

Part 573 Safety Recall Report

17V-291

Manufacturer Name : Gulf States Toyota, Inc.

Submission Date : MAY 01, 2017

NHTSA Recall No. : 17V-291

Manufacturer Recall No. : 17R1



Manufacturer Information :

Manufacturer Name : Gulf States Toyota, Inc.

Address : 1375 Enclave Parkway

Houston TX 77077

Company phone : 713-744-3465

Population :

Number of potentially involved : 1,019

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2017 Toyota 4Runner

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Certain model year 2016 and 2017 Toyota 4Runner vehicles equipped with a Non-Toyota roof rack installed by Gulf States Toyota, Inc. (GST)

Production Dates : MAR 09, 2016 - MAR 23, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : GST installed a non-Toyota roof rack as part of the TForce accessory package for certain 2016 and 2017 model year Toyota 4Runner vehicles. GST has determined that during the installation of the Roof Rack to the vehicle, some fasteners may have been tightened improperly. This condition could result in the fasteners becoming loose during vehicle operation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the worst case, if some fasteners were not tightened to the proper torque value, there is the potential for the Roof Rack to become detached from the vehicle. There have been no accidents or injuries reported with regard to this condition.

Description of the Cause : Routine product quality audit process revealed fasteners not torqued to specified value.

Identification of Any Warning that can Occur : If the Roof Rack fasteners become loose, it is possible that an abnormal rattling noise may be heard from the roof area of the vehicle.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

During a product quality audit, GST found that some fasteners on a non-Toyota roof rack installed were improperly torqued. Based on further review of the installation instructions and installation process, GST determined that a safety recall was warranted.

Description of Remedy :

Description of Remedy Program : All roof rack fasteners will be inspected and torqued to correct value on affected vehicles. GST will contact the registered owners of the affected vehicles by US mail. GST will provide dealers with instructions and, if necessary, a hardware kit containing new fasteners. GST does not anticipate any reimbursement claims, but will provide appropriate reimbursement should any claims arise.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : During the review process, GST revised the installation manual for the roof rack with modified instructions requiring the use of a digital torque wrench and reviewed procedures for equipment inspections.

Recall Schedule :

Description of Recall Schedule : Mailing of owner notifications will occur in the first half of June 2017. A draft of the owner notification letter will be submitted as soon as it is available. Notification to dealers will be sent on May 4, 2017. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : MAY 04, 2017 - MAY 04, 2017

Planned Owner Notification Date : JUN 01, 2017 - JUN 15, 2017

* NR - Not Reported