenience this safety recall may cause you.

Sincerely,

Southeast Toyota Distributors, LLC

Re: (Campaign No 02V-129)

(DATE)

TO: All Southeast Toyota Distributors, LLC.,
Dealer Owners/General Managers named in Dealer Agreement,
Service Managers, Parts Managers

Subject: Safety Recall- 02V-129
PIO 2001, 2002 Sequoia 4X2 with tire/alloy wheel upgrade

Southeast Toyota Distributors, LLC will initiate a recall to install a caution label and a glove box insert on certain 2001, 2002 model year Sequoia 4X2 vehicles equipped with:

- WM4, WM8, ZL1, ZL2, ZL3, ZL4, DT4, DT5 installed by our processing centers in Jacksonville, Fl. or Commerce, Ga.
- 2000, 2001, 2002 model year Tundra 4X2 vehicles equipped with an alloy wheel tire upgrade (options TU6, WY4, XU9, ZU9, ZT2, ZT3, ZT4, ZT5, ZX9, ZV5) installed by our processing centers in Jacksonville, Fl. or Commerce, Ga

When the vehicle was accessorized, an alloy tire/wheel upgrade was installed. A label identifying the spare tire as a temporary use spare tire was not installed. The tire/wheel upgrade includes 4 larger size tires with alloy wheels. The original spare tire/steel wheel is not part of the upgrade and was not changed.

Different operating characteristics can be experienced when the spare tire is installed on the vehicle.

The caution label and glove box insert are being provided with the customer letter. Should the customer request the dealer to install the label, installation and reimbursement procedures are enclosed. This would only be done at the vehicle owner's request.

As required by Federal regulations, Dealers must perform the necessary inspection and/or replacement on all vehicles acquired in their inventory prior to sale or lease of the vehicle.

Please review this entire package with your Service and Parts staff to familiarize them with the proper procedures and implementation of this recall. This will ensure customer satisfaction.

1. Owner Notification Letter Mailing Date

Date of Owner Mailing to be inserted here (Copy Attached)

2. Identification of Vehicles Involved

2001, 2002 model year Sequoia 4X2 vehicles equipped with WM4, WM8, ZL1, ZL2, ZL3, ZL4, DT4, DT5 installed by our processing centers in Jacksonville Fl. or Commerce Ga.

3. Inspection and Repair Procedures

The installation procedure, for the caution label and glove box insert are attached to this document

4. Parts Ordering

The Labels and inserts were attached to the customer letter. The customer was requested to bring the labels to you should they choose to have the dealer install them. Additional labels and inserts can be obtained from the SET Technical Center (904) 358-4385.

5. Reimbursement Procedures

Install label and Insert on vehicle

Claim should be submitted with the following information.

Condition: Install Label per 02V-129

Cause: Label not installed

Remedy: Install label and place caution insert in glove box.

Operation Code: LAB000 Pays 0.2 hr.

Failed part #: 00016-LABEL

T1: 99 T2: 99

Thank you for your cooperation.
Southeast Toyota Distributors, LLC

NOTICE

A wheel/tire upgrade package was installed on this vehicle. The package features larger size premium tires with alloy wheels. The spare tire is the standard size tire and steel wheel that came as original equipment with the vehicle. For this reason please observe the following caution.

