



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 (Noncompliance) Recall SET18A – **Remedy Available**

**On October 25, 2018 Southeast Toyota Distributors, LLC (SET) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) initiating a Safety (Noncompliance) Recall on certain 2017-2019 Toyota 4Runner vehicles.**

**Affected Vehicles:**

2017-2019 Toyota 4Runner vehicles that have been accessorized by Southeast Toyota Distributors, LLC.

**Condition:**

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.

**Remedy:**

SET will notify the customers by mail of the noncompliance and will provide them with a label to be installed over the inaccurate label. Each label will be generated specifically for each customer's vehicle, based on the net weight of the accessories installed.

**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 will begin to notify owners in December 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.

### 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 **1,295** 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

Part Number	Part Name	Qty
N/A	N/A	N/A

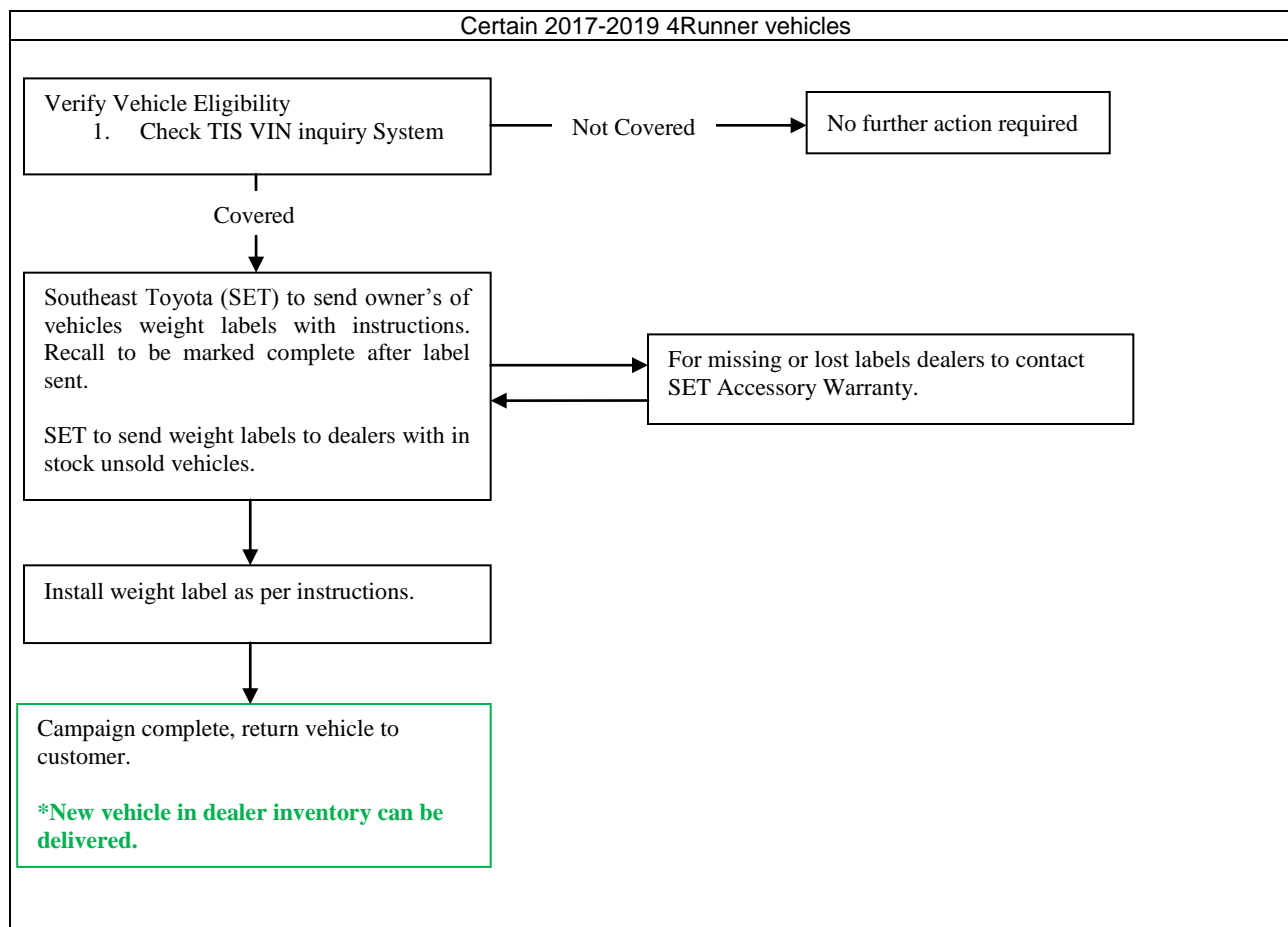
Accessory Weight addendum labels will be mailed to customers with the owner notification letter. Should the customer not have the weight label please email [accessory.warranty@setoyota.com](mailto:accessory.warranty@setoyota.com). Include "SET18A" in title line and VIN, dealer code, and shipping address in the message body. Load carrying capacity labels will be printed and shipped the next business day.

### 8. Technician Training Requirements

There are no certification requirements for this recall.

### 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**

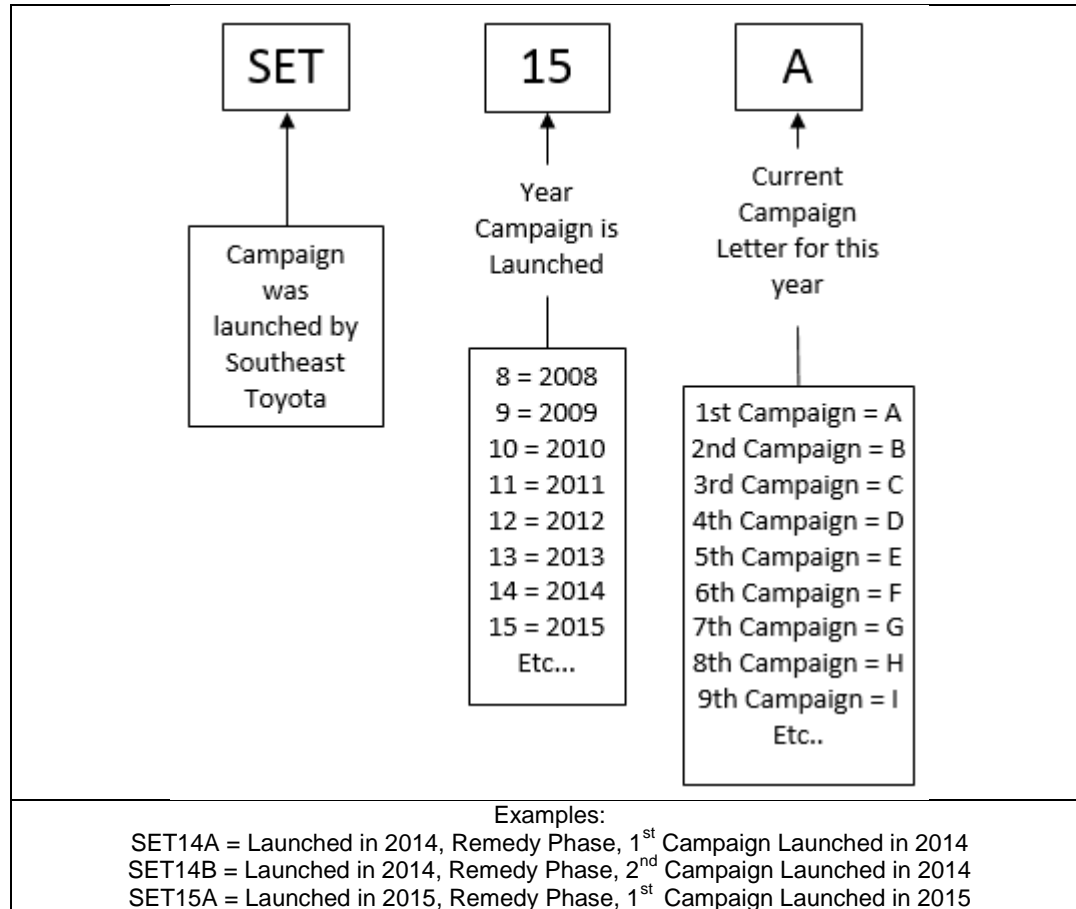
**SET vendor warranty claim should be submitted as follows:**

Op. Code	Description	Flat Rate Hour
AR18A1	Install Weight Label	0.2

<b>Failed Part</b>	00016-SPECL
<b>Replacement</b>	00016-SPECL
<b>T1 / T2</b>	99 / 99
<b>Sublet</b>	N/A
<b>Condition</b>	Install Weight Label
<b>Cause</b>	Recall SET18A
<b>Remedy</b>	Recall SET18A

- 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 for claim payment instructions.**

**Campaign Designation Decoder****11. Repair Quality Confirmation**

Not required for this Recall.

**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, press 1 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.