



Gulf States Toyota, Inc.  
1375 Enclave Parkway  
Houston, Texas 77077

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# Attention

This is an important Safety Recall which has been initiated by Gulf States Toyota, Inc. (GST).

If you are located within Texas, Oklahoma, Louisiana, Arkansas or Mississippi, please refer to the Warranty page on GST Dealer Daily to obtain instructions on how to complete this repair and submit a warranty claim.

**Toyota Dealerships outside of Texas, Oklahoma, Louisiana, Arkansas or Mississippi;** GST will reimburse you for the repairs outlined in the following procedure. For repair authorization, parts ordering and reimbursement instructions, please contact Gulf States Toyota Inc, toll free at 1-800-444-1074, and select option ONE (1) for campaign support.

Thank you for your continued support.

Gulf States Toyota, Inc.



Gulf States Toyota, Inc.  
P.O. Box 442168  
Houston, Texas 77244-2168

Published May 4, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, & Parts Managers

Subject: Safety Recall 17R2  
Certain 2017 Model Year 4Runner  
Certain 2017 Model Year 86  
Certain 2017 Model Year Avalon  
Certain 2017 Model Year Camry and Camry Hybrid  
Certain 2017 Model Year Highlander and Highlander Hybrid  
Certain 2017 Model Year Corolla  
Certain 2017 Model Year Corolla iM  
Certain 2017 Model Year Prius  
Certain 2017 Model Year Prius C  
Certain 2017 Model Year Rav4 and Rav4 Hybrid  
Certain 2017 Model Year Sienna  
Certain 2017 Model Year Yaris  
Spare Tire Inflation Pressure

On May 2, 2017, Gulf States Toyota, Inc. (GST) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2017 model year 4Runner, 86, Avalon, Camry and Camry Hybrid, Highlander and Highlander Hybrid, Corolla, Corolla iM, Prius, Prius C, Rav4 and Rav4 Hybrid, Sienna, or Yaris vehicles.

**Condition**

The spare tire on the affected vehicles was not adjusted to the proper pressure as stated on the Tire Pressure Label. This condition could cause the spare tire to not perform as intended, which may increase the risk of injury.

**Remedy**

Any authorized Toyota dealer will inspect and inflate the spare tire to the proper pressure value at **NO CHARGE**.

**Covered Vehicles**

There are 409 vehicles covered by this Safety Recall.

Model Name	Model Year	GST Processing Period
4Runner 86 Avalon Camry and Camry Hybrid Highlander and Highlander Hybrid Corolla Corolla iM Prius Prius C Rav4 and Rav4 Hybrid Sienna Yaris	2017	March 21, 2017 to March 30, 2017

**Owner Letter Mailing Date**

GST will begin to notify owners in June of 2017. A sample of the owner notification letter has been included for your reference.

*GST makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

#### **New Vehicles in Dealership Inventory**

There are approximately 201 vehicles in new dealer inventory as of May 1, 2017.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

#### **Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

#### **Pre-Owned Vehicles in Dealer Inventory**

GST requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

As a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

#### **Toyota Rent-A-Car (TRAC) & Service Loaners**

GST requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

#### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

#### **Remedy Procedures**

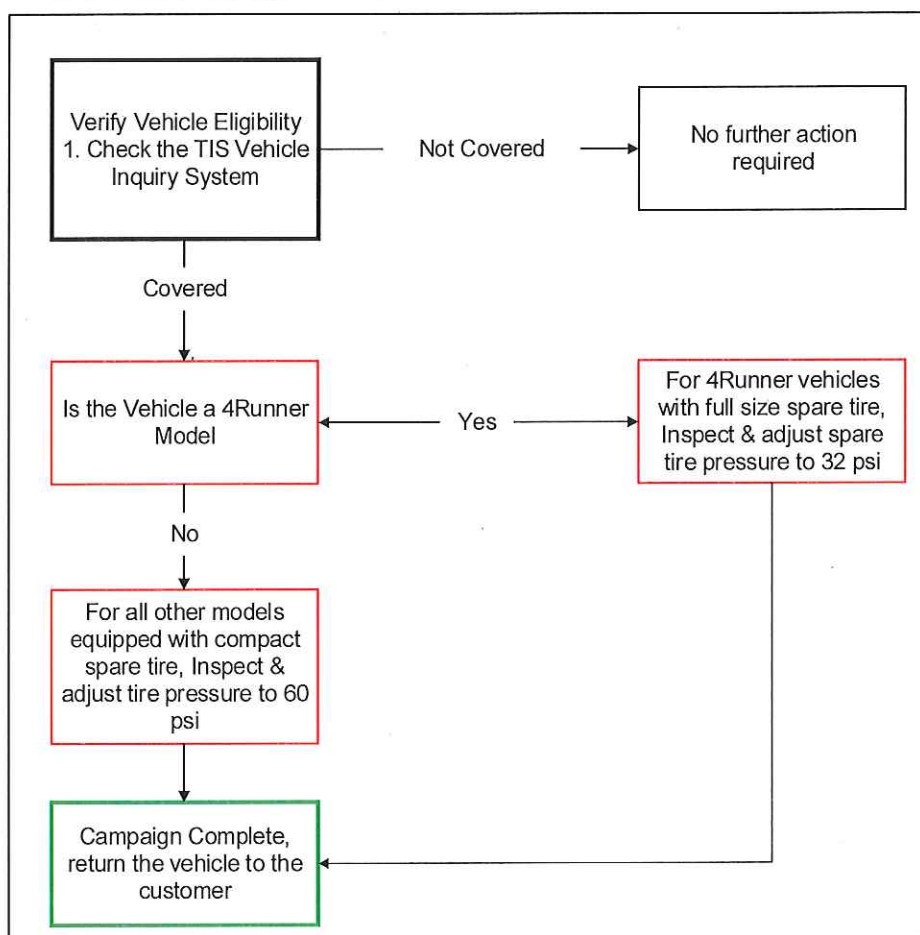
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

#### **Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to GST. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

There are no parts required for this remedy.

#### **Warranty Reimbursement Procedures**



Opcode	Description	Flat Rate Hours
17R2W1	Spare Tire Inflation for Certain 2017 Models	0.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

A GST Port LIO warranty claim should be submitted, and must include the following required information.

	<b>GST Installed Product</b>
<b>Operation Code</b>	17R2W1
<b>Failed Part Number</b>	NA
<b>SSC No.</b>	17R2
<b>Replacement Part</b>	NA
<b>Trouble Code</b>	99
<b>Condition</b>	Spare tire pressure not known
<b>Cause</b>	Spare tire pressure was not Inflated to proper value
<b>Remedy</b>	Adjust spare tire pressure per the tire pressure label
<b>Labor Time</b>	0.2

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the GST Customer Assistance Center at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm, Friday 8:30 am to 4:00 pm Central Time.

***Please review the entire contents of this package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.***

Thank you for your cooperation.

GULF STATES TOYOTA, INC.



Safety Recall 17R2  
Certain 2017 Model Year 4Runner  
Certain 2017 Model Year 86  
Certain 2017 Model Year Avalon  
Certain 2017 Model Year Camry and Camry Hybrid  
Certain 2017 Model Year Highlander and Highlander Hybrid  
Certain 2017 Model Year Corolla  
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Certain 2017 Model Year Sienna  
Certain 2017 Model Year Yaris  
Spare Tire Inflation Pressure

**Frequently Asked Questions**  
**Published May 4, 2017**

**Q1: What is the condition?**

A1: The spare tire on the affected vehicles was not adjusted to the proper pressure as stated on the Tire Pressure Label. This condition could cause the spare tire to not perform as intended, which may increase the risk of injury.

**Q2: What is Gulf States Toyota going to do?**

A2: GST will send, starting in June of 2017, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to inspect and inflate the spare tire to the proper pressure value at **NO CHARGE**.

**Q3: Which and how many vehicles are covered by this Safety Recall?**

A3: There are 409 Model Year 2017 vehicles covered by this Safety Recall.

Model Name	Count by Model	GST Processing Period
4RUNNER	43	March 21, 2017 to March 30, 2017
86	5	
AVALON	10	
CAMRY	101	
CAMRY HYBRID	5	
COROLLA	59	
COROLLA iM	9	
HIGHLANDER	41	
HIGHLANDER HYBRID	3	
PRIUS	5	
PRIUS c	3	
RAV4	101	
RAV4 HYBRID	9	
SIENNA	12	
YARIS	3	

**Q4: How long will the repair take?**

A4: The repair takes approximately 15 minutes. However depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: *How does Toyota obtain my mailing information?***

**A5:** GST uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q6: *What if I have additional questions or concerns?***

**A6:** If you have additional questions or concerns, please contact the GST Customer Assistance Center at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm, Friday 8:30 am to 4:00 pm Central Time.

Certain 2017 Model Year 4Runner, 86, Avalon, Camry and Camry Hybrid, Highlander and Highlander Hybrid, Corolla, Corolla iM, Prius, Prius C, Rav4 and Rav4 Hybrid, Sienna, and Yaris Vehicles

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle: <VIN>  
NHTSA Recall No. XXXXXX

MR. SAMPLE A. SAMPLE  
12345 SAMPLE STREET  
ANYPLACE, USA 77551-1212

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Gulf States Toyota, Inc. (GST) has decided that a potential defect, which relates to motor vehicle safety, exists on certain 2017 Model Year 4Runner, 86, Avalon, Camry and Camry Hybrid, Highlander and Highlander Hybrid, Corolla, Corolla iM, Prius, Prius C, Rav4 and Rav4 Hybrid, Sienna, or Yaris vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a 2017 Model Year 4Runner, 86, Avalon, Camry and Camry Hybrid, Highlander and Highlander Hybrid, Corolla, Corolla iM, Prius, Prius C, Rav4 and Rav4 Hybrid, Sienna, or Yaris.

### What is the Condition?

The spare tire on the affected vehicles was not adjusted to the proper pressure as stated on the Tire Pressure Label. This condition could cause the spare tire to not perform as intended, which may increase the risk of injury.

### What will GST do?

Any authorized Toyota dealer will inspect and inflate the spare tire to the proper pressure value at **NO CHARGE**.

### What should you do?

***This is an important Safety Recall***

If you are in Texas, Louisiana, Oklahoma, Arkansas, or Mississippi, please contact any authorized Toyota Dealer to schedule an appointment to have the remedy performed. If you are outside these five states, please contact the GST Customer Assistance Center toll free at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm, Friday 8:30 am to 4:00 pm Central Time.

The remedy will take approximately 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

### What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the GST Customer Assistance Center at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm, Friday 8:30 am to 4:00 pm Central Time.

If you believe the dealer or GST has failed or is unable to remedy the defect within a reasonable amount of time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

***If you are a vehicle lessor***, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this safety recall may have caused you.

Thank you for driving a Toyota.

Sincerely,

GULF STATES TOYOTA, INC.  
17R2

### URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

**TECHNICAL INSTRUCTIONS  
FOR  
SAFETY RECALL  
SPARE TIRE INFLATION PRESSURE**

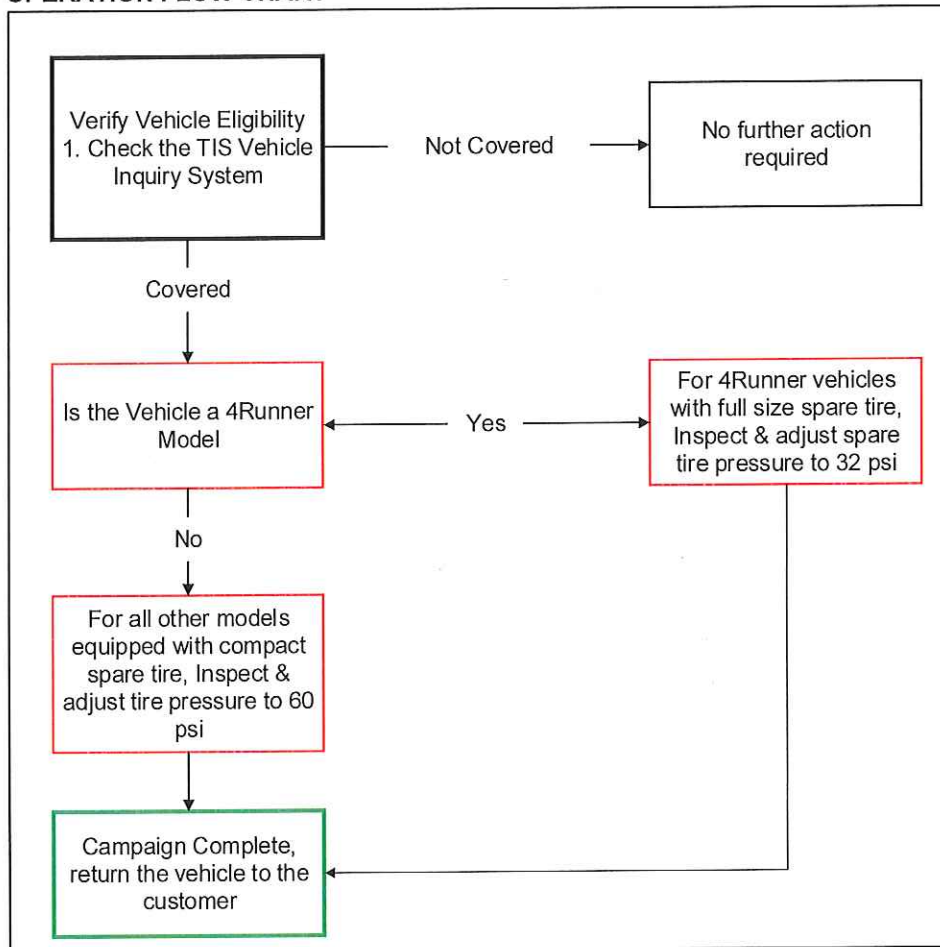
**Certain Model Year 2017 4Runner  
Certain 2017 Model Year 86  
Certain 2017 Model Year Avalon  
Certain 2017 Model Year Camry and Camry Hybrid  
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Certain 2017 Model Year Sienna  
Certain 2017 Model Year Yaris**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the Campaign has not already been completed prior to dealer shipment or by another dealer
- GST warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer

## III. PREPARATION

### A. PARTS

No parts are required.

### B. Tools and Equipment

Tire Pressure Gauge

#### **IV. BACKGROUND**

The spare tire on the affected vehicles was not adjusted to the proper pressure as stated on the Tire Pressure Label. This condition could cause the spare tire to not perform as intended, which may increase the risk of injury.

#### **V. INSPECTION**

#### **VI. WORK PROCEDURE**

1. Locate the spare on the vehicle.
2. For 4Runner vehicles equipped with full size spare tire, inspect the inflation pressure and adjust the inflation pressure to 32 psi.
3. For vehicles with equipped with compact spare tire, inspect the inflation pressure and adjust the inflation pressure to 60 psi.

### **VERIFY REPAIR QUALITY**

If you have any questions regarding this update, please contact your regional representative.