



L. Taylor Ward, III
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November 22, 2011

Frank Borris
Director of the Office of Defect Investigations
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington DC 20590

Re: Part 573 Defect Information Report

Dear Mr. Borris:

Southeast Toyota Distributors LLC (SET) submits the following Defect Information Report pursuant to 49 CFR Part 573. SET has determined that during the installation of overhead entertainment and communication systems in certain vehicles distributed by SET, the A-pillar cover panel garnish clip may have been clipped, which could allow the cover panel to become detached during a crash and potentially injure an occupant. SET will inspect all potentially impacted vehicles and replace the cover panel garnish clip where necessary.

Sincerely,

SOUTHEAST TOYOTA DISTRIBUTORS, LLC

A handwritten signature in blue ink, appearing to read "L. Taylor Ward, III", is written over a horizontal line.

L. Taylor Ward, III
Vice President & General Counsel



DEFECT INFORMATION REPORT

Southeast Toyota Distributors, LLC (SET) submits the following Defect Information Report pursuant to 49 CFR Part 573.6(a):

Vehicle Distributor Name:

Southeast Toyota Distributors, LLC
100 Jim Moran Blvd
Deerfield Beach, Florida 33442
(954) 429-2000

1. Identification of Affected Vehicles:

SET has determined that potentially affected vehicles fall within the VIN range set forth below.

Table 1: Toyota Sienna

WMI	MY	VDS	START	FINISH
5TD	2011	JK3DC		
		KA3DC		
		KK3DC		
		XK3DC		
		YK3DC		
		ZK3DC		

Table 2: Toyota Corolla

WMI	MY	VDS	START	FINISH
1NX	2010	BU4EE		
2T1	2010	BU4EE		
	2011	BU4EE		

2. Total Number of Vehicles Potentially Affected:

SET will recall 518 vehicles. The vehicle population includes all vehicles that were worked on by an SET installer, found during a routine audit, to have damaged an A-pillar cover panel garnish clip while installing overhead entertainment, Bluetooth hands free phone, and navigation units.

3. Percentage of Vehicles Estimated to Actually Experience Defect:

SET estimates that approximately 25% of the vehicles listed may have a damaged A-pillar cover panel garnish clip.

4. Description of Defect:

During the process of installing overhead entertainment, Bluetooth hands free phone, and navigation units, SET has found that one installer periodically may have damaged the A-pillar cover panel garnish clip in contravention of the instructions provided for installation of these devices. The installer periodically clipped the garnish clip, which may allow the cover panel to become loose in a crash.

5. Chronology of Principal Events:

During a routine audit conducted on October 4, 2011, SET found that one installer at its facility did not follow instructions during the installation of overhead entertainment, Bluetooth hands free phone and navigation devices. The installer had clipped the A-pillar cover panel garnish clip. SET undertook an investigation to determine the scope of the issue and the potential consequence. The investigation found that the issue was limited to one installer, who has installed overhead entertainment, Bluetooth hands free phone, and navigation devices on approximately 518 vehicles. On October 25, 2011, SET requested information from the vehicle manufacturer with regard to the design intent of the garnish clip and panel. SET received responsive information on November 7, 2011. In response to that information and further investigation, SET determined that a safety recall was appropriate to inspect and to remedy as necessary any potentially impacted vehicles.

8. Description of Corrective Repair Action:

SET will inspect all vehicles that could potentially have had the A-pillar cover panel garnish clip damaged during the installation process. SET will replace the A-pillar cover panel garnish clip with a new clip where necessary. All affected vehicles are under warranty and SET anticipates no reimbursement claims.

9. Recall Schedule:

Dealer and Owner notification of affected vehicles will be provided as they are issued. SET anticipates beginning dealer and customer notification in December, 2011.