

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]

February 23rd, 2015

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC ("SET") has decided that a defect which relates to motor vehicle safety exists in **certain 2014 – 2015 Toyota vehicles equipped with certain SET installed exterior accessories.**

What is the condition?

During a routine audit SET found that some accessory fasteners were not tightened to a specified torque. If the fasteners are not properly tightened to the specified torque, the fastener could come loose, possibly allowing the accessory to fall off the vehicle, which could cause a crash or injury.

What is Southeast Toyota Distributors, LLC going to do?

All known owners of the affected vehicles will be notified by US mail to return their vehicles to a Toyota dealer. The Toyota dealer will, inspect and tighten the affected bolts with a torque wrench pursuant to instructions specified by SET, **at no cost to you.**

The repair will take approximately 30 minutes or less. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

This is an important Safety Recall

What should you do?

If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina contact your local Toyota dealer to schedule an appointment to have this important remedy performed on your vehicle as soon as possible.

If you are outside the above five states, or require further assistance, you may contact the SET Customer Assistance Center toll free at 1-866-405-4226, Monday through Friday, 8:30am to 5:00pm, Eastern Standard Time.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy associated with this recall. For more information, contact the SET Customer Assistance Center toll free at 1-866-405-4226.

Your local Toyota dealer can answer any of your questions. If you need further assistance, you may contact the SET Customer Assistance Center toll free at 1-866-405-4226, Monday through Friday, 8:30 am to 5:00 pm, Eastern Standard Time.

You do not need this Safety Recall Notice to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you believe that the dealer or SET 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, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

We have sent this notice in the interest of your continued satisfaction with Toyota products, and we sincerely regret any inconvenience this condition may have caused you.

Sincerely,

Southeast Toyota Distributors, LLC.