

# Gulf States Toyota, Inc. GST Safety Recall 14R2 2013-2014 Tundra Lug Nut Replacement

## ***VISUAL IDENTIFICATION of APPLICABLE WHEELS:***

The (2) wheels pictured below are those mentioned in the campaign documents.

It is important to know and to verify in both cases, the applicable wheel center cap is a bolt on center cap, and the lug nuts are a conical style lug nut.



**G.S.T. P/N 00012-T1354-03**



**G.S.T. P/N 00012-T1354-01**

<b>Original Lug Nut</b> P/N 00015-T0754-02 P/N 00015-T1354-LN P/N 00012-T0754-02 P/N 00012-T1354-LN	
<b>Replacement Lug Nut</b> P/N 00012-T1454-22	

# Gulf States Toyota, Inc.

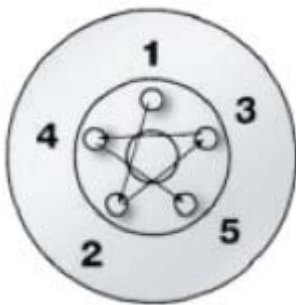
## GST Safety Recall 14R2

### 2013-2014 Tundra Lug Nut Replacement

#### ***CORRECTION & INSPECTION:***

1. Verify VIN applicability using the Warranty Super Screen, or by checking the Campaign tab under Vehicle Inquiry in the Toyota TIS system.
2. Confirm you have the correct new replacement lug nuts by verifying part number.
3. After removal of the existing lug nuts, inspect the lug seats in the wheel prior to installing the new nuts. Refer to page 3 for further details.
  - 3a. Lug seats should be round and show no signs of elongation.
  - 3b. Be sure there are no indications the lug bolt thread has embedded an imprint of the thread into the sides of the wheel lug holes.
4. After inspection of the wheels, install the new lug nuts, and torque each lug nut according to the procedures shown below.

#### **Lug Nut Tightening Procedure**



**Lug Tightening Pattern**

Tighten all wheel lug nuts to the specified torque using a star sequence. Improper or uneven torque can distort the rotor, resulting in a comeback.

- The **proper torque sequence** and **correct torque value** must be followed to prevent the creation of excessive run out.
- Always **follow a star pattern** when tightening wheel nuts.
- **Tighten all wheel nuts in 2 steps**; first, using a torque wrench, tighten to half of the specified torque value and then tighten to full torque.

When removing wheels be sure to **mark the stud closest to the valve hole** to retain any phase matching or on-car balance.

# Gulf States Toyota, Inc.

## GST Safety Recall 14R2

### 2013-2014 Tundra Lug Nut Replacement

#### ***INSPECTION of LUG SEATS:***

1. Pictures A and B at the right are examples of wheel lug nut seat distortion. You will notice the area is no longer round and has a slight elongation in the lug seat surface.
1. Picture C shows signs of contact of the lug stud threads on the inside diameter surface of the lug bore through the wheel. It is important to consider some 'scuffing' of this area may occur during tire rotates and that should not be confused with the actual noticeable imprint of the lug thread.

Lug seats should be round, and show no signs of elongation.

Be sure there are no indications the lug bolt thread has embedded an imprint of the thread into the sides of the wheel lug holes.



**A**



**B**



**C**

## **Safety Recall – 14R2**

Certain 2013 through 2014 Toyota Tundra Vehicles Equipped with a Specific Non-Toyota Alloy Wheel and Lug Nut Combination.

### **Lug Nut Coating - Q&A Page 1 of 1**

**July 2014**

**Safety Recall 14R2 covers certain 2013 – 2014 Toyota Tundra vehicles originally distributed in the Gulf States Toyota Region.**

#### **Q1: What is the condition?**

A1: Gulf States Toyota, Inc. 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.

#### **Q2: What is the remedy?**

A2: The customer will be provided with, at no cost, (20) new replacement lug nuts which will be installed and torqued to specification by the Toyota dealer technician. The customer's wheels will also be inspected visually for any unusual wear in the lug nut seat area, and the wheels as may be replaced as appropriate.

#### **Q3: Will any existing parts be re-used?**

A3: Yes. The wheel, wheel center caps, TPMS sensors and tires installed onto the vehicle when it arrives for service, will be re-used when the replacement lug nuts are installed. Wheel re-use is conditioned upon a visual inspection confirming no damage. Any wheel with damage caused by the condition will be replaced.

#### **Q4: Are there any warnings this condition exists?**

A4: There are no specific warnings that a condition exists. However, in some reported extreme cases of the condition, customers have noticed a wobbling sensation and clunk noise from the wheel/tire area.

#### **Q5: Have any accidents occurred as a result of the condition?**

A5: There have been no reports of any failure that has resulted in an accident.

#### **Q6: How many vehicles are involved?**

A6: These non-Toyota lug nuts were installed on approximately 16,249 vehicles at the Gulf States Toyota Vehicle Processing Center. The specific non-Toyota lug nut & wheel combination was installed on various 2013 through 2014 Tundra models only, and no other Toyota Models were equipped with the lug nuts by Gulf States Toyota.

#### **Q7: What should an owner do if they have immediate concerns about their vehicle?**

A7: All owners of Toyota Tundra vehicles equipped with the specific lug nut and wheel combination are eligible for new replacement lug nuts and wheel inspection, and are encouraged to contact their local Toyota Dealership to schedule an appointment to perform the Safety Recall.

#### **Q8: Will the replacement lug nuts change the appearance of my Tundra?**

A8: The replacement lug nuts have the same style as the original lug nuts.

#### **Q9: How long will the Service take?**

A9: The removal and replacement of the (20) lug nuts will take approximately 0.5 hours. However, it may take longer based upon the dealer's work schedule, and the results of the wheel inspection.

#### **Q10: What if a customer has previously paid for repair of this specific condition on their vehicle?**

A10: Owners should contact the GST Customer Assistance Center toll free at 1 - 800 - 444 - 1074 for reimbursement consideration.

**Lug Nut Replacement Program (Safety Recall) 14R2**  
**2013 through 2014 Toyota Tundra**  
 (Certain 20" Alloy Wheel and Lug Nut Combination)

**Check Applicability:**  
 Run the vehicle VIN number in the Warranty Super Screen, or check the Campaign tab in Vehicle Inquiry section of TIS.

**Does the VIN show 14R2 as applicable?**

**YES**

**NO**

**No Action Necessary.**

Remove the existing lug nuts. Inspect all lug nut seats on the wheels per the Technical Instructions.

**Are any lug nut seats on the wheels elongated?**

**NO**

**YES**

Replace the affected original GST wheel with the appropriate replacement P/N wheel, and submit a separate LIO Warranty claim for the wheel.

Replace all lug nuts on the vehicle with the new lug nuts for that vehicle, and torque per the Technical Instructions.

**ALL PARTS MUST BE RETURNED TO GST, AND CLAIM PAYMENT WILL BE DENIED IF PARTS ARE NOT RETURNED !**

Return the vehicle to the customer and completely explain what work was accomplished.

**Warranty Info: 14R2**  
 OP Code: 14R2W1 [LIO] or 14R2W2 [DIO]  
 Labor Time: 0.5 Hrs.  
 Failed Part #: 00015-T1354-LN ( LIO )  
 00012-T1354-LN ( DIO )  
 00015-T0754-02 (LIO)  
 00012-T0754-02 (DIO)

**Parts Required:**  
 Lug Nut Kit P/N 00012-T1454-22 Qty `1`