

# Part 573 Safety Recall Report

# 17V-311

**Manufacturer Name :** Southeast Toyota Distributors, LLC

**Submission Date :** MAY 11, 2017

**NHTSA Recall No. :** 17V-311

**Manufacturer Recall No. :** SET17A



## Manufacturer Information :

## Population :

**Manufacturer Name :** Southeast Toyota Distributors, LLC

**Number of potentially involved :** 1,325

**Address :** 9983 Pritchard Road

**Estimated percentage with defect :** 30 %

Deerfield Beach FL 32219

**Company phone :** 954-429-2000

## Vehicle Information :

**Vehicle 1 :** 2013-2017 Toyota Tundra and Sequoia

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** PICKUP TRUCK

**Power Train :** GAS

**Descriptive Information :** The recall involves 2013-2017 Toyota Tundra and Sequoia vehicles accessorized with Southeast Toyota accessory 20 inch Rockstar wheels installed by Southeast Toyota or a Southeast Toyota dealer.

**Production Dates :** OCT 08, 2012 - APR 20, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** SET either installed, or sold to dealers to install, an accessory 20 inch Rockstar wheel for 2016 - 2017 Toyota Tundra. Toyota dealers also installed these wheels on one 2013 Tundra, one 2014 Tundra, and one 2016 Sequoia. The upgrade included lug nuts. Some of the lug nuts were not manufactured to SAE specifications. It has been determined that the defective lug nuts may crack and detach if not properly torqued during service of the tire and wheel assembly, increasing the risk of a crash. There have been no accidents or injuries reported with regard to this condition, nor have there been any reports of wheel separation.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Over time, the lug nut could crack and detach, increasing the risk of a crash.

**Description of the Cause :** There was a defective batch of lug nuts that did not meet SAE hardness standards.

**Identification of Any Warning that can Occur :** None

**Supplier Identification :****Component Manufacturer**

Name : Revolutionary Supply  
Address : 7421 Anaconda Ave  
Garden Grove CALIFORNIA 92841  
Country : United States

**Chronology :**

SET received a field report from a servicing dealer about a vehicle with four cracked lug nuts on 02-28-2017. SET received the lug nuts from that vehicle and pulled a sample of lug nuts from its inventory and sent them to an independent testing facility. The lug nuts from the vehicle failed to meet SAE standards, but all the lug nuts from SET's inventory met SAE standards. SET was not sure if the lug nuts on the vehicle were those that were initially installed by SET, therefore SET decided to continue to monitor the issue. On 04-28-2017 SET received another report of a vehicle with four cracked lug nuts and reopened its investigation. SET also, as a precautionary measure, switched to an OEM lug nut. In coordination with the wheel supplier, extensive testing was undertaken to determine the cause of the lug nut failure. Testing indicated that some of the lug nuts manufactured between September 2015 and December 2015 did not meet SAE's hardness specifications. SET decided to conduct a safety recall to replace the lug nuts with new lug nuts that meet SAE specifications.

**Description of Remedy :**

Description of Remedy Program :	The customer will be provided with, at no cost, new replacement lug nuts which will be installed and torqued to specification by a Toyota dealer technician. The customer's wheels will also be inspected visually for any unusual wear in the lug nut seat area. Wheels with unusual wear will also be replaced as may be appropriate at no cost. Because the vehicles and wheels remain under warranty, no customer reimbursement should be necessary.
How Remedy Component Differs from Recalled Component :	Replacement lug nuts meet SAE J2316 standard.
Identify How/When Recall Condition was Corrected in Production :	Production was stopped and a new lug nut, which met SAE J2316 specification, was selected and placed in production on May 2, 2017.

**Recall Schedule :**

Description of Recall Schedule : SET is coordinating with R.L. Polk & Co. to obtain current owner mailing address data based on the VIN of each individual affected vehicle, and also with a third party service provider to print and mail the owner notification letters to owners of affected vehicles. Samples of the owner notification letter will be provided. SET expects the mailing of customer notification letters to begin on or about June 23, 2017.

Planned Dealer Notification Date : MAY 11, 2017 - MAY 12, 2017

Planned Owner Notification Date : JUN 23, 2017 - JUN 30, 2017

\* NR - Not Reported