



Southeast Toyota Distributors, LLC

Attention

This is an important Safety Recall which was initiated by Southeast Toyota Distributors, LLC.

If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina, please refer to SET Dealer Daily to obtain instructions on how to complete this repair and submit a warranty claim.

Toyota Dealerships outside of Florida, Georgia, Alabama, South Carolina or North Carolina

SET will reimburse you for the repairs outlined in the following procedure. For repair authorization and parts ordering, please contact Southeast Toyota Distributors, LLC toll free at 1-888-851-2722 and select the option six (6) for campaign support.

Thank you for your continued support.

Southeast Toyota Distributors, LLC



Southeast Toyota Distributors, LLC
Technical Center
9983 Pritchard Rd.
Jacksonville, FL 32219
(904) 378-4839

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers
Subject: Safety Recall SET17A – **Remedy Available**
Certain 2013-2017 Model Year Sequoia and Tundra Vehicles with SET accessory Rockstar 20 inch Wheels.

Southeast Toyota Distributors, LLC (SET) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) initiating a voluntary Safety Recall on certain 2013-2017 Tundra vehicles.

Affected Vehicles:

2013-2017 Model Year Sequoia and Tundra Vehicles with SET accessory Rockstar 20 inch Wheels.

Condition:

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.

Remedy:

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.

1. Owner Letter Mailing Date

SET has completed remedy preparations and will begin to notify owners in June 23, 2017.

SET makes significant effort to obtain current customer name and address information 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.

2. New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) 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. 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 can be verified through TIS. Additional information will be provided as it becomes available.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. 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 | Qty. |
|--------------|----------------------------|---------------|
| 00411-140003 | Inspection Mirror Hang Tag | (25 Per Pack) |

4. Pre-Owned Vehicles in Dealer Inventory

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

5. Dealer Summary Reports

Please verify eligibility by confirming through TIS and inspecting the vehicle prior to performing repairs.

6. Number and Identification of Covered Vehicles

There are approximately **1325** vehicles covered by this Safety Recall in the U.S. and Puerto Rico.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct dealer personnel to **verify coverage by confirming through TIS and inspecting the vehicle**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

7. Parts Ordering

Orders can be placed through SET Dealer Daily Parts Order. Limit Quantity of 1 per day. If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722.

| Part Number | Part Name | Qty |
|---|---------------|-----|
| 90942-01103 | Wheel Lug Nut | 1 |
| <i>Note: Most vehicles will require 20 of the above listed parts. Vehicles equipped with wheel locks will only require 16 replacement lug nuts.</i> | | |

8. Technician Training Requirements

The repair quality of covered vehicles is extremely important to SET. All dealership associates involved in the Recall process are required to successfully complete E-Learning course SC13A and SC15A. To ensure that all vehicles have the repair performed correctly; technicians performing this Safety Recall repair are required to currently hold at least one of the following certification levels:

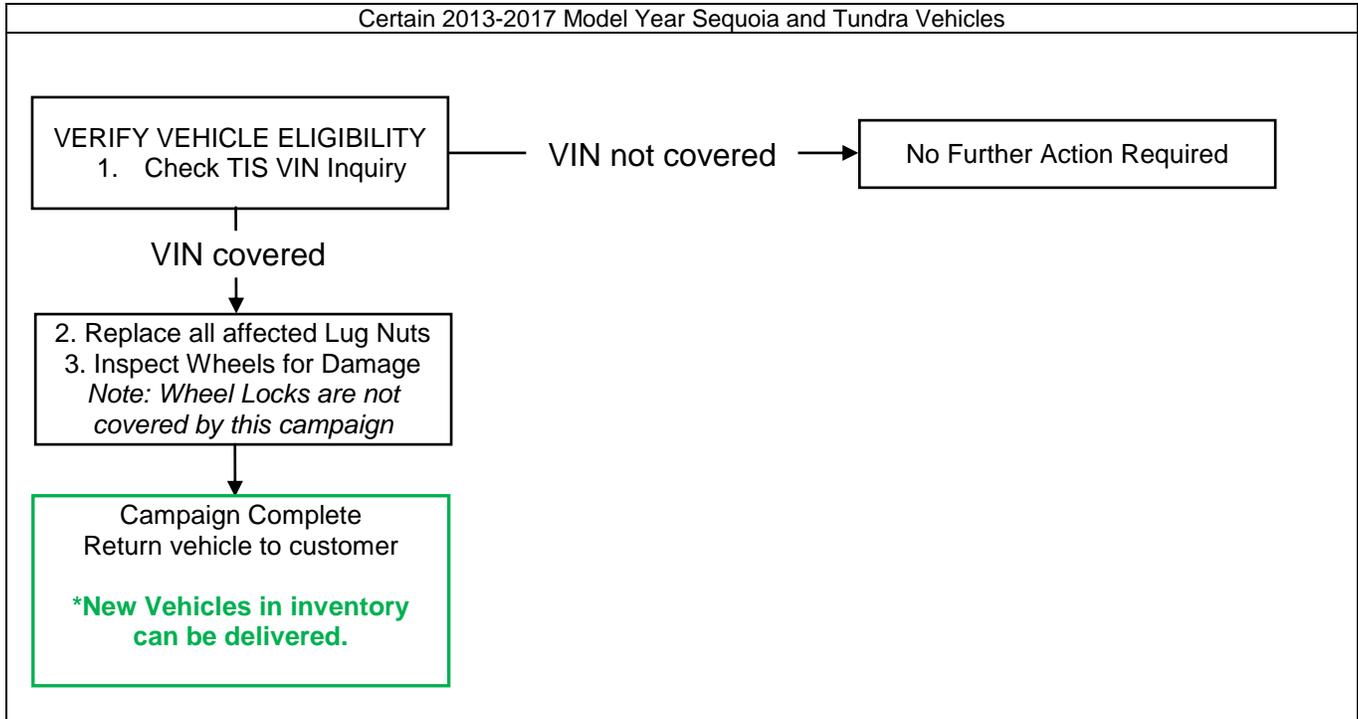
- **Toyota Certified (any classification)**
- **Toyota Expert (any classification)**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety 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.

9. Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

10. Warranty Reimbursement Procedure



SET vendor warranty claim should be submitted as follows:

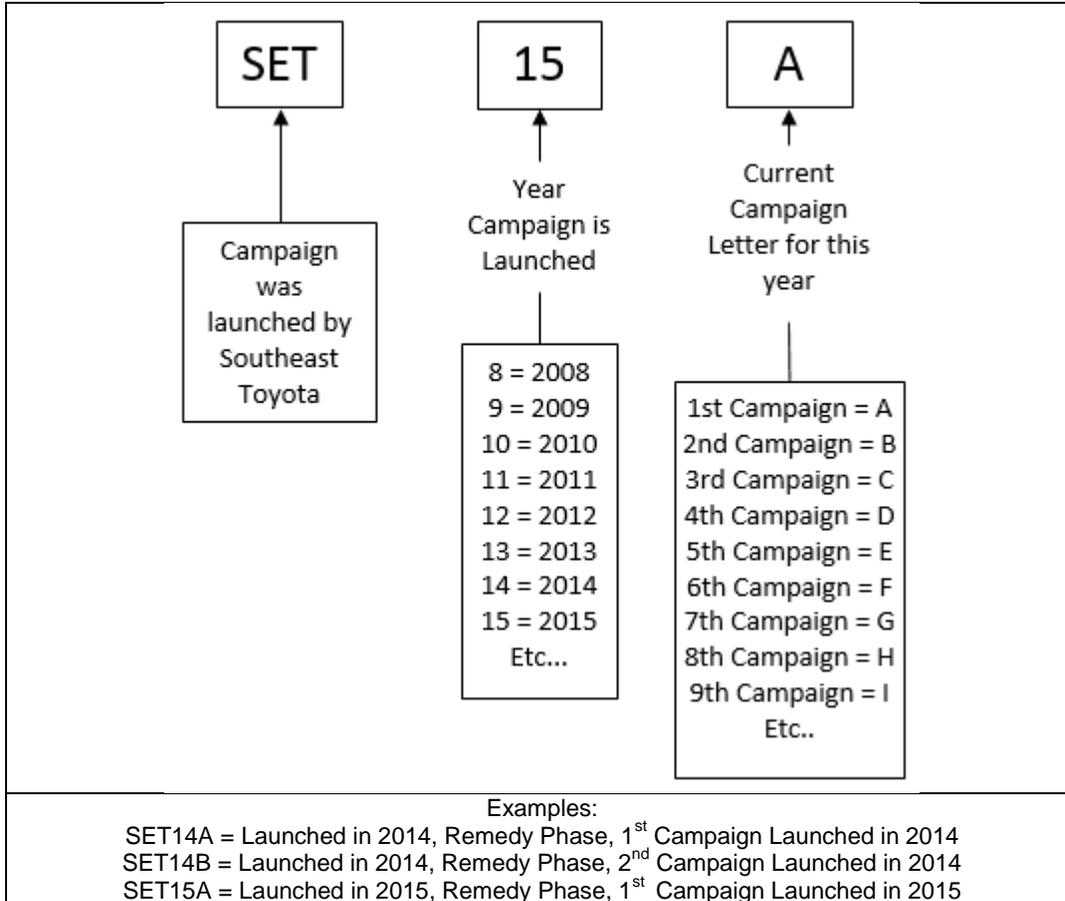
| Model(s) | Op. Code | Description | Flat Rate Hour |
|--------------------|----------|-------------------------------------|----------------|
| Sequoia and Tundra | SET17A1 | SET17A- Replace Rockstar Wheel Nuts | 0.4 |

| | |
|--------------------|--------------------|
| Failed Part | 00041-34215-05 |
| Replacement | 90942-01103 |
| T1 / T2 | 99 / 99 |
| Sublet | N/A |
| Condition | Recall SET17A |
| Cause | Recall SET17A |
| Remedy | Replace Wheel Nuts |

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

If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722 for claim payment instructions.

Campaign Designation Decoder



11. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to SET. 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.

12. Technical Questions

If you are a SET dealership associate and have any questions, please contact your Field Technical Specialist. If your dealer is outside the Southeast Toyota Region and have technical questions please contact SET at 1-888-851-2722, press 6 for recall support.

13. Media Contacts

In the event you are contacted by the News media, it is important that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Christie Caliendo 954-363-6285 in SET Corporate Communications. (Please do not provide this number to customers.)

14. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Southeast Toyota (SET) Customer Relations Center at 1-866-301-6859, press1 for Southeast Toyota and SET will return the call within 24 hours between 8:30 am and 5 pm eastern standard time.

Please review this entire 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.

Southeast Toyota Distributors, LLC.



SAFETY RECALL- SET17A- Remedy Notice

Certain Model Year 2013-2017 Toyota Sequoia and Tundra vehicles with a SET accessory 20 inch Rockstar wheels.

Frequently Asked Questions (FAQ)

Background: 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.

Q1: What is the condition?

A1: Over time, the lug nut could crack and detach, increasing the risk of a crash.

Q2: What is Southeast Toyota going to do?

A2: All known owners of the affected vehicles on which the accessory 20 inch Rockstar wheels were installed by SET or SET dealers will be notified by first class mail to return their vehicles to a Toyota dealer who will replace the lug nuts, at no cost, with 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.

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

A3: SET estimates that approximately **1,325** 2013-2017 Sequoia and Tundra vehicles are affected by this recall.

Q4: How long will the repair take?

A4: The corrective action will take approximately one hour or less. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

Q5: How does Toyota obtain my mailing information?

A5: 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. SET expects the mailing of customer notification letters to begin on or about June 23, 2017.

Q6: What if I have additional questions or concerns?

A6: Owners with questions or additional concerns are asked to contact the Southeast Toyota Distributors, LLC. Customer Assistance Center toll free at 1-800-301-6859, press 1 for Southeast Toyota Monday through Friday, 8:30 am to 5:00 pm Eastern Standard Time.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

Name
Address
City, State, ZIP

This notice applies to your vehicle, VIN <ADD IN BOLD>

Dear Toyota Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC ("SET") has decided that a defect which relates to motor vehicle safety exists in certain 2013-2017 Toyota Tundra and Sequoia vehicles equipped with a SET installed accessory 20 inch Rockstar wheels.

What is the condition?

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.

What is Southeast Toyota Distributors, LLC going to do?

The Toyota dealer will install new replacement lug nuts that meet the SAE J2316 standard **at no cost to you**. The 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 to you**. The repair will take approximately 30 minutes or less. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

This is an important Safety Recall

What should you do?

If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina contact your local Toyota dealer to schedule an appointment to have this important remedy performed on your vehicle as soon as possible.

If you are outside the above five states, or require further assistance, you may contact the SET Customer Assistance Center toll free at 1-866-405-4226, Monday through Friday, 8:30am to 5:00pm, Eastern Standard Time.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy associated with this recall. For more information, contact the SET Customer Assistance Center toll free at 1-866-405-4226.

Your local Toyota dealer can answer any of your questions. If you need further assistance, you may contact the SET Customer Assistance Center toll free at 1-866-405-4226, Monday through Friday, 8:30 am to 5:00 pm, Eastern Standard Time.

You do not need this Safety Recall Notice to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you believe that the dealer or SET has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <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 vehicle lessee within ten days of your receipt of this letter.

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

Sincerely,
Southeast Toyota Distributors, LLC.