

# Part 573 Safety Recall Report

# 24V-548

**Manufacturer Name :** Gulf States Toyota, Inc.**Submission Date :** AUG 05, 2024**NHTSA Recall No. :** 24V-548**Manufacturer Recall No. :** 24R2**Manufacturer Information :**

Manufacturer Name : Gulf States Toyota, Inc.

Address : 1375 Enclave Parkway

Houston TX 77077

Company phone : 8004441074

**Population :**

Number of potentially involved : 33,848

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Toyota 4Runner

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : DEC 02, 2023 - JUN 20, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2024 Toyota BZ4X

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : JUN 28, 2023 - JUN 24, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2025-2025 Toyota Camry Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAY 08, 2024 - JUN 28, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2024-2024 Toyota Corolla

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : JUN 13, 2024 - JUN 13, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2023-2024 Toyota Corolla Cross Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : JUN 10, 2023 - JUN 26, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2023-2025 Toyota Crown

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAR 21, 2023 - JUN 25, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 7 : 2023-2024 Toyota GR Corolla

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAR 02, 2023 - JUN 26, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 8 : 2023-2023 Toyota GR Supra

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : SEP 27, 2022 - DEC 08, 2022

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 9 : 2023-2024 Toyota GR86

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : FEB 03, 2023 - JUN 03, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 10 : 2024-2024 Toyota Grand Highlander

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : SEP 15, 2023 - JUN 19, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 11 : 2024-2024 Toyota Grand Highlander Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : SEP 19, 2023 - JUN 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 12 : 2023-2024 Toyota Highlander

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAR 21, 2023 - JUN 27, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 13 : 2023-2024 Toyota Highlander Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAR 21, 2023 - JUN 25, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 14 : 2024-2024 Toyota Land Cruiser Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAY 04, 2024 - JUN 28, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 15 : 2023-2024 Toyota Prius

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAR 10, 2023 - APR 10, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 16 : 2023-2024 Toyota Prius Prime

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAY 02, 2023 - APR 15, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 17 : 2023-2024 Toyota Sequoia Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : APR 17, 2023 - JUN 26, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 18 : 2024-2024 Toyota Tacoma

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : JAN 29, 2024 - JUN 25, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 19 : 2024-2024 Toyota Tacoma Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : JUN 18, 2024 - JUN 21, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 20 : 2023-2024 Toyota Tundra

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAR 10, 2023 - JUN 10, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 21 : 2023-2024 Toyota Tundra Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : MAR 10, 2023 - JUN 05, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 22 : 2023-2024 Toyota Venza Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying vehicles with GST accessories that display inaccurate added weight values on a load carrying capacity modification label installed by Gulf States Toyota, Inc. ("GST").

Production Dates : AUG 16, 2023 - JUN 26, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

**Description of Noncompliance :**

Description of the Noncompliance : The affected vehicles display a load carrying capacity modification label installed by GST that may not conform with the requirements of FMVSS 110 S10.2. The labels on the affected vehicles indicate added weight that may be higher or lower than the actual total weight of accessories installed on the vehicle. FMVSS 110 S10.2 requires that the amount of weight the load carrying capacity is reduced by be accurate within one percent of the actual added weight.

FMVSS 1 : 110 - Tire selection and rims

FMVSS 2 : NR

Description of the Safety Risk : On the affected vehicles, the weight listed on the load carrying capacity modification label may be higher or lower than the actual total weight of accessories installed. In the worst case, a driver may unknowingly overload a vehicle, which may increase the risk of crash.

Description of the Cause : Due to programming errors, GST installed load carrying capacity modification labels on affected vehicles indicating added weight that did not reflect the actual total weight of accessories installed.

Identification of Any Warning that can Occur : NR

**Involved Components :**

Component Name 1 : WGHT STICKER BLANK DONNELLY

Component Description : WGHT STICKER BLANK DONNELLY

Component Part Number : 00012-99019-02

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

During an inspection of a vehicle at GST's vehicle processing center on June 25, 2024, it was discovered that the

load carrying capacity modification label on that vehicle included an inaccurate weight value. GST initiated an investigation and discovered that programming errors resulted in the system using incorrect weights for multiple accessory parts which caused inaccurately calculated values to be used for the load carrying capacity modification label on some vehicles. As part of the investigation, GST identified specific accessory parts with incorrect weight values, corrected programming errors in the system and currently is performing a review of vehicles and installed labels to determine if the errors may have resulted in a noncompliance. GST's initial findings and information from the investigation indicate that the labels on some affected vehicles may not conform with FMVSS 110 S10. GST is continuing its review to determine the population of affected vehicles and will revise this report as soon as possible.

## Description of Remedy :

Description of Remedy Program : GST will notify owners by mail of the issue. The letter to owners will include a replacement load carrying capacity modification label for their vehicle and detailed replacement instructions. GST will also offer the replacement of this label at any Toyota dealer at no charge.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : When programming errors were identified during the investigation, GST took steps to correct the system and confirm accurate weights of the affected accessories were included in the calculation on newly printed labels. GST also identified affected vehicles in production with inaccurate labels and affixed the appropriate replacement label.

## Recall Schedule :

Description of Recall Schedule : Notification to dealers will be sent on or before August 9, 2024. GST expects the mailing of customer notifications letters to begin on or about September 16, 2024. A copy of the draft owner notification letter will be provided and dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : AUG 09, 2024 - AUG 09, 2024

Planned Owner Notification Date : SEP 16, 2024 - SEP 20, 2024

\* NR - Not Reported