

Attention

This is an important Safety (Noncompliance) 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: 07-28-2023

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

SAFETY (NONCOMPLIANCE) RECALL 23R1 – (Remedy Notice)

Certain 2023 Model Year Rav4 Valve Stem May Be Damaged

NHTSA Recall No. 23V-485

On July 11, 2023, Gulf States Toyota, Inc. (GST) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on 2023 model year Rav4 vehicles.

Condition

Gulf States Toyota, Inc. (GST) is recalling certain 2023 Toyota RAV4 vehicles equipped with 17" black alloy accessory wheels. During installation of the alloy wheels, the tire valve stem may have been improperly installed or damaged. A damaged or improperly installed valve stem may allow air to leak and/or the tires to be underinflated, increasing the risk of tire failure and a crash. In addition, the load carrying capacity modification label may state the incorrect weight. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 110, "Tire Selection and Rims."

Remedy

Dealers will inspect and replace the wheel valve stems and replace the load carrying capacity modification labels, free of charge.

Covered Vehicles

There are approximately 195 vehicles covered by this Safety Recall as of July 11, 2023.

Owner Letter Mailing Date

GST will notify owners about the remedy by mid-August 2023.

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 Safety (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 performing repairs and applying new weight labels**. For any vehicle that is part of this recall, dealers should perform the repair and replace the weight label 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, as of July 11, 2023, that are covered by this Safety (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 (Noncompliance) 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 Safety (Noncompliance) Recall on any used vehicles currently in dealer inventory that are covered by this Safety (Noncompliance) Recall prior to customer delivery.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety (Noncompliance) 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 (Noncompliance) 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 (Noncompliance) Recall unless and until 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 Safety (Noncompliance) Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to ensure 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."

Label Ordering Process

GST Region Ordering - At the launch of the campaign, Blank Load Carrying Capacity Modification labels will be mailed to the GST dealerships in late July. 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 Label 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 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

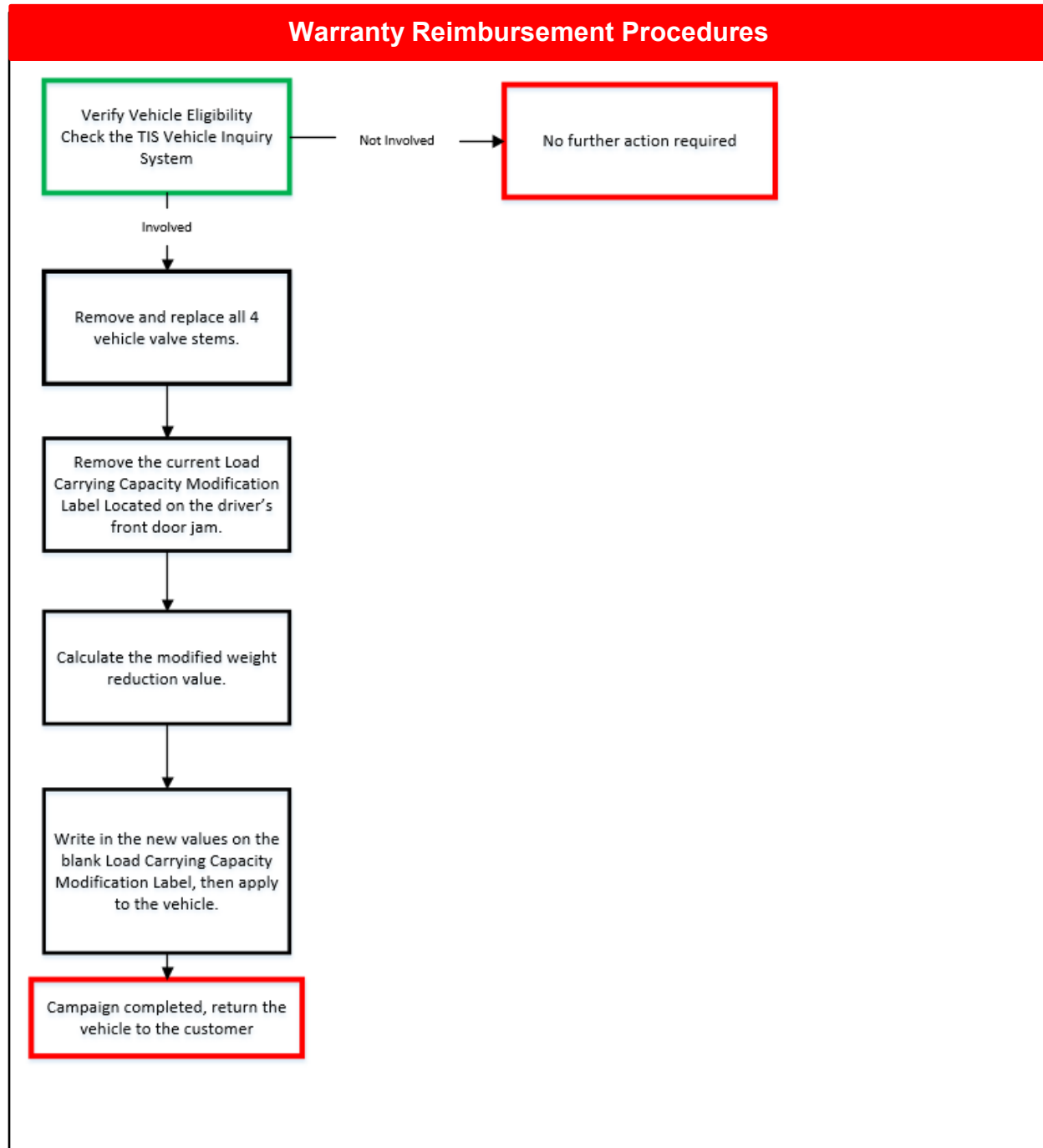
Always check which technicians can perform a repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification levels or greater to complete this Safety (Noncompliance) Recall. Carefully review your resources, the technician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

Remedy Procedures

Refer to TIS for Technical Instructions on this Safety (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 Safety (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.



Recall/Campaign No.	23R1
Operation Code	23R1W1
Labor Hours	1.5
Orig. Failed Part	90942-A5005
Replacement Part	90942-A5005
Replacement Part Quantity	4
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 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 Safety (Noncompliance) Recall.

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

Frequently Asked Questions

Published Date: July 28, 2023

Q1: What is the condition?

A1: The tire valve stem on affected vehicles may have been installed using a process which could result in the tire valve stem not being fully seated and/or damaged. In addition, the affected vehicles contain a Load Carrying Capacity Modification Label installed by GST that does not meet the accuracy requirements of FMVSS 110 S10.2.

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 weight added to the vehicle between final vehicle certification and first retail sale of the vehicle. Below is an example of the label.



Q2: Are there any warnings if the condition occurs?

A2: When the tire pressure warning system detects that the tire pressure of a tire becomes lower than the threshold, it will inform the driver using a warning light.

Q3: What is Gulf States Toyota going to do?

A3: Toyota dealers will inspect and replace the wheel valve stems and replace the load carrying capacity modification label FREE OF CHARGE.

Q4: How will Toyota notify owners about this issue?

A4: Gulf States Toyota will send an owner notification letter by first class mail in mid-August 2023.

Q5: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A5: There are approximately 195 vehicles covered by this Safety (Noncompliance) Recall.

Q4: How long will the repair take?

A4: The repair takes approximately 1.5 hours for replacing the four vehicle valve stems and the load carrying capacity modification label. 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.