

# Part 573 Safety Recall Report

# 19V-670

**Manufacturer Name :** Southeast Toyota Distributors, LLC**Submission Date :** OCT 01, 2019**NHTSA Recall No. :** 19V-670**Manufacturer Recall No. :** SET19B**Manufacturer Information :****Population :**

Manufacturer Name : Southeast Toyota Distributors, LLC

Number of potentially involved : 34

Address : 9983 Pritchard Road  
Jacksonville FL 32219

Estimated percentage with defect : 100 %

Company phone : 954-429-2000

**Vehicle Information :**

Vehicle 1 : 2018-2019 Toyota 4Runner

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** SET utilizes Atlas Copco torque wrenches when installing accessories with a critical fastener torque requirement. The wrenches store the torque data for each vehicle by VIN number and upload this data into the Atlas Copco system via a wireless connection.

SET's investigation found that a specific model of Atlas Copco torque wrench utilized in the 4Runner accessory line was failing to consistently upload the torque data to the Atlas Copco system due to poor Wifi connectivity at the Talleyrand facility.

The recall population was determined by searching SET's database for vehicles that were accessorized on the 4Runner accessory line utilizing this specific model of Atlas Copco torque wrench at the Talleyrand facility. The recall population consists of those vehicles that were accessorized on the 4Runner accessory line utilizing this specific model of Atlas Copco torque wrench at the Talleyrand facility.

Production Dates : JUL 09, 2018 - AUG 14, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : SET received a report that a 2019 Toyota 4Runner TRD Pro exhibited a ball joint separation. SET inspected the vehicle and determined that the ball joint fasteners were not properly tightened to the specified torque. SET undertook an investigation to determine the scope of the issue and the potential consequence. The investigation found a specific model of Atlas Copco torque wrench utilized in the 4Runner accessory line was failing to consistently upload the torque data to the Atlas Copco system due to poor Wifi connectivity at the Talleyrand facility. SET determined that a safety recall was appropriate to inspect and remedy as necessary any potentially impacted vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the fasteners are not properly tightened to the specified torque, the fastener could come loose, possibly causing loss of control of the vehicle or the accessory could detach from the vehicle, which could cause a crash or injury.

Description of the Cause : SET's investigation found that a specific model of Atlas Copco torque wrench utilized in the 4Runner accessory line was failing to consistently upload the torque data to the Atlas Copco system due to poor Wifi connectivity at the Talleyrand facility.

Identification of Any Warning that can Occur : None

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On 08-19-19 SET received a report that a 2019 Toyota 4Runner that exhibited a ball joint separation. SET initiated its investigation the following day. On 09-12-19 SET completed its audit of vehicles that were accessorized in the 4Runner accessory line at the Talleyrand facility. SET determined that 34 vehicles may be impacted by the missing torque data. On 09-13-19 SET determined that a safety recall was appropriate to inspect and remedy as necessary any potentially impacted vehicles.

## Description of Remedy :

Description of Remedy Program : All potentially affected vehicles will be recalled. Owners will receive a letter via US mail, requesting they return their vehicle to a Toyota dealer for repair. The corrective action will consist of inspecting and re-tightening the affected fasteners with a torque wrench. The work will be performed at no charge to the customer. SET does not anticipate any owner reimbursement claims, but will provide appropriate reimbursement instructions should any claims arise.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : Production of affected vehicles was stopped until a new process was implemented to double check that the torque data is properly recorded prior to shipping vehicles to dealers.

## 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 will print and mail the owner notification letters to owners of affected vehicles. Samples of the owner notification letter will be provided. SET expects the mailing of customer notification letters to begin on or before 11-19-19.

Planned Dealer Notification Date : SEP 20, 2019 - SEP 20, 2019

Planned Owner Notification Date : NOV 19, 2019 - NOV 19, 2019

\* NR - Not Reported