



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 SET17B– **Remedy Available**
Certain 2011-2016 Model Year 4Runner and Tacoma Vehicles with SET installed Hood Scoop

On July 3, 2017 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 2011-2016 Model Year 4Runner and Tacoma Vehicles.

Affected Vehicles:

Certain 2011-2016 Model Year 4Runner and Tacoma Vehicles with SET accessory hood scoop.

Condition:

SET either installed or sold to dealers to install accessory hood scoops for 2011-2016 Toyota Tacoma and 4Runner vehicles. The hood scoop is attached directly to the vehicle hood with double sided adhesive tape specifically designed for automotive applications such as hood scoops and body side moldings. SET has determined that over time the adhesive backing on the tape may degrade reducing adhesion to the hood which could lead to detachment of the hood scoop from the vehicle and increasing the risk of a crash for following traffic.

Remedy:

Southeast Toyota has prepared a remedy for this condition. Toyota dealers will, affix the hood scoop to the hood using machine screws with nylock nuts and apply a decorative overlay.

The decorative overlay 00016-35140-89 may not be available upon campaign release. SET anticipates stock of this part late October, 2017.

The safety risk can be eliminated by performing repairs outlined in the technical instructions using the hardware kit 00016-35140-99. Should the decorative overlay 00016-35140-89 not be available at time of customer's visit, dealers are asked to perform repairs using the hardware kit. Dealer shall inform customer to return to dealer for installation of overlay when part is available.



This following information is being provided to keep you informed of the filing and your degree of involvement.

Number and Identification of Covered Vehicles

There are approximately **3547** 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 the 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.

Owner Letter Mailing Date

SET will begin to notify owners in September 1, 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.

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.

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)

Pre-Owned Vehicles in Dealer Inventory

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

Also, 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.

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:

- Toyota Expert
- Master
- Master Diagnostic Technician

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.

Parts Ordering

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

Required for all vehicles:

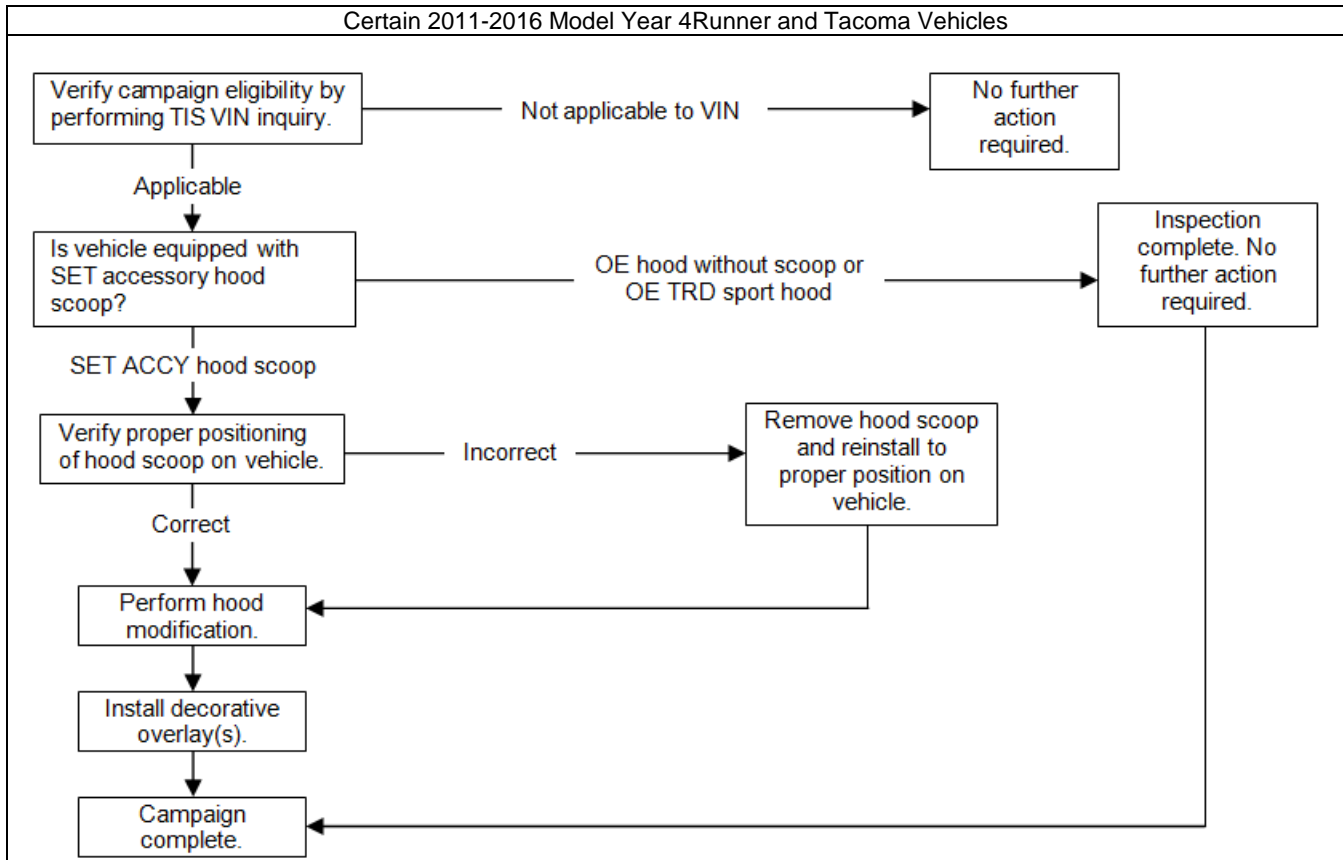
Part Number	Part Description	Quantity
00016-35140-89	Hood scoop overlay- mesh design	1
00016-35140-99	Hood scoop modification hardware kit	1

Additional parts required pending inspection of vehicle.

Part Number	Part Description	Quantity
00016-35140-50	Hood scoop tape kit	1
00016-35140-60	Hood scoop grille insert- mesh design	1

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.



Warranty Reimbursement Procedure

SET vendor warranty claim should be submitted as follows:

Model(s)	Op. Code	Description	Flat Rate Hour
2011-2016 4Runner and Tacoma	AR17B1	Inspection Only - not equipped with accessory hood scoop	0.2
2011-2016 4Runner and Tacoma	AR17B2	Perform hood scoop modification	0.7
2011-2016 4Runner and Tacoma	AR17B3	Reposition hood scoop and perform hood modification	1.5

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

	Inspection Only	Hood scoop modification	R&R hood scoop and perform modification
Flat Rate Hour	0.2	0.7	1.5
Op. Code	AR17B1	AR17B2	AR17B3
Failed Part	00016-35140	00016-35140	00016-35140
Replacement	N/A	00016-35140-99 and 00016-35140-89 If needed- 00016-35140-60	00016-35140-50, 00016-35140-99, and 00016-35140-89 If needed- 00016-35140-60
T1 / T2	99 / 99	99 / 99	99 / 99
Sublet	N/A	N/A	N/A
Condition	Recall SET17B	Recall SET17B	Recall SET17B
Cause	Recall SET17B	Recall SET17B	Recall SET17B
Remedy	SET17B Vehicle not equipped with SET Hood Scoop	SET17B Hood scoop modification	SET17B R&R hood scoop and perform modification

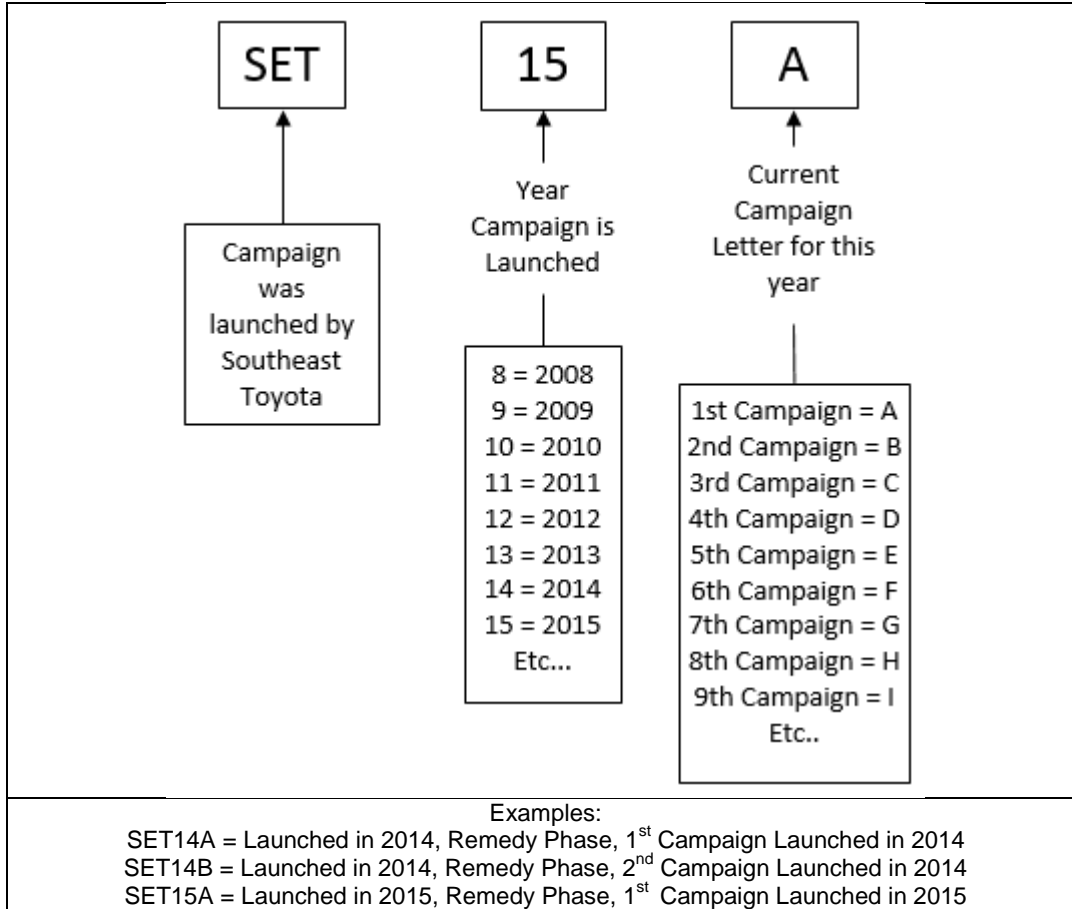
Should a second repair order be needed for decorative overlay installation at later date due to part availability, a second claim should be submitted as follows:

Model(s)	Op. Code	Description	Flat Rate Hour
2011-2016 4Runner and Tacoma	ASB011	Install Overlay	0.2

Failed Part	00016-35140
Replacement	00016-35140-89
T1 / T2	99 / 99
Sublet	N/A
Condition	Install Decorative Overlay
Cause	Install Decorative Overlay
Remedy	Install Decorative Overlay
Authorization Type	G
Authorization Number	999172
Authorization Reason	Install Overlay

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



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.

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 has technical questions please contact SET at 1-888-851-2722, press 6 for recall support.

Media Contacts

In the event you are contacted by the News media, it is imperative 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.)

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, press 1 for Southeast Toyota and SET will return the call within 24 hours between 8:30 am and 5:00 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.



Tacoma/4Runner Hood Scoop Recall SET 17B
Frequently Asked Questions (FAQ)

Certain 2011 to 2016 Toyota Tacoma and 4Runner vehicles equipped with a SET accessory hood scoop

Q1: What is the condition?

A1: SET either installed or sold to dealers to install accessory hood scoops for 2011-2016 Toyota Tacoma and 4Runner vehicles. The hood scoop is attached directly to the vehicle hood with double sided adhesive tape specifically designed for automotive applications such as hood scoops and body side moldings. SET has determined that over time the adhesive backing on the tape may degrade reducing adhesion to the hood which could lead to detachment of the hood scoop from the vehicle and increasing the risk of a crash for following traffic. There have been no accidents or injuries reported with regard to this condition.

Q2: What is Southeast Toyota going to do?

A2: SET will attach the hood scoop with machine screws and nylon lock nuts to securely attach the hood scoop to the hood at no charge. A decorative overlay will be added to the hood scoop.

Q3: Are parts be available?

A3: The hardware kit required to affix the hood scoop to the vehicle's hood will be available early September 2017. SET anticipates the decorative overlays will be available Late October 2017. Should the overlay not be available during at time of customer's visit, Dealer's are asked to complete the repairs using the hardware kit to remedy the safety concern. Customers should return to dealer for decorative overlay installation when part becomes available.

Q4: Is there any cost?

A4: No, all of these repairs will be performed at no charge to the vehicle owner.

Q5: How many and which vehicles are covered by this Recall?

A5: 3547 Vehicles. 2011-2016 Tacoma and 4Runner vehicles with an SET accessory hood scoop.

Q6: How long will the repair take?

A6: The corrective action will take approximately **one hour**. 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. **These actions will be performed at no charge.**

Q7: How will I know if my vehicle is part of this recall?

A7: Owners of the affected vehicles will receive a Safety Recall letter from Southeast Toyota Distributors, LLC informing them of this safety recall campaign. In the meantime, owners may contact any Toyota dealer to verify if their vehicle is covered by this campaign.

Q7: What if I have additional questions or concerns?

A7: 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.**

Certain 2011 – 2016 Model Year Tacoma and 4Runner
Accessory Hood Scoop

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [VIN: _____]
NHTSA Recall No. [17V-425]

Date _____

Name
Address
City, State, ZIP

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 2011-2016 Toyota Tacoma and 4Runner vehicles equipped with an SET installed accessory hood scoop.

What is the condition?

SET either installed, or sold to dealers to install, an accessory hood scoop for 2011 - 2016 Toyota Tacoma and 4Runner. The hood scoop is attached directly to the vehicle hood with double sided adhesive tape specifically designed for automotive applications such as hood scoops and body side moldings. SET has determined that over time the adhesive backing on the tape may degrade, reducing adhesion to the hood, which could lead to detachment of the hood scoop from the vehicle, increasing the risk of a crash for following traffic.

What will SET do?

The Toyota dealer will affix the hood scoop to the hood using machine screws and nylock nuts at **no cost to you**. The remedy is available and the repair will take approximately one hour. 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.