

Part 573 Safety Recall Report

17V-520

Manufacturer Name : Gulf States Toyota, Inc.**Submission Date :** AUG 23, 2017**NHTSA Recall No. :** 17V-520**Manufacturer Recall No. :** 17R3**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 : 1,121

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Toyota Highlander

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Certain model year 2017 Toyota Highlander and Highlander Hybrid vehicles equipped with a Toyota roof rail cross bars accessory, without validated torque values, installed by Gulf States Toyota, Inc. (GST)

Production Dates : NOV 16, 2016 - JUL 19, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2017 Toyota Highlander Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Certain model year 2017 Toyota Highlander and Highlander Hybrid vehicles equipped with a Toyota roof rail cross bars accessory, without validated torque values, installed by Gulf States Toyota, Inc. (GST)

Production Dates : NOV 16, 2016 - JUL 19, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : GST installed a Toyota roof rail cross bars accessory for certain 2017 model year Toyota Highlander and Highlander Hybrid vehicles. GST has determined that during the installation of the roof rail cross bars to the vehicle, some fasteners on vehicles 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 : Although there have been no reports of detachment, in the worst case, if some fasteners were not tightened to the proper torque value, there is the potential for the roof rail cross bars 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 rail cross bar 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 fasteners on Toyota roof rail cross bars installed on some vehicles were improperly torqued. Based on further vehicle inspections, review of the installation instructions, torque value records and installation process, GST found some torque value records to be inaccurate or missing and determined that a safety recall was warranted.

Description of Remedy :

Description of Remedy Program : All roof rail cross bar fasteners will be inspected and torqued to the 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, 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 work instructions for the roof rail cross bars accessory installation, re-trained the installers, and enhanced the torque audit process.

Recall Schedule :

Description of Recall Schedule : Mailing of owner notifications will occur between September 25, 2017 and October 6, 2017. A draft of the owner notification letter will be submitted as soon as it is available. Notification to dealers will be sent on August 30, 2017. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : AUG 30, 2017 - AUG 30, 2017

Planned Owner Notification Date : SEP 25, 2017 - OCT 06, 2017

* NR - Not Reported