



Gulf States Toyota, Inc.
1375 Enclave Parkway
Houston, TX 77077

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

Subject: **Safety Recall 14R2**
Certain 2013 through 2014 Toyota Tundra Vehicles Equipped with Specific Combination of Non-Toyota Lug Nuts and Wheels.

Background:

Gulf States Toyota, Inc. has filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 - 2014 Toyota Tundra vehicles equipped with a specific combination of 20 inch alloy wheels and chrome plated lug nuts. The Safety Recall involves approximately 16,249 vehicles. These wheels were installed as an LIO option under GST P/N 00015-T1354-01 and 00015-T1354-03, and all were mounted using either GST lug nut P/N 00015-T1354-LN or 00015-T0754-02.

The wheels were also available as an over the counter accessory item through the dealer parts department under GST P/N 00012-T1354-01 and 00012-T1354-03, and these were mounted using either GST lug nut P/N 00012-T1354-LN or 00012-T0754-02.

Condition:

GST has received a small number of reports of a vibration or clunking noise on certain 2013-2014 Toyota Tundra vehicles equipped with certain non-Toyota accessory wheels and lug nuts installed by GST. Upon investigation and testing, it has been determined that the compression of the coating applied to the lug nuts used to secure the wheel could lessen the clamping force of the wheel over time. In rare cases, a deformation may develop in the lug nut seating area of the wheel and/or the clamping pressure may become relaxed thereby increasing the risk of the lug nut becoming loose. Over time, the lug nut could detach or fatigue, or the stud could fracture, increasing the risk of a crash. There have been no reports of any affected wheels separating from a vehicle, nor have there been any reports of an accident or injury caused by this condition.

Should you be contacted by an owner regarding this program, please verify eligibility for this repair by running the VIN in the TIS Vehicle Inquiry screen, and check the Campaign tab for applicability.

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

Remedy:

Please refer to the Technical Instructions which are posted on the Warranty Page of the GST Regional Dealer Daily system for additional information on inspection and repair. You can also find these document links on the Campaign tab in the TIS Vehicle Inquiry screen.

Conduct all applicable open Recalls and Service Campaigns on the vehicle during time of appointment.

1. **Owner Notification Mailing Date:**

The owner notification will commence in August.

Gulf States Toyota makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety 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 a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. **Identification of Involved Vehicles**

A list of all affected VINs involved in this Safety Recall has been loaded into the Toyota TIS system. Please always verify eligibility by confirming through the TIS Vehicle Inquiry, under the Campaign tab.

3. **New Vehicles in Dealership Inventory**



As required by Federal law (49 Code of Federal Regulations §577.13), dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied.

IMPORTANT NOTE ! Dealerships must check applicability in TIS before any new 2013 and 2014 Model Year Tundra vehicles are delivered. All Safety Recall remedies must be performed prior to delivery.

4. **Pre-Owned Vehicles in Dealer Stock**

Gulf States 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.

5. **Number and Identification of Involved Vehicles**

This Safety Recall involves approximately 16,249 vehicles. A list containing all affected VINs will be loaded into Toyota TIS and campaign status by VIN will be visible beginning Wednesday 7/16/2014.

Gulf States Toyota is informing all dealerships to ALWAYS check VIN applicability in TIS to determine eligibility and remedy status of any applicable recalls and campaigns.

6. **Parts Requirements and Ordering**

Parts can be obtained from the GST regional PDC, through your normal daily parts order. Parts required for each affected VIN are listed in the table below.

Dealers not located in Texas, Louisiana, Oklahoma, Arkansas or Mississippi, please call 1-800-444-1074 and select option 1.

Part Number	Part Description	Quantity Required per Vehicle
00012-T1454-22	Replacement 20 Lug Nut kit	1

7. Technician Training Requirements

The repair quality of covered vehicles is extremely important ! To ensure that all vehicles have the repair performed correctly, technicians performing this safety recall repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified Chassis**
- **Toyota Expert Chassis**
- **Master Technician**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall 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.

8. Remedy Procedures

Please refer to TIS for Technical Instructions on performing the lug nut replacement and wheel inspection. Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

9. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Gulf States 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.

10. Claim Submission and Reimbursement Procedures

A Gulf States Toyota Port LIO warranty claim should be submitted, and must include the information contained in the following chart.

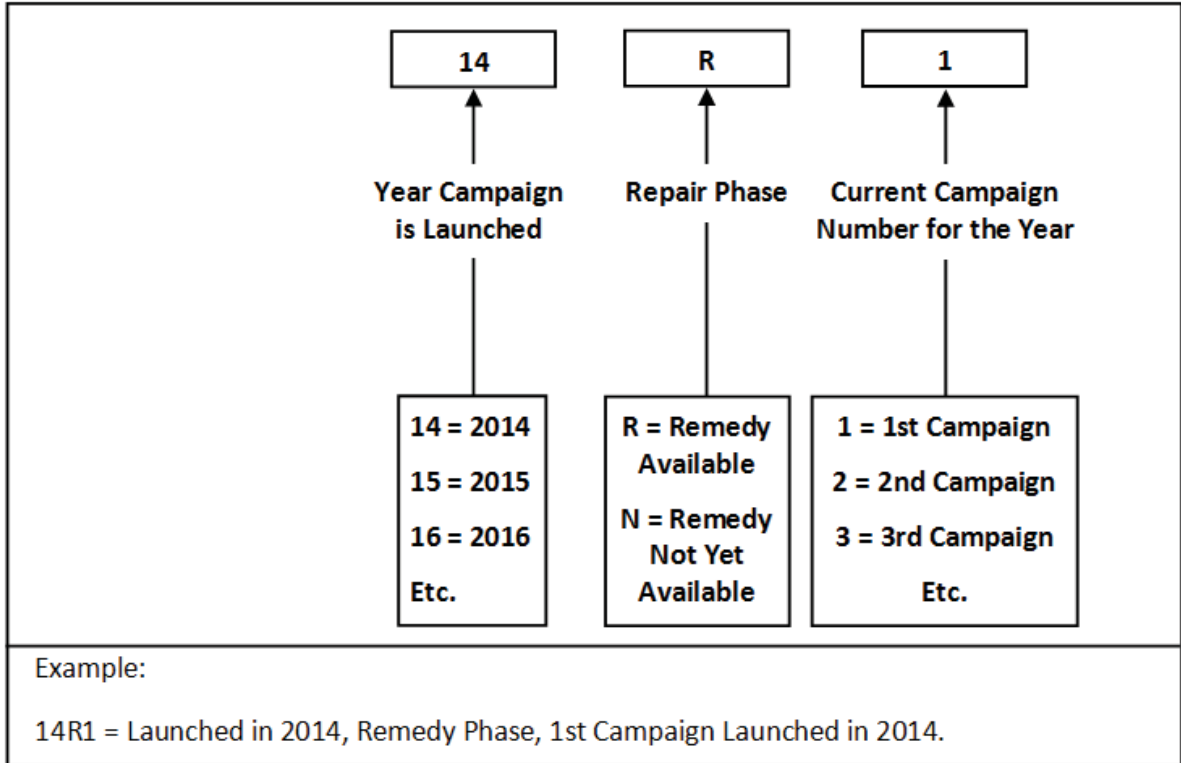
Gulf States Toyota is asking all dealers to submit the warranty claim immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

Dealers not located in Texas, Louisiana, Oklahoma, Arkansas or Mississippi, will receive by e mail detailed reimbursement instructions after calling 1-800-444-1074 option 1 to order the parts.

	LIO Installed Product	DIO Installed Product
Failed Part Number	00015-T1354-LN or 00015-T0754-02	00012-T1354-LN or 00012-T0754-02
Operation Code	14R2W1	14R2W2
Replacement Part	00012-T1454-22	00012-T1454-22
Trouble Code	99	99
Condition	Lug Nut Replacement	Lug Nut Replacement
Cause	Customer Satisfaction	Customer Satisfaction
Remedy	R&R ALL 20 Lug Nuts; inspect Lug seats on wheels. Replace wheels as may be appropriate.	R&R ALL 20 Lug Nuts; inspect Lug seats on wheels. Replace wheels as may be appropriate.
Labor Time	0.5 hrs.	0.5 hrs.

Claim reimbursement will not take place until the complete set of 20 original lug nuts is received at the GST Parts Distribution Center. Returned Parts must be tagged with the LIO Warranty Claim Form displaying the claim number and dealer code. Follow your normal LIO warranty parts return process.

11. Campaign Designation Decoder



12. Media Contacts

In the event you are contacted by the News media, it is imperative that all media contacts receive a consistent message. Please direct all media contacts to Brent Diggins with Allison & Partners at (623) 201 5554.

Dealership Associates are requested to contact their DSM or DSPM if they have additional questions.

13. Customer Handling

Please consider this program as an opportunity to reinforce Toyota's commitment to customer safety and product quality. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Our customer's confidence is our most valuable asset, so please welcome their questions and take the time necessary to communicate clearly and effectively with them. A Q&A is provided to assist you in communicating a clear and consistent message.

Please review the entire contents of this package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation,

GULF STATES TOYOTA, INC.