



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

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.

Published August 30, 2017

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

Subject: Safety Recall 17R3
 Certain 2017 Model Highlander and Highlander Hybrid
 Equipped with Toyota Roof Rail Cross Bars

On August 24, 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 Highlander and Highlander Hybrid vehicles.

Condition

The involved vehicles are equipped with a Toyota roof rail cross bars accessory. GST has determined that during the installation of the roof rail cross bars to the vehicle, some fasteners may have been tightened improperly. This condition could result in the fasteners becoming loose during vehicle operation. Under some circumstances, there is the potential for the roof rail cross bars to become detached, increasing the risk of injury.

Remedy

Any authorized Toyota dealer will inspect and torque the roof rail cross bars fasteners to the proper value on affected vehicles at **NO CHARGE**.

Covered Vehicles

There are 1,121 vehicles covered by this Safety Recall.

Model Name	Model Year	GST Processing Period
Highlander and Highlander Hybrid	2017	Nov 16, 2016 to May 19, 2017

Owner Letter Mailing Date


GST will begin to notify owners on September 25, 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 27 vehicles in new dealer inventory as of August 29, 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.

Parts Ordering Process

The part number is listed in the table below and can be obtained from the GST regional PDC through your normal daily parts order. For dealers outside the GST Region, please call GST Accessory Technical Support at 1-800-444-1074 to obtain remedy parts.

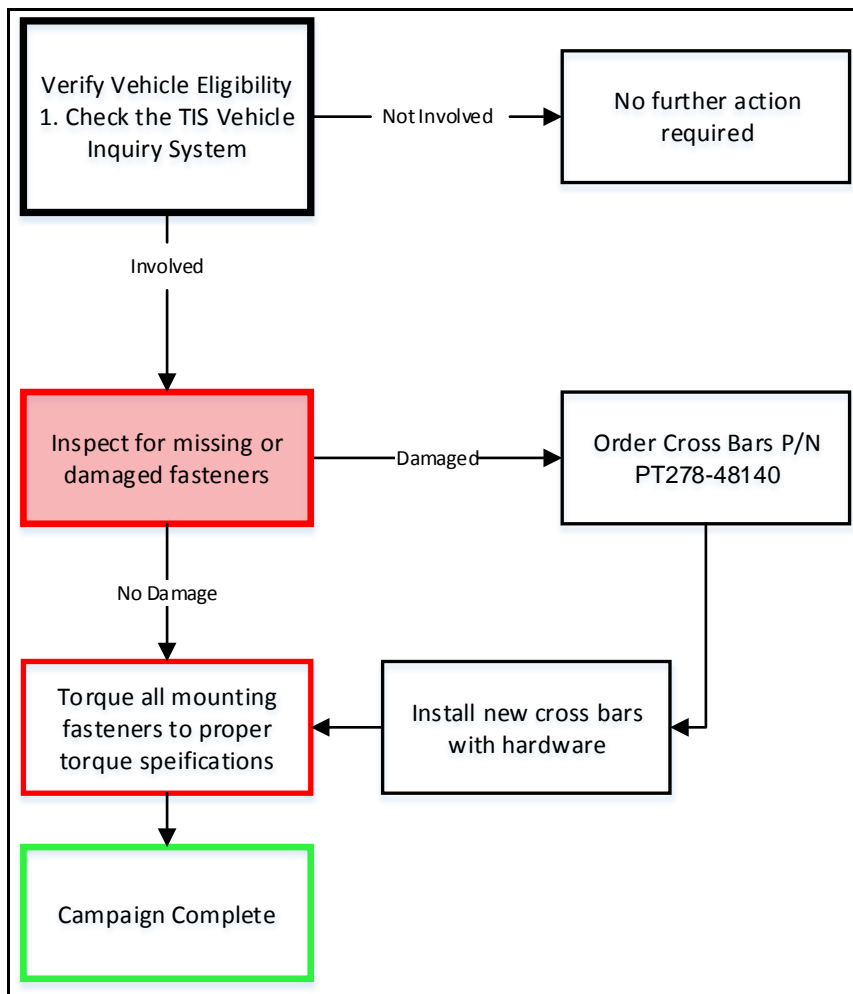
Part Number	Description	Quantity
PT278-48140	Cross Bars with Garnish	1

Note: Replacement parts may or may not be required depending on the results of the cross bars inspection.

Old/Removed Parts

Dealers need to keep/store the old/removed parts as they will need to be returned per the warranty claim process.

Warranty Reimbursement Procedures



Opcode	Description	Flat Rate Hours
17R3W1	Inspection/Torque (No Parts)	0.5
17R3W3	Inspect/Torque (Part Replacement)	0.5

- 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.

	Inspect/Torque	Inspect/Install/Torque
Operation Code	17R3W1	17R3W3
Failed Part Number	NA	PT278-48140
Safety Recall No.	17R3	17R3
Replacement Part	NA	PT278-48140
Trouble Code	99	99
Condition	Improper tightening of fasteners	Improper tightening of fasteners/missing fasteners
Cause	Installation Process	Installation Process
Remedy	Inspect and torque all fasteners to proper specifications.	Inspect and if necessary replace cross bars to include hardware. Torque all fasteners to proper specifications.
Labor Time	0.5	0.5

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 17R3
Certain 2017 Model Year Highlander and Highlander Hybrid
Toyota Roof Rail Cross Bars

Frequently Asked Questions
Publication Date August 24, 2017

Q1: What is the condition?

A1: The involved vehicles are equipped with a Toyota roof rail cross bars accessory. GST has determined that during the installation of the roof rail cross bars to the vehicle, some fasteners may have been tightened improperly. This condition could result in the fasteners becoming loose during vehicle operation. Under some circumstances, there is the potential for the roof rail cross bars to become detached, increasing the risk of injury.

Q1a: Are there any warning that this condition occurs?

A1a: 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.

Q2: What is Gulf States Toyota going to do?

A2: GST will send, starting in September 25th, 2017, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the remedy on the roof rail cross bars performed at **NO CHARGE**.

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

A3: There are 1,121 vehicles covered by this Safety Recall.

Model Name	Model Year	GST Processing Period
Highlander and Highlander Hybrid	2017	November 16, 2016 to May 19, 2017

Q4: How long will the repair take?

A4: The repair takes approximately 30 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 Highlander and Highlander Hybrid Vehicles
Equipped with Roof Rail Cross Bars**

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

URGENT SAFETY RECALL

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

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 Highlander and Highlander Hybrid 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 Highlander or Highlander Hybrid vehicle equipped with Toyota roof rail cross bars.

What is the Condition?

The involved vehicles are equipped with a Toyota roof rail cross bars accessory. GST has determined that during the installation of the roof rail cross bars to the vehicle, some fasteners may have been tightened improperly. This condition could result in the fasteners becoming loose during vehicle operation. Under some circumstances, there is the potential for the roof rail cross bars to become detached, increasing the risk of injury.

What will GST do?

Any authorized Toyota dealer will inspect and torque the roof rail cross bars fasteners to the proper value on affected vehicles 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 30 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.

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.
17R3