



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. 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 SET17C – **Remedy Available**
Certain Model Year 2017-2018 Toyota 4Runner vehicles, one MY 2015, and five MY 2016 Toyota 4Runner with an accessory Billet Grille Overlay installed by SET or provided by SET and installed by SET dealers.

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 2015, 2016, 2017, and 2018 4Runner vehicles.

Affected Vehicles:

Model Year 2017-2018 Toyota 4Runner vehicles, one MY 2015, and five MY 2016 Toyota 4Runner with an accessory Billet Grille Overlay installed by SET or provided by SET and installed by SET dealers.

Condition:

SET has either installed or sold to dealers to install an accessory Billet Grille Overlay since October, 2014. SET began receiving Billet Grille Overlay kits with a revised U-nut as of July 19, 2017. The revised U-nut may fracture when installed or in the field. If the U-nut fractures, the Billet Grille Overlay may detach from the grille and cause a hazard to following traffic.

Remedy:

Southeast Toyota will replace the U-nuts with upgraded hardware.

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

1. Owner Letter Mailing Date

SET has completed remedy preparations and plans to notify owners on **January 26, 2018**.

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.

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.

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 431 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.

7. 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 or email accessory.warranty@settoyota.com.

Part Number	Part Name	Qty
00016-89711-99	4Runner Grille Hardware Kit	1

8. Technician Training Requirements

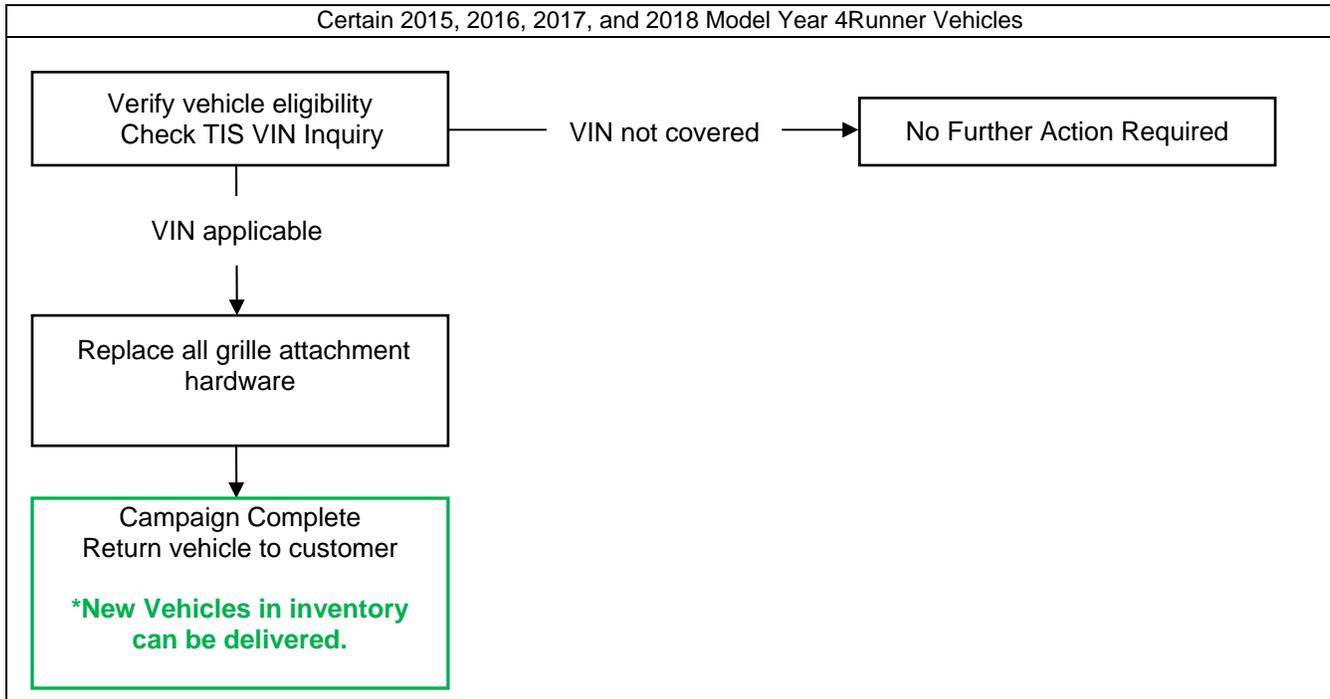
The repair quality of covered vehicles is extremely important to Southeast Toyota Distributors. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all 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 (Electrical)
- 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 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:

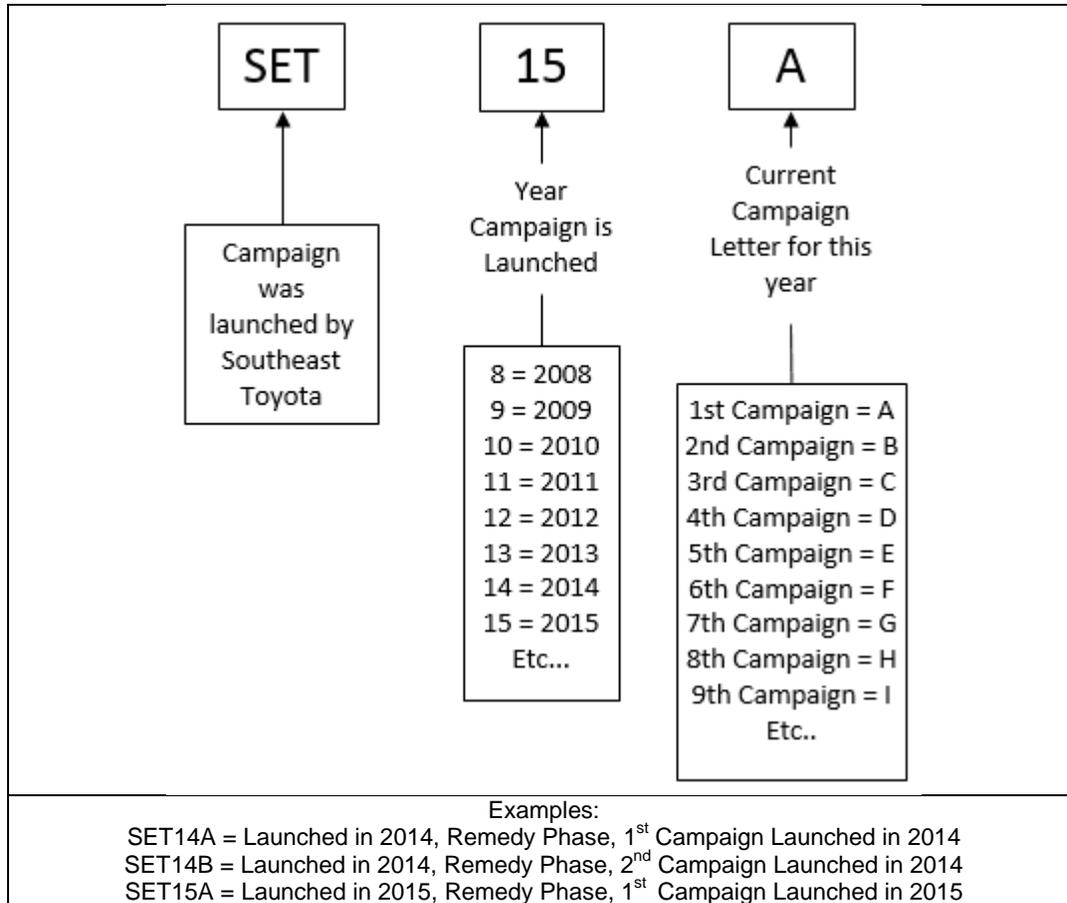
Model(s)	Op. Code	Description	Flat Rate Hour
2015-18 4Runner	AR17C1	Replace 4Runner Grille Hardware	0.3 hr

Failed Part	00016-89011
Replacement	00016-89711-99
T1 / T2	99 / 99
Sublet	N/A
Condition	Recall SET17C
Cause	Recall SET17C
Remedy	Replace Billet Grille Hardware

- 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 or email accessory.warranty@settoyota.com 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 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.)

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.

Certain Model Year 2015-2018 Toyota 4Runner vehicles with an accessory Billet Grille Overlay installed by SET or provided by SET and installed by SET dealers.

Q1: What is the condition?

- SET has either installed or sold to dealers to install an accessory Billet Grille for Toyota 4Runners. SET received Billet Grille Overlay kits with a revised U-nut as of July 19, 2017. The revised U-nut may fracture. If the U-nut fractures, the Billet Grille may detach from the grille and cause a hazard to following traffic.

Q2: Which and how many vehicles are covered by this Safety Recall?

- Model Year 2017-2018 Toyota 4Runner vehicles, one MY 2015, and five MY 2016 Toyota 4Runner with an accessory Billet Grille Overlay installed by SET or provided by SET and installed by SET dealers between July 19, 2017 and November 7, 2017.
- Total Vehicles: **431**

Q2a: Are all 2015-2018 4Runner vehicles with Billet Grille Overlays included in this Recall?

- Only 4Runner vehicles with Billet Grille Overlays installed or serviced between July 19, 2017 and November 7, 2017 are affected by this condition.

Q3: What is Southeast Toyota going to do?

- Southeast Toyota will replace the U-nuts with upgraded hardware.

Q4: How long will the repair take?

- 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 much will the repair cost?

- **The repair will be made free of charge.**

Q6: Is my vehicle covered by this Safety Recall?

- 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?

- 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.