



Gulf States Toyota, Inc.
1375 Enclave Parkway
Houston, Texas 77077
Phone: (713) 580-3300
Fax: (713) 580-5608

Non-Compliance Campaign SSC-P116 – Q&A

Vehicles and Equipment Combination Covered by this Non-Compliance Campaign

Model Year:	Certain 2011 Model Year
Model:	• Tundra
Equipment	Equipped with Incorrect Load Capacity Carrying Modification Label

Background

On December 14, 2011, Gulf States Toyota, Inc. (GST) filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Non-Compliance Campaign.

Q1: What is the condition?

A1: This Non-Compliance Campaign covers certain 2011 model year Tundra vehicles that were accessorized by Gulf States Toyota, Inc. ("GST") at its Vehicle Processing Center prior to delivery to Toyota dealers within GST's region of Texas, Oklahoma, Arkansas, Louisiana, and Mississippi equipped with a load capacity carrying modification label that was not accurate.

This campaign is being initiated to provide corrected load carrying modification labels in order to be in compliance with Federal Motor Vehicle Safety Standard 110.

Q1a: What does Federal Motor Vehicle Safety Standard No. 110 specify?

A1a: FMVSS No. 110 requires that load carrying weight values (or the amount of weight by which the load carrying capacity is reduced) reflect the total weight added between final vehicle certification and first retail sale be accurate within one percent of the actual added weight.

Q2: Why are only certain 2011 model year Tundra vehicles covered by this Non-Compliance Campaign?

A2: It was determined that a package that contained a wheel and tire upgrade was not properly calculated. GST had proper account of the added weight, but improperly accounted for the takeoff weight (original wheels and tires). Therefore, the reduced carrying capacity represented to the consumer on the load carrying capacity modification label applied to the affected vehicles at GST's Vehicle Processing Center prior to first sale resulted in an overstatement of added weight and therefore was inaccurate.

Q3: Which and how many vehicles are involved?

A3: There are approximately 502 vehicles covered by this NCIR.

Q4: Are there any other Toyota vehicles covered?

A4: No, there are no other Toyota vehicles covered.

Q5: What is GST going to do?

A5: GST intends to notify the customers by mail of the noncompliance and to provide them with detailed instructions and an accurate label to be installed over the inaccurate label in their vehicle near the FMVSS 110 tire information placard. GST will also offer the installation of such label at any Toyota dealer at no charge to the customer.

Q6: How long will the repair take?

A6: For affected Tundra vehicles, the repair will take approximately six minutes.

Q7: Is my vehicle covered by this non-compliance?

A7: Shortly, owners of the affected vehicles will receive a letter which will help them determine whether their vehicle is covered by this non-compliance campaign. In the meantime, owners may contact any Toyota dealer to verify if their vehicle is covered by this non-compliance.

Q8: What if an owner has additional questions or concerns?

A8: Owners with questions or additional concerns are asked to please contact the GST Customer Assistance Center toll free at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm and Friday 8:30 am to 4:00 pm Central Standard Time.