

Part 573 Safety Recall Report

24V-452

Manufacturer Name : Southeast Toyota Distributors, LLC

Submission Date : JUN 18, 2024

NHTSA Recall No. : 24V-452

Manufacturer Recall No. : SET24A



Manufacturer Information :

Manufacturer Name : Southeast Toyota Distributors, LLC

Address : 250 Jim Moran Blvd

Deerfield Beach FL 33442

Company phone : 954-429-2000

Population :

Number of potentially involved : 4,763

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2024 Toyota Highlander

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Manufacturing records were used to determine the affected vehicles.

Certain model year 2021-2024 Toyota Highlander L, LE, XLE grade model vehicles with SET installed 20-inch accessory tires.

Highlander Limited and Platinum models and vehicles with other tire upgrades are not affected by this recall.

Production Dates : JUN 01, 2020 - JUN 12, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Southeast Toyota Distributors, LLC (SET) is recalling certain 2021-2024 model year Highlander L, LE and XLE vehicles with SET installed 20-inch accessory tires. The installed tires have an insufficient load rating for the vehicle's Gross Axle Weight Rating (GAWR). As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 110, "Tire Selection and Rims," S4.2.2.2.

FMVSS 1 : 110 - Tire selection and rims

FMVSS 2 : NR

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

Description of the Cause : NR

Identification of Any Warning that can Occur : 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.

Involved Components :

Component Name 1 : Tires

Component Description : Tires

Component Part Number : NA

Supplier Identification :

Component Manufacturer

Name : Southeast Toyota Distributors, LLC.

Address : 250 Jim Moran Blvd
Deerfield Beach Florida 33442

Country : United States

Chronology :

SET received a Field Technical Report in mid-May of 2024 indicating that the tires installed on a 2022 Toyota Highlander had an incorrect load rating. SET investigated and determined that the wrong tire was installed on the affected vehicles. On June 12, 2024, SET decided to conduct a recall to address this issue on vehicles in the field. SET is not aware of any crashes or overloading events potentially related to this issue.

Description of Remedy :

Description of Remedy Program : Tires on affected vehicles will be inspected and replaced free of charge. If necessary, the tire information placard also will be replaced free of charge. The Owner Notification Letter will include a contact number should an owner qualify for a pre-recall remedy reimbursement

How Remedy Component Differs from Recalled Component : The replacement tires will have a load rating that is compliant with FMVSS 110

Identify How/When Recall Condition was Corrected in Production : Upon receiving a field inquiry regarding the load rating of the upgraded accessory tires installed on a Highlander vehicle, SET promptly placed a quality hold on the Highlander 20-inch tire upgrade installation and any in-process vehicles at the vehicle processing facility. SET will replace the tires on the vehicles currently on hold with tires that meet the load rating required by FMVSS 110

Recall Schedule :

Description of Recall Schedule : SET will obtain current owner mailing address data based on the VIN of each individual affected vehicle and will mail the owner notification letters to owners of affected vehicles. SET expects the mailing of owner notification letters to begin on or before August 16, 2024

Planned Dealer Notification Date : JUN 18, 2024 - JUN 19, 2024

Planned Owner Notification Date : AUG 16, 2024 - AUG 16, 2024

* NR - Not Reported