

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. 17V520

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 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 Hybrid 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. There is the potential for the roof rail cross bars to become detached, increasing the risk of a crash.

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