



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 8, 2017

Mr. Scott Cordes
Vice President, Chief Legal Counsel
Gulf States Toyota, Inc.
1375 Enclave Parkway
Houston, TX 77077

NEF-150SM
17V-520

Subject: Improperly Torqued Roof Rails Fastener

Dear Mr. Cordes:

This letter serves to acknowledge Gulf States Toyota, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/HIGHLANDER/2017
TOYOTA/HIGHLANDER HYBRID/2017

Mfr's Report Date: August 23, 2017

NHTSA Campaign Number: 17V-520

Components:

EQUIPMENT

Potential Number of Units Affected: 1,121

Problem Description:

Gulf States Toyota, Inc. (GST) is recalling certain 2017 Toyota Highlander and Highlander Hybrid vehicles equipped with accessory roof rail cross bars. The fasteners for the roof rails may not be torqued properly.

Consequence:

The roof rails may loosen and possibly detach from the vehicle, becoming a road hazard and increasing the risk of a crash.

Remedy:

GST will notify owners, and dealers will inspect and properly torque the fasteners, free of charge. The recall is expected to begin September 25, 2017. Owners may contact GST customer service at 1-800-444-1074. GST's number for this recall is 17R3.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received GST's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at (202) 366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement