



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 SET23A – *Remedy Available*

On October 5, 2023, 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 2023 Toyota 4Runner vehicles.

Affected Vehicles:

Certain 2023 Toyota 4Runner vehicles that have SET installed wheel and tire upgrade.

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 for the affected vehicles, the labels were not accurate to within 1 percent of the actual added weight.

Remedy:

SET will notify the affected vehicle owners 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 **December 4, 2023**.

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. 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.

3. Dealer Summary Reports

Please verify eligibility by confirming through TIS and inspecting the vehicle prior to performing repairs.

4. Number and Identification of Covered Vehicles

There are approximately **13** 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.

5. 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@settoyota.com. Include "SET23A" 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.

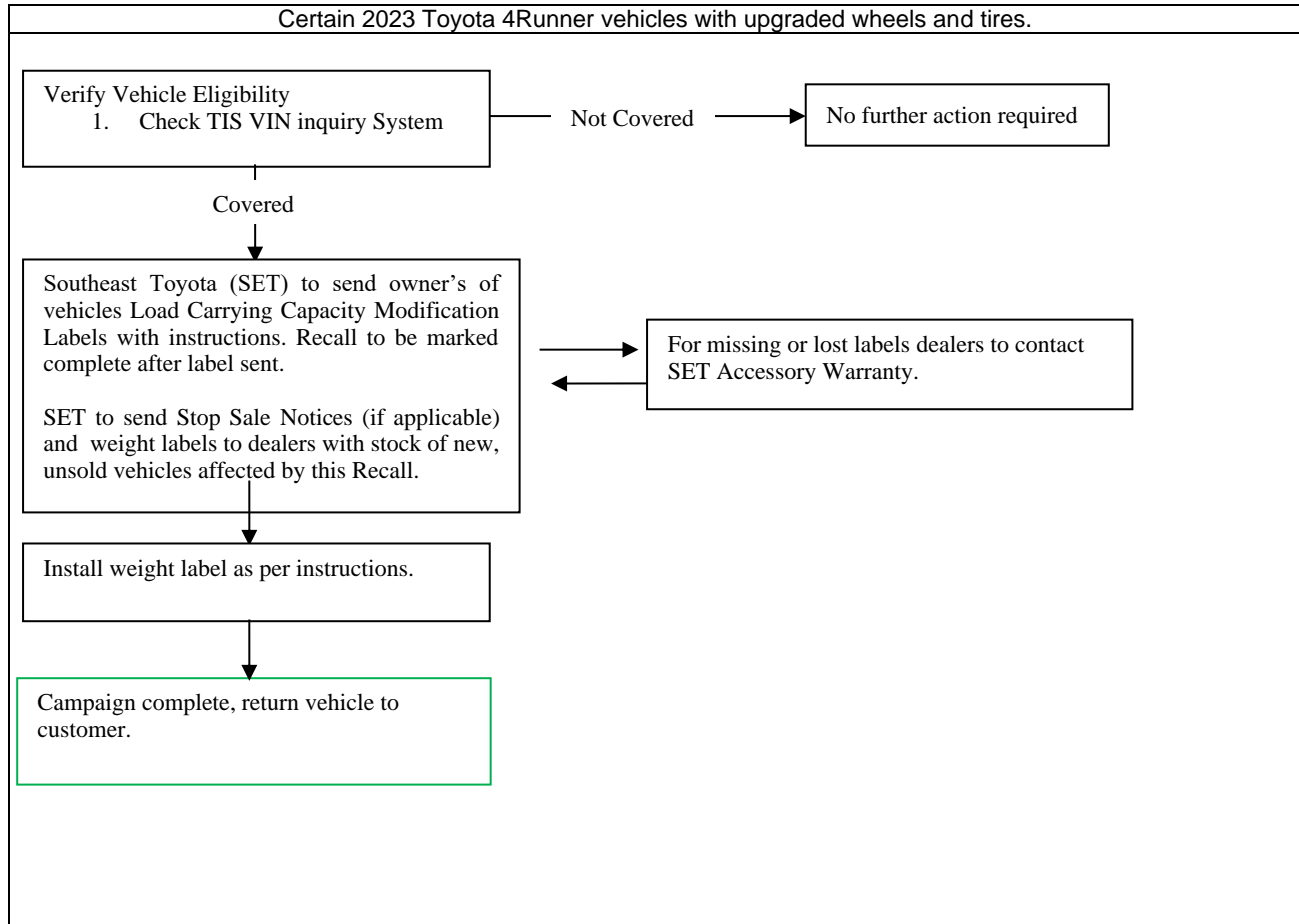
6. Technician Training Requirements

There are no certification requirements for this recall.

7. 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.

8. Warranty Reimbursement Procedure



SET vendor warranty claim should be submitted as follows:

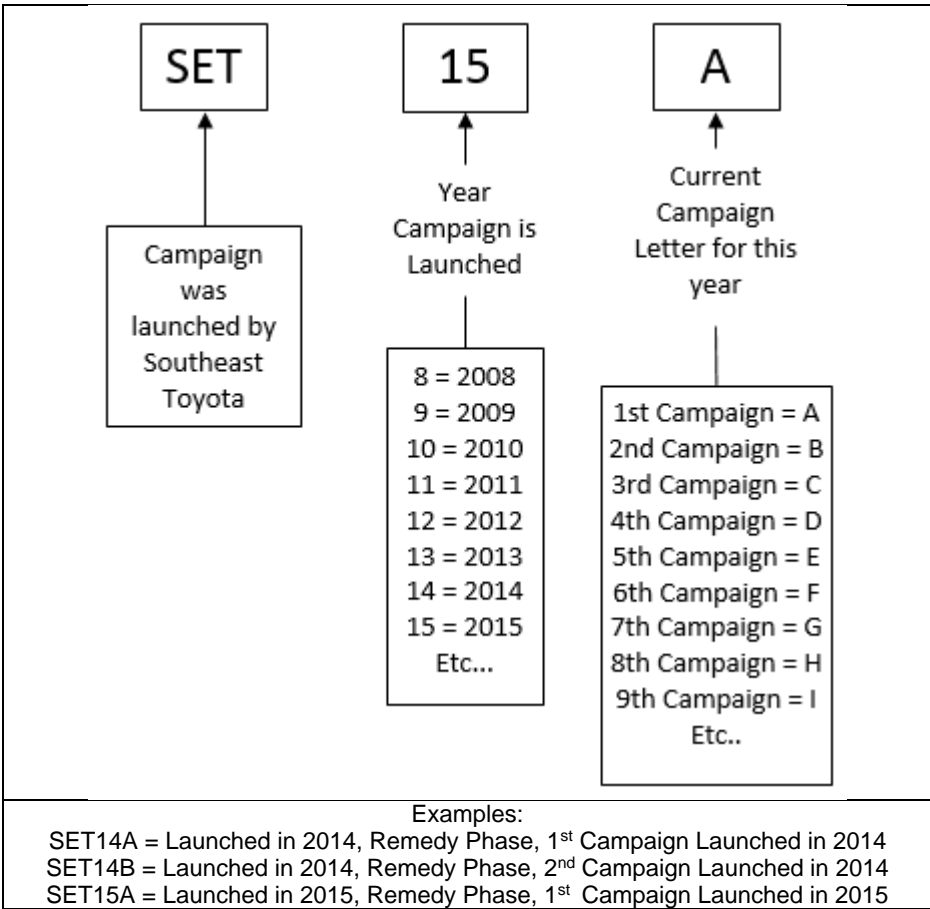
Op. Code	Description	Flat Rate Hour
AR23A1	Install Weight Label	0.2

Failed Part	00016-AR23A
Replacement	00016-SPECL
T1 / T2	99 / 99
Sublet	N/A
Condition	Install Weight Label
Cause	Recall SET23A.
Remedy	Recall SET23A.

- 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



9. Repair Quality Confirmation

Not required for this Recall.

10. 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.

11. 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.)

12. 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, press1 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.**