

Publication Date: April 3, 2018

To: All Toyota Dealer Principals, General Managers, Service Managers, & Parts Managers

Subject: Noncompliance Recall 19R1
Certain 2019 Model Year Camry
Certain 2019 Model Year Camry Hybrid
Certain 2019 Model Year RAV4
Certain 2019 Model Year Corolla
Certain 2019 Model Year Corolla Hatchback
Certain 2019 Model Year Highlander
Certain 2019 Model Year Tacoma
Certain 2019 Model Year Avalon
Certain 2019 Model Year Avalon Hybrid
Certain 2019 Model Year CH-R
Certain 2019 Model Year Yaris
Certain 2019 Model Year Sienna
Certain 2019 Model Year Prius
Certain 2019 Model Year Prius Prime
Certain 2019 Model Year Sequoia
Certain 2019 Model Year Land Cruiser
Certain 2019 Model Year 4Runner
Certain 2019 Model Year Tundra
Certain 2020 Model Year Corolla

Load Carrying Capacity Modification Label - Non-Moisture Resistant Labels

On March 27, 2019, Gulf States Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Noncompliance Recall on certain 2019 Model Year Camry and Camry Hybrid, RAV4, Corolla, Corolla Hatchback, Highlander, Tacoma, Avalon and Avalon Hybrid, CH-R, Yaris, Sienna, Prius, Prius Prime, Sequoia, Land Cruiser, 4Runner, Tundra and 2020 Model Year Corolla vehicles.

Condition

The affected vehicles contain a load carrying capacity modification label that was from a defective batch, not moisture resistant and may become illegible as the yellow ink has the potential to transfer off the label causing the label to lose color and text. As a result, the vehicles do not meet a requirement of FMVSS No. 110. A vehicle which is loaded beyond its load carrying capacity may have an increased risk of a crash.

Remedy

For all retailed vehicles, a new label will be provided at no cost to customers. Customers may also visit an authorized Toyota dealer for assistance in replacing the label. For vehicles in new dealership stock, a new blank label will be provided to the dealership immediately after campaign launch.

Covered Vehicles

There are approximately 3,634 vehicles covered by this Noncompliance Recall.

Owner Letter Mailing Date

Gulf States Toyota will begin to notify owners in mid-May 2019.

GST 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 Noncompliance Recall announcement, it is the dealerships responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to applying any new labels**. Dealers should apply any new labels for this recall as outlined in the Technical Instructions found in TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 1,558 vehicles in new dealer inventory.



Under Title 49, Section 30112 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 or contains a defect related to motor vehicle safety. 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 should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. 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	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Noncompliance Recall on any used vehicles currently in dealer inventory that are covered by this Noncompliance Recall prior to customer delivery. GST requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

Toyota Certified Used Vehicle (TCUV)

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.

Toyota Rent-A-Car (TRAC) & Service Loaners

GST requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please 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.

Parts Ordering Process

GST Region Ordering - At the launch of the campaign, blank replacement “Load Carrying Modification” Labels will be mailed to dealerships for in-stock vehicles. VIN specific “Load Carrying Capacity Modification” Labels will be mailed to the owners of retailed vehicles in mid-May. If for any reason, you require a new label, blank labels can be ordered using the following part number - 00012-99010-01. The weight values may be obtained either from the existing label or Mainframe in the Parts Inquiry screen under Option 09.

Non GST Region Ordering Process – Please send your parts order request to OutofRegionDealers@gstoyota.com.

Include the following information:

- VIN
- Mileage
- Dealer Code

Dealers will be asked to confirm correct installation of label, if required, for vehicles that come in for service.

Technician Training Requirements

Repair quality is extremely important to Toyota. 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 (any classification)
- Expert Technician (any classification)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform a repair by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to complete this Noncompliance Recall. Carefully review your resources, the technician skill level, and ability before assigning technicians. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this Noncompliance Recall at all times.

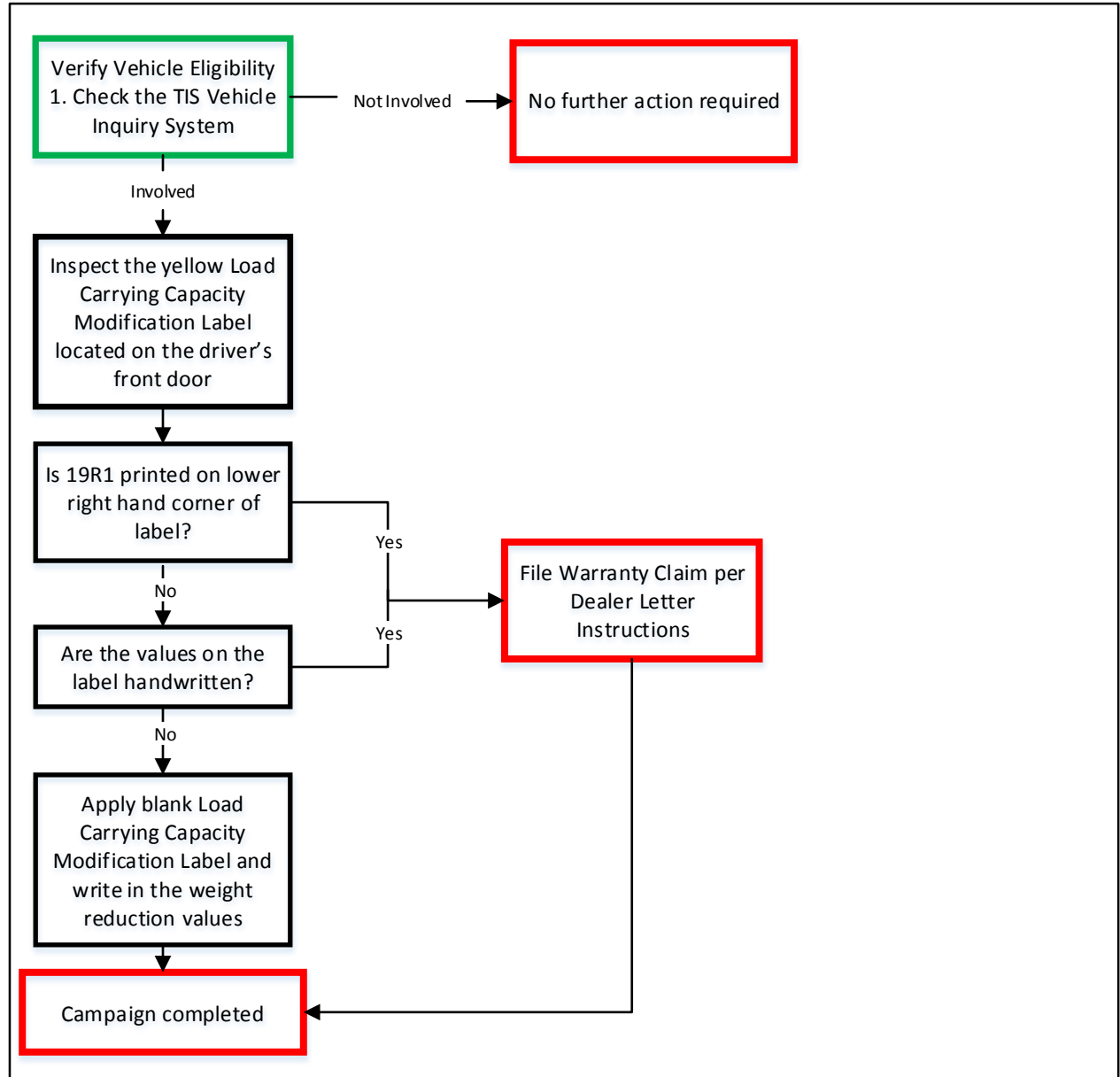
Remedy Procedures

Refer to TIS for Technical Instructions on this Noncompliance Recall. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

Repair quality is extremely important to GST. To help ensure that all vehicles have this Noncompliance Recall performed correctly, please designate at least one associate (someone other than the individual who performed the recall) to verify it was completed correctly on each vehicle prior to customer delivery.

Warranty Reimbursement Procedures



Model Eligibility	2019 Camry and Camry Hybrid, RAV4, Corolla, Corolla Hatchback, Highlander, Tacoma, Avalon and Avalon Hybrid, CH-R, Yaris, Sienna, Prius, Prius Prime, Sequoia, Land Cruiser, Tundra, 4Runner 2020 Corolla
Operation Code	19R1W1
Failed Part	None
SSC No.	19R1
Trouble Code	99
Labor Time	0.2
Replacement Part	None
Replacement Part Quantity	N/A
Condition	Load Carrying Label
Cause	Defective Label
Remedy	Inspect and/or Replace
Sublet	Not Allowed

- The flat rate time includes 0.1 hours for administrative cost per unit for the dealership.

Claim Submission and Reimbursement Procedure

GST Region Dealers – A Gulf States Toyota Port LIO warranty claim should be submitted, and must include the information contained in the chart below. Gulf States Toyota is asking all dealers to submit the warranty claim immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

Out of Region Dealer – Send a copy of your RO to OutofRegionDealers@gstoyota.com and include your dealer code. Once the RO is received by Gulf States Toyota, your claim will be processed for reimbursement. Gulf States Toyota is asking all dealers to submit the warranty claim immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly. This claim filing information is used by Gulf States Toyota for various government reporting activities; therefore, claim filing accuracy is crucial.

Frequently Asked Questions

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Q1: What is the condition?

A1: The affected vehicles contain a load carrying capacity modification label that was from a defective batch, not moisture resistant and may become illegible as the yellow ink has the potential to transfer off the label causing the label to lose color and text. As a result, the vehicles do not meet a requirement of FMVSS No. 110.

Q1a: What is the load carrying capacity modification label?

A1a: This is a label placed on the driver's door jamb that shows the amount of reduced carrying capacity due to the addition of any factory, distributor, or dealer vehicle modifications. Below is an example of the label.



Q2: What is Gulf States Toyota going to do?

A2: Gulf States Toyota will send an owner notification by first class mail in mid-May 2019, that includes a new label and instructions for installing this label on the vehicle. If a customer feels uncomfortable installing this label, any authorized Toyota dealer can install this label **FREE OF CHARGE**.

Q3: Which and how many vehicles are covered by this Noncompliance Recall?

A3: There are approximately 3,634 vehicles covered by this Noncompliance Recall

Q4: How long will applying the new label take?

A4: Applying the new label takes approximately 15 minutes. If brought to dealer, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: What if I have additional questions or concerns?

A5: If you have additional questions or concerns, please 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.