

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: 06-10-2024

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

SAFETY (NONCOMPLIANCE) RECALL 24R1 – (Interim Notice)

**Certain Model Year 2022 – 2024 Highlander
Incorrect Tire Upgrade**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022 - 2024 Highlander	02/08/2022 - 05/06/2024	4,869	22

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.

On June 6, 2024, 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 certain 2022 - 2024 model year Highlander vehicles.

Condition

Gulf States Toyota, Inc. (“GST”) installed a 20” black alloy wheel and tire upgrade as part of a Blackout Package accessory for certain 2022-2024 model year Highlander L and LE grade model vehicles. GST has determined that the accessory tires installed on the upgraded wheels do not comply with Federal Motor Vehicle Safety Standard (“FMVSS”) No. 110, “Tire Selection and Rims.”

Remedy

GST is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect and replace tires **FREE OF CHARGE**. If necessary, the tire information placard also will be replaced **FREE OF CHARGE**. At this time, GST estimates the remedy will be available in the third quarter of 2024.

Covered Vehicles

There are approximately 4,869 vehicles covered by this Safety (Noncompliance) Recall.

Owner Letter Mailing Date

GST will notify owners by early August 2024.

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**. For any vehicle that is part of this recall, dealers should perform the repair as outlined in the Technical Instructions found in TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 22 vehicles in new dealer inventory as of June 5, 2024.



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.

NOTE:

- ***New vehicles in dealer inventory subject to a Safety (Noncompliance) Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.***
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (Non SET and GST dealers: <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

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 pre-owned vehicles in dealer inventory that are covered by this Safety (Noncompliance) Recall prior to customer delivery. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety (Noncompliance) Recall and that the remedy is currently being prepared by GST.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (Non SET and GST dealers: <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety 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 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 Recall unless 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."

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: June 10, 2024

Q1: What is the condition?

A1: Gulf States Toyota, Inc. ("GST") installed a 20" black alloy wheel and tire upgrade as part of a Blackout Package accessory for certain 2022-2024 model year Highlander L and LE grade model vehicles. GST has determined that the accessory tires installed on the upgraded wheels do not comply with Federal Motor Vehicle Safety Standard ("FMVSS") No. 110, "Tire Selection and Rims."

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: How will GST notify owners about this issue?

A3: GST will send an owner notification letter by first class mail by early August 2024.

Q4: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A4: There are approximately 4,869 vehicles covered by this Safety (Noncompliance) Recall.

Q5: When will the remedy become available?

A5: GST is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect and replace tires FREE OF CHARGE. If necessary, the tire information placard also will be replaced FREE OF CHARGE. At this time, GST estimates the remedy will be available in the third quarter of 2024.

Q6: How does GST obtain my mailing information?

A6: GST uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q7: What if I have additional questions or concerns?

A7: 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.