

# Attention

This is an important Noncompliance Recall which has been initiated by Gulf States Toyota, Inc. (GST).

If you are located within Texas, Oklahoma, Louisiana, Arkansas or Mississippi, please refer to the Warranty page on GST Dealer Daily to obtain instructions on how to complete this repair and submit a warranty claim.

**Toyota Dealerships outside of Texas, Oklahoma, Louisiana, Arkansas or Mississippi;** GST will reimburse you for the repairs outlined in the following procedure. For repair authorization, parts ordering and reimbursement instructions, please contact Gulf States Toyota Inc., toll free at 1-800-444-1074.

Thank you for your continued support.

Gulf States Toyota, Inc.

Publication Date: May 20, 2022

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

## **Noncompliance Recall 22R1 – (Remedy Notice)**

**Certain 2022 Model Year Highlander  
Certain 2022 Model Year Highlander Hybrid  
Certain 2022 Model Year Tacoma  
Certain 2022 Model Year 4Runner**

**Load Carrying Capacity Modification Label – Illegible Labels**  
NHTSA Recall No. 22V-310

On May 6, 2022, Gulf States Toyota, Inc. (GST) 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 2022 Model Year Highlander, Highlander Hybrid, Tacoma and 4Runner vehicles.

### **Condition**

The affected vehicles contain a required load carrying capacity modification label that may not be permanent and can become illegible as the text has the potential to transfer off the label. As a result, the vehicles do not meet a requirement of FMVSS No. 110. A vehicle that is loaded beyond its load carrying capacity may have an increased risk of a crash.

### **Remedy**

For all affected retailed vehicles, a new label will be provided to customers, **FREE OF CHARGE**. Customers may also visit an authorized Toyota dealer for assistance in replacing the label.

### **Covered Vehicles**

There are approximately 661 vehicles covered by this Noncompliance Recall.

### **Owner Letter Mailing Date**

GST will begin to notify owners about the remedy in late June 2022.

*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 dealership's 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

GST has not identified any new vehicles in dealership inventory that are covered by this Noncompliance Recall. However, below is reminder of the dealer's obligations pertaining to Recalls if there are new vehicles in dealership 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, GST 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.

### Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have 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.

### **Salvage Title Vehicles**

Every attempt should be made to complete an open Safety/Noncompliance Recall when circumstances permit, unless noted otherwise in the Safety/Noncompliance Recall dealer letter. For complete details on this policy, refer to Toyota Warranty Policy 4.17, "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

### **Parts Ordering Process**

***GST Region Ordering*** - At the launch of the campaign, VIN specific Load Carrying Capacity Modification labels will be mailed to the owners of affected retailed vehicles in late June. GST will also provide blank labels to dealerships. If for any reason, you require additional labels for this recall, blank labels can be obtained by contacting 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.

***Non GST Region Ordering Process*** – Please send your parts order request to [OutofRegionDealers@gstoyota.com](mailto: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 GST. 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

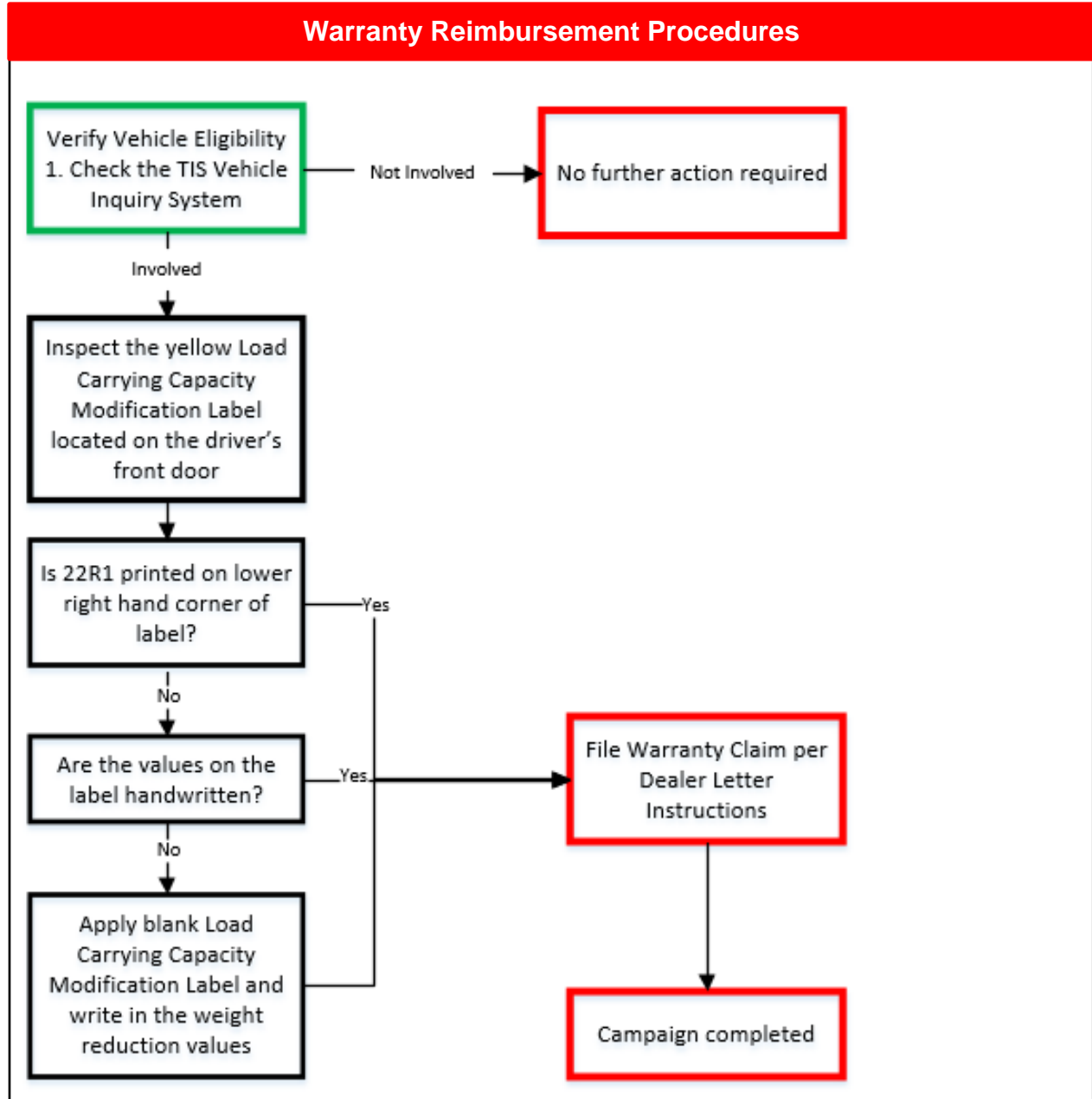
Always check which technicians can perform a repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to complete this Noncompliance Recall. Carefully review your resources, the technician skill 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/Noncompliance 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.



Model Eligibility	Certain 2022 Model Year Highlander, Highlander Hybrid, Tacoma and 4Runner.
Operation Code	22R1W1
Failed Part	None
SSC No.	22R1
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 GST Port LIO warranty claim should be submitted, and must include the information contained in the chart above. GST 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](mailto:OutofRegionDealers@gstoyota.com) and include your dealer code. Once the RO is received by GST, your claim will be processed for reimbursement. GST 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 GST for various government reporting activities; therefore, claim filing accuracy is crucial.

***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 Noncompliance Recall.***

Thank you for your cooperation.  
GULF STATES TOYOTA, INC.

