



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 and select the option six (6) for campaign support.

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 (Noncompliance) Recall SET19A – **Remedy Available**

On June 28, 2019 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 Camry, Corolla, Rav4, Sienna, and Yaris iA fleet vehicles with factory installed floor mats, processed by Southeast Toyota.

Affected Vehicles:

2017 – 2019 Toyota Camry, Corolla, Rav4, Sienna, and Yaris iA fleet vehicles that have factory installed floor mats, processed by Southeast Toyota.

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 Load Carrying Capacity Modification 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 on or before **August 27, 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 **1,325** 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

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. Include "SET19A" in title line and VIN, dealer code, and shipping address in the message body. Load Carrying Capacity Modification Labels will be printed and shipped the next business day.

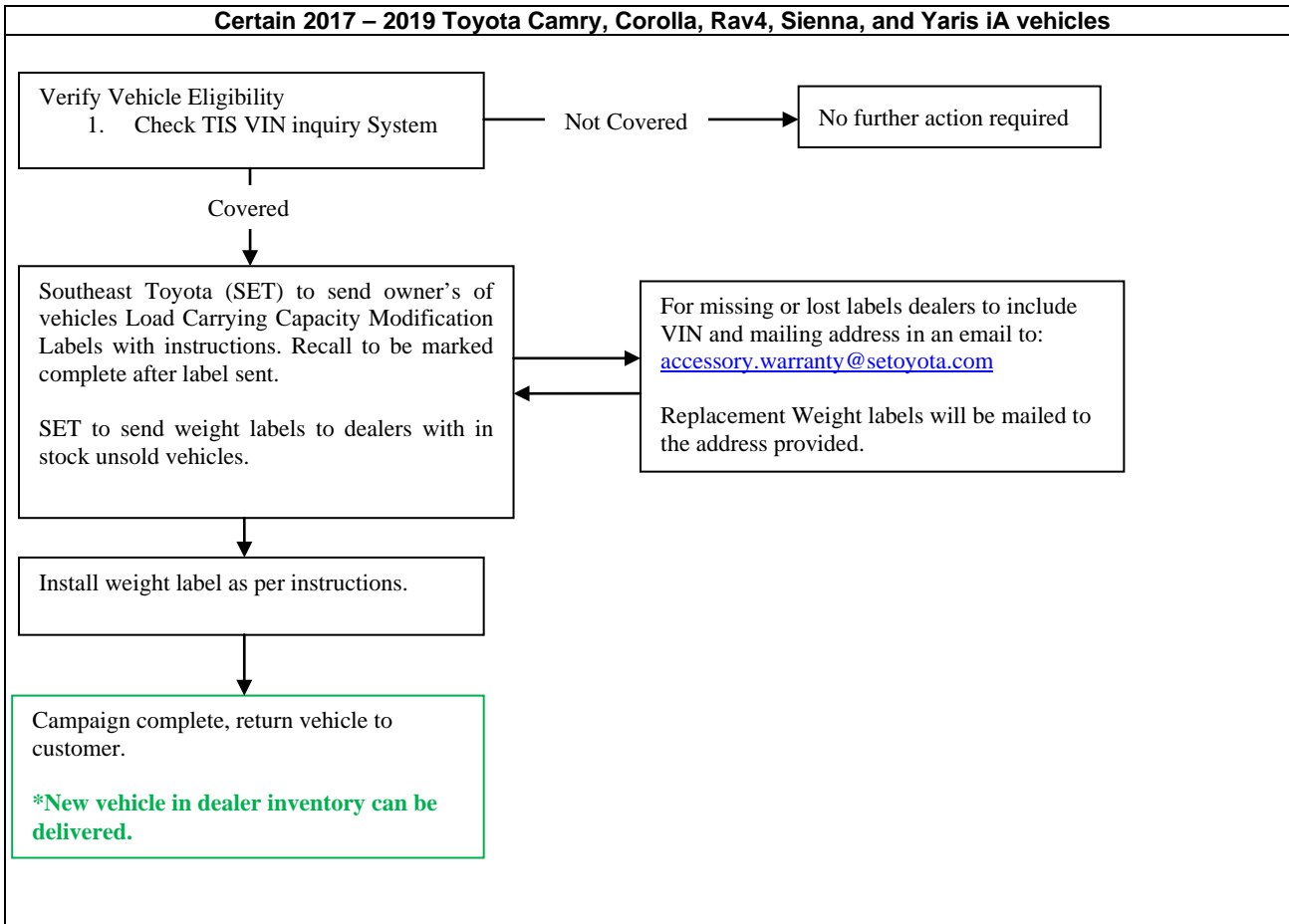
8. Technician Training Requirements

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:

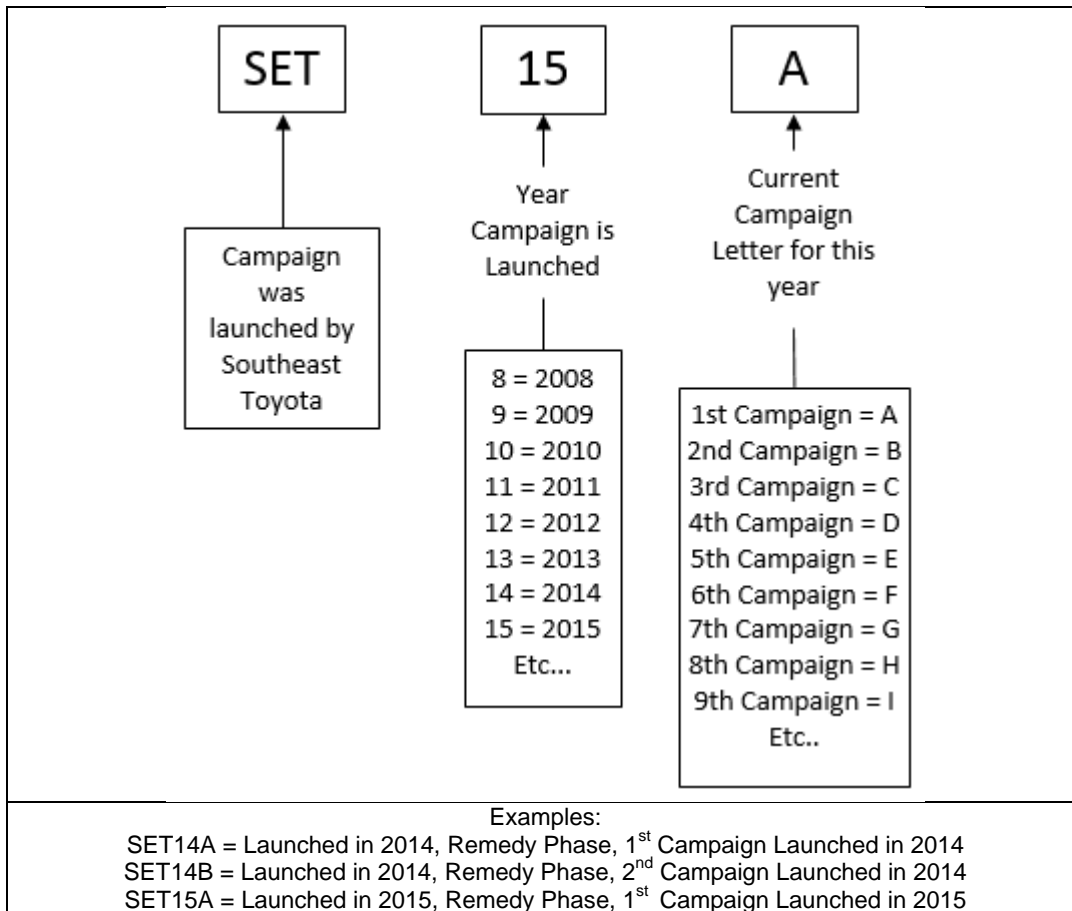
Op. Code	Description	Flat Rate Hour
AR19A1	Install Weight Label	0.2

Failed Part	00016-SPECL
Replacement	00016-SPECL
T1 / T2	99 / 99
Sublet	N/A
Condition	Install Weight Label
Cause	Recall SET19A
Remedy	Recall SET19A

- 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 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.**



Safety (Noncompliance) Recall- SET19A Frequently Asked Questions (FAQ)

Certain Model Year 2017-2019 Toyota Camry, Corolla, Rav4, Sienna, and Yaris iA fleet vehicles with factory installed floor mats.

Q1: What is the 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.

Q2: Which and how many vehicles are covered by this Safety Recall?

- Model Year 2017-2019 Toyota Camry, Corolla, Rav4, Sienna, and Yaris iA vehicles.
- Total Vehicles: 1,325

Q3: Are all 2017-2019 Toyota Camry, Corolla, Rav4, Sienna, and Yaris iA model vehicles included in this Recall?

- No, only certain fleet vehicles with factory installed floor mats processed by SET are affected by this recall.

Q4: What is Southeast Toyota going to do?

- Southeast Toyota will send owners revised Load Carrying Capacity Modification Labels for application to the driver's door jam.

Q5: How long will the repair take?

- The vehicle owner should be able to do this in a few minutes. However, if the Owner is uncomfortable installing the label themselves, they can take the vehicle to their Toyota dealer and the dealer will install the label free of charge. The dealer should be able to install the label within 10 minutes 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.

Q6: How much will the repair cost?

- Load Carrying Capacity Modification Labels will be provided free of charge.

Q7: Is my vehicle covered by this Safety Recall?

- Owners of the affected vehicles will receive a Safety Recall letter including a revised load capacity label 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.

Q8: What if I have additional questions or concerns?

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

Update to Load Carrying Capacity Modification (Addendum) Label (SET19A)

IMPORTANT SAFETY RECALL

Name
Address
City, State Zip

This notice applies to your vehicle, VIN: **<Add VIN IN BOLD>**

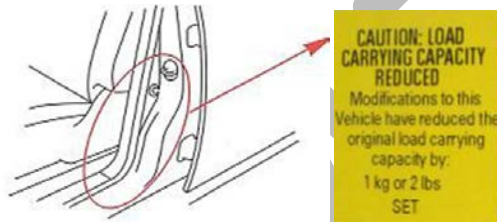
Dear Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC has decided that your vehicle fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110, "Tire selection and rims" as it relates to Load Carrying Capacity Modification (Addendum) Labels.

What is the condition?

The Addendum Label is a yellow label (see diagram below) located on the driver's side center pillar. The label provides the net weight of accessories added to your vehicle which were not already taken into account in the vehicle occupant and cargo carrying capacity located on the Tire and Loading Information Label.

In the affected vehicles, the current Addendum Label is not correct in that it is not accurate to within one percent (1%) of the weight of accessories installed on the vehicle. This could result in a driver overloading the vehicle, which may increase the risk of a crash.



What will Southeast Toyota Distributors, LLC do?

Enclosed, you will find a new Addendum Label for your specific vehicle (VIN listed above).

What should you do?

Please assist us by affixing the enclosed Addendum Label to your vehicle. Installation instructions are located on the following page.

- If you no longer own the vehicle, please call Southeast Toyota Distributors, LLC at 1-800-301-6859.
- If you are a vehicle Lessor, Federal law requires you to forward a copy of this notice to the Lessee within ten days.

What should you do if you have further questions or any problems?

If you have any further questions, or if you have a problem updating your label, please contact either:

- **Southeast Toyota Distributor's Customer Assistance Center at 1-800-301-6859; or**
- Your local Toyota Dealer

If you believe that the dealer or Southeast Toyota Distributors, LLC has failed, or is unable to remedy the noncompliance within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

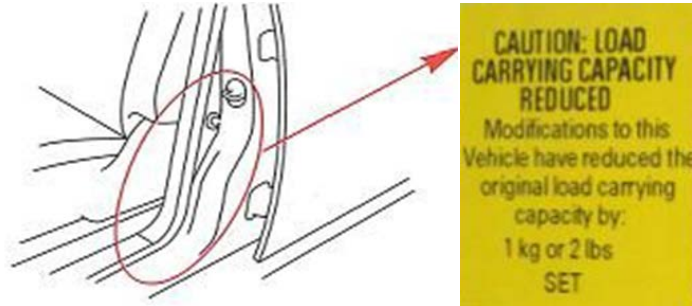
Thank you for driving a Toyota.

Sincerely,
Southeast Toyota Distributors, LLC.

Addendum Label Installation Instructions

1. Affected Vehicles that currently have an Addendum Label

- a. Locate the Addendum Label currently installed on your vehicle, see illustration below.



(Addendum Label size and location may vary by model)

- b. Clean the Addendum Label currently installed on your vehicle and the surrounding areas with a clean, dry cloth to remove any dust or dirt.
- c. Affix the new Addendum Label on top of the current label installed on your vehicle.

Note: If you have a larger Addendum Label that is being updated to a smaller version, you may remove the original Addendum Label and apply the new one in its place.