



Southeast Toyota Distributors, LLC

Attention

This is an important Safety Recall which was initiated by Southeast Toyota Distributors, LLC.

If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina, please refer to SET Dealer Daily to obtain instructions on how to complete this repair and submit a warranty claim.

Toyota Dealerships outside of Florida, Georgia, Alabama, South Carolina or North Carolina

SET will reimburse you for the repairs outlined in the following procedure. For repair authorization and parts ordering, please contact Southeast Toyota Distributors, LLC toll free at 1-888-851-2722 and select the option six (6) for campaign support.

Thank you for your continued support.

Southeast Toyota Distributors, LLC



Southeast Toyota Distributors, LLC
Technical Center
9983 Pritchard Rd.
Jacksonville, FL 32219
(904) 378-4839

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers
Subject: Safety Recall SET16D – **Remedy Available**
Certain 2010-2015 Model Year 4Runner Vehicles with Southeast Toyota (SET) Accessory Exhaust Tip

Southeast Toyota Distributors, LLC filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) initiating a voluntary Safety Recall on certain 2010-2015 4Runner vehicles with SET Accessory Exhaust Tips.

Affected Vehicles:

The recall involves 2010 - 2015 Toyota 4Runner vehicles with accessory exhaust tips installed by SET or SET dealers.

Condition:

SET either installed, or sold to dealers to install, accessory exhaust tips for 2010 - 2015 Toyota 4Runner. Although the exhaust tip is recessed behind the bumper, SET has determined that the exhaust tip could come into contact with people standing behind and reaching into the rear of the vehicles. A person who comes into contact with an exhaust tip can be burned.

Remedy:

All known owners of the affected vehicles on which the accessory exhaust tips installed by SET or SET dealers will be notified by first class mail to return their vehicles to a Toyota dealer who will replace the Exhaust Tip at no charge.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

SET has completed remedy preparations and will begin to notify owners in September, 2016.

SET 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.

2. New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion can be verified through TIS. Additional information will be provided as it becomes available.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

4. Pre-Owned Vehicles in Dealer Inventory

SET requests that dealers do not deliver any pre-owned vehicles in dealer inventory that is covered by a Safety Recall unless the defect has been remedied.

5. Dealer Summary Reports

Please verify eligibility by confirming through TIS and inspecting the vehicle prior to performing repairs.

6. Number and Identification of Covered Vehicles

There are approximately **425** vehicles covered by this Safety Recall in the U.S. and Puerto Rico.

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 instruct the dealer personnel to **verify coverage by confirming through TIS and inspecting the vehicle**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

7. Parts Ordering

Orders can be placed through the SET Dealer Daily Parts Order. If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722.

Part Number	Part Name	Qty
PT932-89100	Exhaust Tip	1

8. Technician Training Requirements

The repair quality of covered vehicles is extremely important to SET. All dealership associates involved in the Recall process are required to successfully complete E-Learning course SC13A and SC15A. 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:

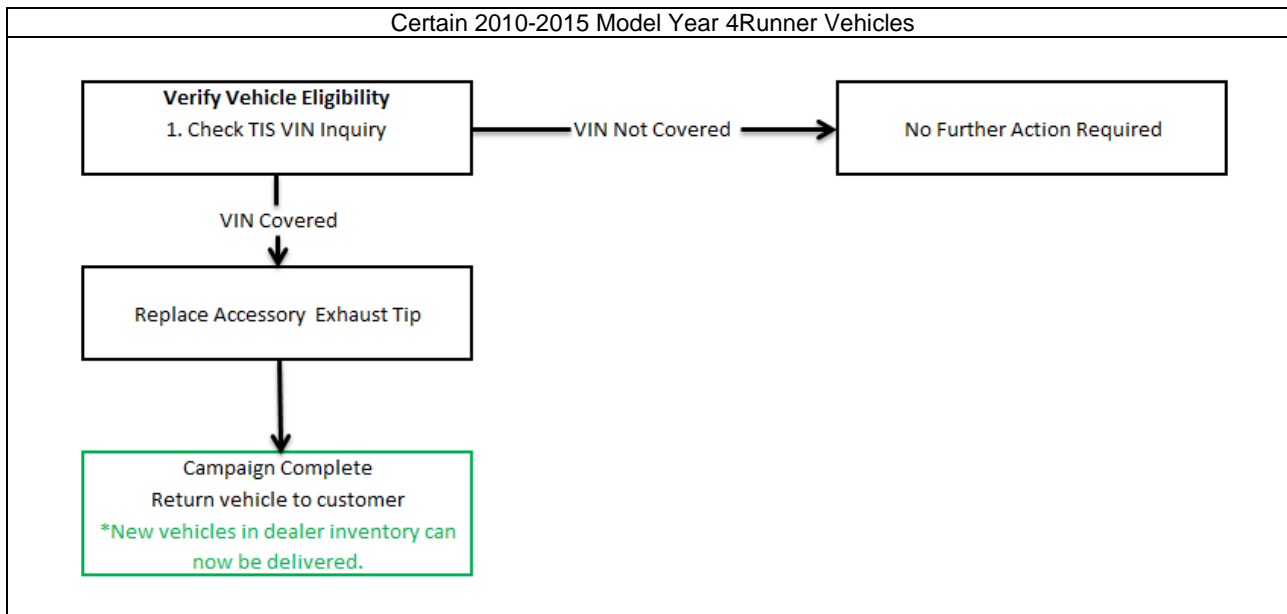
- **Toyota Certified (any classification)**
- **Toyota Expert (any classification)**
- **Master**
- **Master Diagnostic Technician**

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.

9. Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

10. Warranty Reimbursement Procedure



SET vendor warranty claim should be submitted as follows:

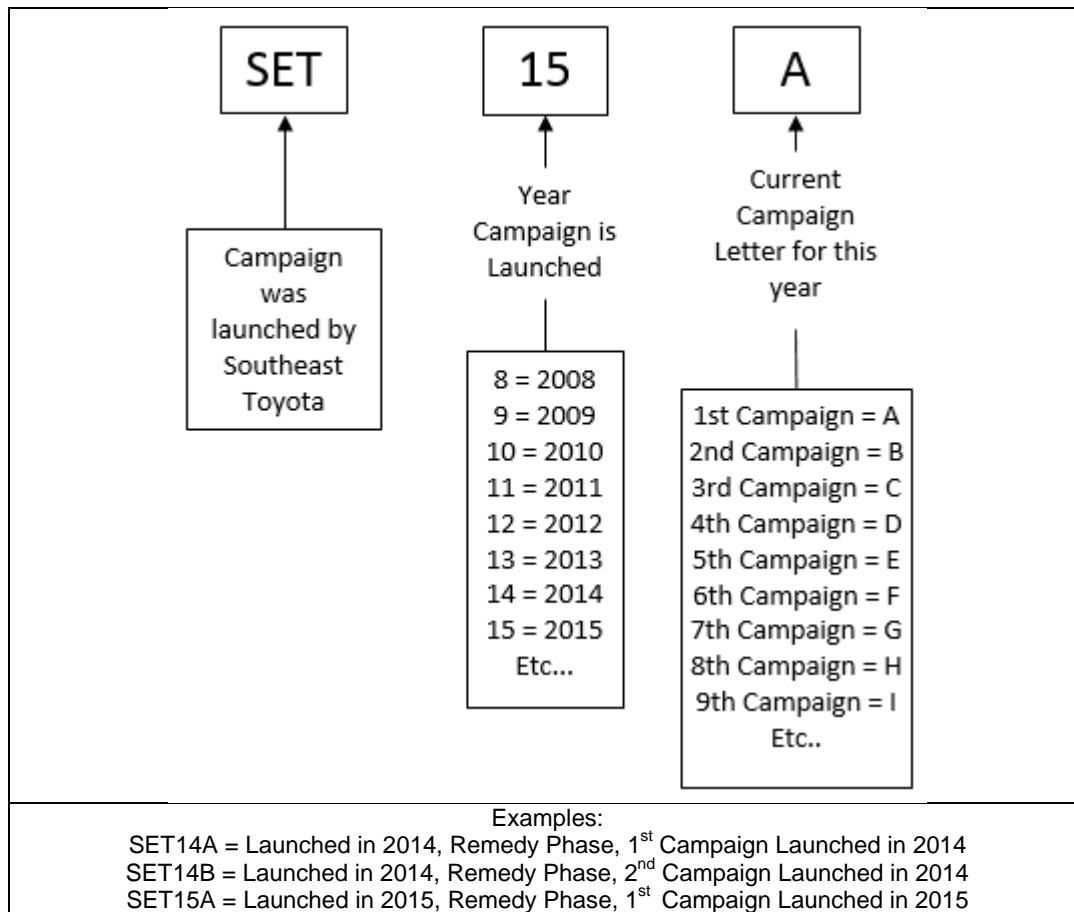
Model(s)	Op. Code	Description	Flat Rate Hour
4Runner	ETIP4R	Replace Accessory Exhaust Tip	0.4 hr/vehicle

Failed Part	00016-48935
Replacement	PT932-89100
T1 / T2	99 / 99
Sublet	N/A
Condition	Replace Exhaust Tip
Cause	SET Recall 16D
Remedy	SET Recall 16D

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722 press 5 for warranty then 4 for out of region claim payment instructions.

Campaign Designation Decoder



11. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to SET. 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.

12. Technical Questions

If you are a SET dealership associate and have any questions, please contact your Field Technical Specialist. If your dealer is outside the Southeast Toyota Region and have technical questions please contact SET at 1-888-851-2722, press 6 for recall support.

13. Media Contacts

In the event you are contacted by the News media, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Christie Caliendo (954) 363-6285 in SET Corporate Communications. (Please do not provide this number to customers.)

14. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Southeast Toyota (SET) Customer Relations Center at 1-866-405-4226 24 hours a day and SET will return the call within 24 hours between 8:30 am and 5 pm eastern standard time.

Please review this entire 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

Southeast Toyota Distributors, LLC.

4RUNNER EXHAUST TIP RECALL - QUESTIONS & ANSWERS

Certain Model Year 2015 Toyota 4Runner vehicles.

Background: On August 2, 2016 Southeast Toyota Distributors, LLC. ("SET") filed a Defect Information Report with the National Highway Traffic Safety Administration (NHTSA) informing the agency of its intent to conduct a voluntary Safety Recall on certain 2010-2015 model year Toyota 4Runner vehicles with SET accessory exhaust tips.

There are **approximately 425 vehicles** covered by this recall.

Affected Vehicles: Certain Model Year 2010-2015 Toyota 4Runner vehicles with SET Accessory Exhaust Tips.

- 1. Background.** SET either installed, or sold to dealers to install, accessory exhaust tips for 2010 - 2015 Toyota 4Runner. Although the exhaust tip is recessed behind the bumper, SET has determined that the exhaust tip could come into contact with people standing behind and reaching into the rear of the vehicles. A person who comes into contact with an exhaust tip can be burned.
- 2. What is the condition?** SET has determined that the exhaust tip could come into contact with people standing behind and reaching into the rear of the vehicles. A person who comes into contact with an exhaust tip can be burned.
- 3. Why are only certain vehicles covered by this Safety Recall?** SET undertook an investigation to determine the scope of the issue and the potential consequence. The investigation found that the issue was limited to 2010-2015 Toyota 4Runner vehicles with SET accessory exhaust tips.
- 4. How many vehicles are involved?** SET estimates that **approximately 425 vehicles** are affected by this recall.
- 5. Are there any other Toyota vehicles affected?** No, there are no other Toyota vehicles affected.
- 6. What is SET going to do?** All known owners of the affected vehicles on which the accessory exhaust tips were installed by SET or SET dealers prior to first sale will be notified by first class mail to return their vehicles to a Toyota dealer who will install a new, re-designed exhaust tip at no charge.
- 7. Is there any cost?** These actions will be performed at **no charge**.
- 8. How long will the process take?** The corrective action will take approximately **one hour or less**. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.
- 9. Is my vehicle covered by this Safety Recall?** Owners of the affected vehicles will receive a Safety Recall letter from Southeast Toyota Distributors, LLC informing them of this safety recall campaign. In the meantime, owners may contact any Toyota dealer to verify if their vehicle is covered by this campaign.
- 10. What if an owner has additional questions or concerns?** Owners with questions or additional concerns are asked to contact the Southeast Toyota Distributors, LLC. **Customer Assistance Center toll free at 1-866-405-4226** Monday through Friday, 8:30 am to 5:00 pm Eastern Standard Time.