

Part 573 Safety Recall Report

18V-753

Manufacturer Name : Southeast Toyota Distributors, LLC**Submission Date :** OCT 25, 2018**NHTSA Recall No. :** 18V-753**Manufacturer Recall No. :** SET18A**Manufacturer Information :**

Manufacturer Name : Southeast Toyota Distributors, LLC

Address : 9983 Pritchard Road

Jacksonville FL 32219

Company phone : 954-429-2000

Population :

Number of potentially involved : 1,295

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2019 Toyota 4Runner

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : The recall population was determined by running a comparison of two data bases and identifying non-matching data. All data was correct except for the weight data for the TRD Wheel package which is used to calculate the load carrying capacity modification label. The recall population consists only of those vehicles that received a TRD Wheel package. Southeast Toyota Distributors, LLC installed the TRD Wheel package on certain 2017-2019 4Runner vehicles.

Production Dates : DEC 08, 2016 - AUG 21, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Pursuant to FMVSS 110 S10, a load carrying capacity modification label must be added to a vehicle if weight exceeding the lesser of 1.5 percent of GVWR or 45.4 kg (100 pounds) is added to a vehicle between final vehicle certification and the first retail sale of the vehicle, and the corrected values must be accurate to within 1 percent of the actual added weight. With regard to the vehicles that are subject to this recall, SET added net accessory weight and provided the requisite load carrying capacity modification label, but SET has determined that certain labels were not accurate to within 1 percent of the actual added weight.

FMVSS 1 : 110 - Tire selection and rims

FMVSS 2 : NR

Description of the Safety Risk : In the affected vehicles, the current load carrying capacity modification label is not correct in that it is not accurate to within one percent (1%) of the weight of accessories installed on the vehicle. In the worst case, a driver may

Description of the Cause : overload a vehicle which may increase the risk of a crash.
TRD Wheel package weight was not entered properly to the Interim Data Repository which is used to calculate the load carrying capacity modification label.

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

During a routine data validation audit on 09/24/18 it was discovered that the accessory weight for the TRD Wheel Package was not accurately transferred to the Interim Data Repository used to calculate the load carrying capacity modification labels. SET initiated an investigation and determined that no other part weight data was impacted by the system error. The TRD Wheel Package is installed by SET at the request of Toyota and is considered standard equipment on the special edition TRD 4Runner from Toyota. SET contacted Toyota to determine whether the TRD Wheel package weight is included in the final vehicle certification. Toyota responded to SET on 10/18/18, indicating that it's not included in the final vehicle certification and therefore should be included the load carrying capacity modification label calculation pursuant to FMVSS 110 S10.

Description of Remedy :

Description of Remedy Program : SET will notify the customers by mail of the noncompliance and will provide them with a label to be installed over the inaccurate label at no charge. Each label will be generated specifically for each customer's vehicle, based on the net weight of the accessories installed.

Fifteen (15) vehicles cannot be remedied solely with a revised label because the amount of net accessory weight added to the vehicle has caused the cargo carrying capacity to become negative after accounting for the presumed occupancy weight of each designated seating position. For those affected vehicles, customers will be requested to contact SET to arrange for an appropriate remedy and/or compensation, which could include an exchange or upgrade of accessories at no charge.

How Remedy Component Differs from Recalled Component : Not applicable

Identify How/When Recall Condition was Corrected in Production : Production of affected vehicles was stopped until the calculations were corrected and new labels were available. SET dealers will be informed not to sell vehicles with the affected labels until the remedy has been completed.

Recall Schedule :

Description of Recall Schedule : SET is coordinating with IHS 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 and labels to owners of affected vehicles. Samples of the owner notification letter for those receiving new labels will be provided. SET expects the mailing of customer notification letters to begin on or about December 24, 2018.

Planned Dealer Notification Date : OCT 25, 2018 - OCT 25, 2018

Planned Owner Notification Date : DEC 24, 2018 - DEC 24, 2018

* NR - Not Reported