



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 12, 2024

Mr. Scott Cordes  
Vice President, Chief Legal Counsel  
Gulf States Toyota, Inc.  
1375 Enclave Parkway  
Houston, TX 77077

NEF-107DM  
24V-419

**Subject:** Insufficient Load Rating on Tires/FMVSS 110

Dear Mr. Cordes:

This letter serves to acknowledge Gulf States Toyota, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TOYOTA/HIGHLANDER/2022-2024

**Mfr's Report Date:** June 6, 2024

**NHTSA Campaign Number:** 24V-419

**Components:**

TIRES

**Potential Number of Units Affected:** 4,869

**Problem Description:**

Gulf States Toyota, Inc. (GST) is recalling certain 2022-2024 model year Highlander L and Highlander LE vehicles equipped with the Blackout Package that includes 20" black alloy wheels and tires. The installed tires have an insufficient load rating. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 110, "Tire Selection and Rims."

**Consequence:**

Tires with an insufficient load rating may be overloaded and fail, increasing the risk of a crash.

**Remedy:**

GST will inspect and replace the tires as necessary, and install a new tire information label as necessary, free of charge. Owner notification letters are expected to be mailed July 29, 2024. Owners may contact GST customer service at 1-800-444-1074. GST's number for this recall is 24R1.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Gulf States Toyota, Inc.'s contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement