

U.S. Department of Transportation

National Highway Traffic Safety Administration

December 29, 2017

Mr. Cory Hoffman Senior Manager Toyota Motor Engineering & Manufacturing 19001 South Western Ave Torrance, CA 90501

Subject: Inorrect Load Information on Label/FMVSS 110

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing'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.

1200 New Jersey Avenue SE Washington, DC 20590

NEF-150JK

17V-831

### Makes/Models/Model Years:

LEXUS/GX460/2018 TOYOTA/4RUNNER/2017-2018 TOYOTA/HIGHLANDER/2018 TOYOTA/RAV4/2018 TOYOTA/SIENNA/2017 TOYOTA/TACOMA/2017 TOYOTA/TUNDRA/2017-2018

Mfr's Report Date: December 20, 2017

NHTSA Campaign Number: 17V-831

**Components:** 

**EQUIPMENT:OTHER:LABELS** 

**Potential Number of Units Affected:** 649

## **Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2017-2018 Toyota 4Runner and Tundra, 2018 Toyota Highlander, RAV4 and Lexus GX460 and 2017 Toyota Sienna and Tacoma vehicles. These vehicles may have incorrect load carrying capacity modification labels. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 110, "Tire Selection and Rims."

#### **Consequence:**

An incorrect load information label can result in the operator overloading the vehicle and increasing the risk of a crash.

# Remedy:

Toyota will notify owners and provide them with corrected labels, free of charge. The recall is expected to begin January 15, 2018. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's numbers for this recall are H0Z for Toyota vehicles, and HLF for Lexus vehicles.



#### **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.

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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).

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 Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@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

