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Southeast Toyota Distributors, LLC

# Attention

This is an important Safety Recall which was initiated by Southeast Toyota Distributors, LLC.

If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina, please refer to SET Dealer Daily to obtain instructions on how to complete this repair and submit a warranty claim.

**Toyota Dealerships outside of Florida, Georgia, Alabama, South Carolina or North Carolina**

SET will reimburse you for the repairs outlined in the following procedure. For repair authorization and parts ordering, please contact Southeast Toyota Distributors, LLC toll free at 1-888-851-2722, or email [oordealersupport@setoyota.com](mailto:oordealersupport@setoyota.com).

Thank you for your continued support.

Southeast Toyota Distributors, LLC



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 Recall SET19B – **Remedy Available**

**On September 20, 2019 Southeast Toyota Distributors, LLC (SET) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) initiating a Safety Recall on certain 2018 -2019 Toyota 4Runner vehicles equipped with TRD accessories installed by SET.**

**Affected Vehicles:**

2018 – 2019 Toyota 4Runner vehicles equipped with TRD accessories installed by SET.

**Condition:**

During an audit SET found that some accessory fasteners may not have been tightened to a specified torque. If the fasteners are not properly tightened to the specified torque, the fastener could become loose, possibly causing loss of control of the vehicle or the accessory could detach from the vehicle, which could cause a crash or injury.

**Remedy:**

All known owners of the affected vehicles will be notified by US mail to return their vehicles to a Toyota dealer. The Toyota dealer will, inspect and tighten the affected fasteners with a torque wrench pursuant to instructions specified by SET, at no cost to the owner.

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 on or before **November 19, 2019**.

*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 **34** vehicles covered by this Noncompliance 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

### 8. Technician Training Requirements

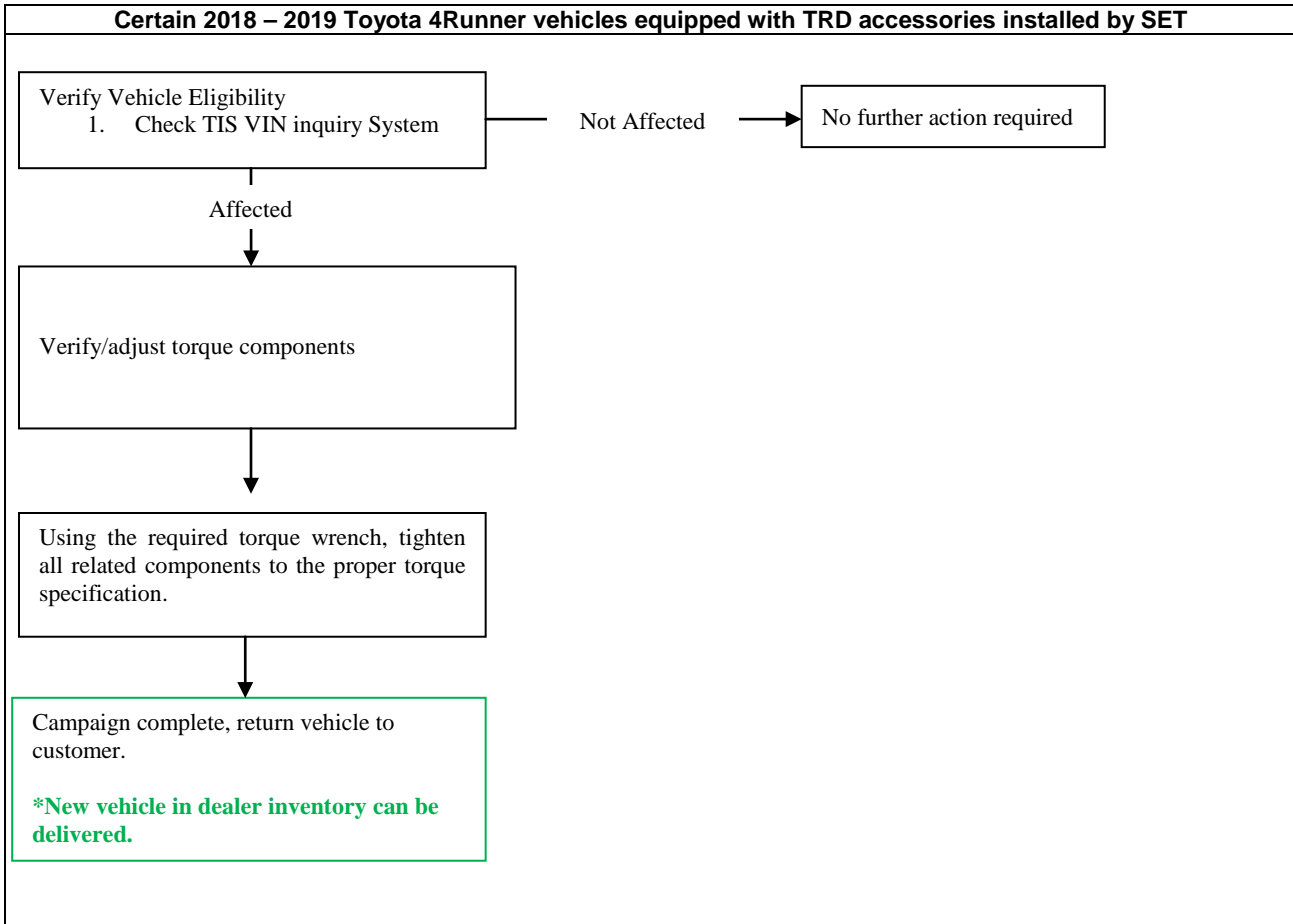
All dealership technicians performing this recall are required to successfully complete the most current version of E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall are required to have successfully completed E-learning course SC18A (if you had previously completed E-learning Course SC13B, you do not have to take SC18A), in addition to "Safety Recall and Service Campaign Essentials", and currently hold at least one of the following certification levels:

- Toyota Expert
- Master
- Master Diagnostic Technicians

### 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**



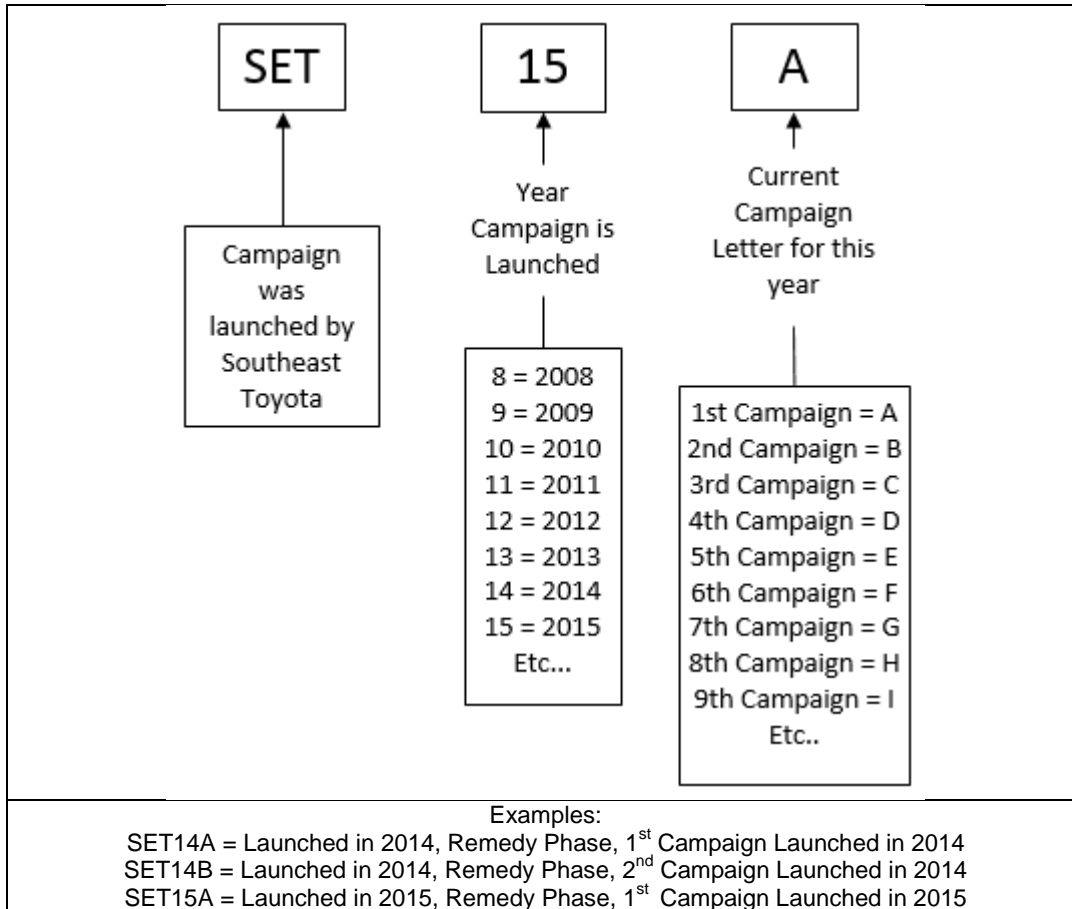
**SET vendor warranty claim should be submitted as follows:**

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
AR19B1	Accessory Torque Validation	2.0	00016-SPECL	99	99
<i>Additional Claim information:</i>					
Replacement Parts:	N/A, leave blank				
Sublet:	N/A, leave blank				
Condition:	SET19B				
Cause:	SET19B				
Remedy:	Perform Torque Validation				
Claim Attachment:	<i>SET19B Torque Validation Form must be attached to AW CPS claim.</i>				

The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

If you are a dealer located outside of the Southeast Region, email [ordealersupport@settoyota.com](mailto:ordealersupport@settoyota.com) attach copy of RO invoice for payment processing.

**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 SET Corporate Communications 954-363-6285. (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.

## 4RUNNER TORQUE RECALL-SET19B

### QUESTIONS & ANSWERS

Certain Model Year 2018 through 2019 4Runner vehicles equipped with TRD accessories installed by SET.

**Background:** On September 20, 2019 Southeast Toyota Distributors, LLC. ("SET") filed a Defect Information Report with the National Highway Traffic Safety Administration (NHTSA) informing the agency of its intent to conduct a voluntary Safety Recall on certain **2018 through 2019 4Runner vehicles equipped with TRD accessories installed by SET**. There are **approximately 34 vehicles** covered by this recall.

**Affected Vehicles:** Certain 2018 through 2019 4Runner vehicles equipped with TRD accessories installed by SET.

1. **What is the condition?**

During an audit SET found that some accessory fasteners may not have been tightened to a specified torque. 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.

2. **Why are only certain vehicles covered by this Safety Recall?**

SET undertook an investigation to determine the scope of the issue and the potential consequence. The investigation found that the issue was limited to the use of a specific model of torque wrench at a specific location. The audit indicated that 34 vehicles were missing torque validation data.

3. **How many vehicles are involved?**

SET estimates that **approximately 34 vehicles** are affected by this recall.

4. **Are there any other Toyota vehicles affected?**

No, there are no other Toyota vehicles affected.

6. **What is SET going to do?**

All known owners of the affected vehicles will be notified by US mail to return their vehicles to a Toyota dealer. The Toyota dealer will, inspect and tighten the affected fasteners with a torque wrench pursuant to instructions specified by SET, at no cost to you.

7. **Is there any cost?**

These actions will be performed at **no charge**.

8. **How long will the process take?**

The corrective action will take approximately **one hour or less**. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

9. **Is my vehicle covered by this Safety Recall?**

Owners of the affected vehicles will receive a Safety Recall letter from Southeast Toyota Distributors, LLC informing them of this safety recall campaign. In the meantime, owners may contact any Toyota dealer to verify if their vehicle is covered by this campaign.

10. **What if an owner has additional questions or concerns?**

Owners with questions or additional concerns are asked to contact the Southeast Toyota Distributors, LLC. **SET Customer Assistance Center toll free at 1-800-301-6859** Monday through Friday, 8:30 am to 5:00 pm Eastern Standard Time.