

# 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: 9-03-2024

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

**SAFETY (NONCOMPLIANCE) RECALL 24R1 – (Remedy Notice)**

**Certain Model Year 2022 – 2024 Highlander Vehicles  
Insufficient Load Rating on Tires**

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



On June 6, 2024, Gulf States Toyota, Inc. (“GST”) filed a Defect Information Report (“DIR”) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2022 - 2024 model year Highlander vehicles.

**Condition**

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 decided 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**

Remedy is available. Toyota dealers will inspect and replace tires and tire information placard **FREE OF CHARGE**.

**Covered Vehicles**

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

**Owner Letter Mailing Date**

GST notified owners in early August that the remedy would be available after August 30, 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.

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 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 6.1, "Safety Recalls and Special Service Campaigns."

**Parts Ordering Process**

***GST Region Ordering*** – Dealers can order the tire information placard and tire pressure monitor fitting kit through the GST parts portal. **Tires are available through Dealer Tire on the Toyota Complete Maintenance Care portal on Dealer Daily.**

Part Number	Part Description	Quantity
004498	255/50R20 109V Bridgestone Alenza AS Ultra	4
04423-0C170	Fitting Kit, Tire Pressure Monitor	4
00015-H2599-01	HL Y1 Tire Pressure Label	1

***Non GST Region Process***

Please send your parts order request to [OutofRegionDealers@gstoyota.com](mailto:OutofRegionDealers@gstoyota.com) or 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.

Include the following information:

- VIN
- Mileage
- Dealer Code

**Technician Training Requirements**

Repair quality is extremely important to GST. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials." To ensure that all vehicles have the repair performed correctly,

technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (any classification)
- Expert Technician (any classification)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform a repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification levels or greater to complete this Safety (Noncompliance) Recall. Carefully review your resources, the technician skill level, and ability before assigning technicians. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this Safety (Noncompliance) Recall at all times.

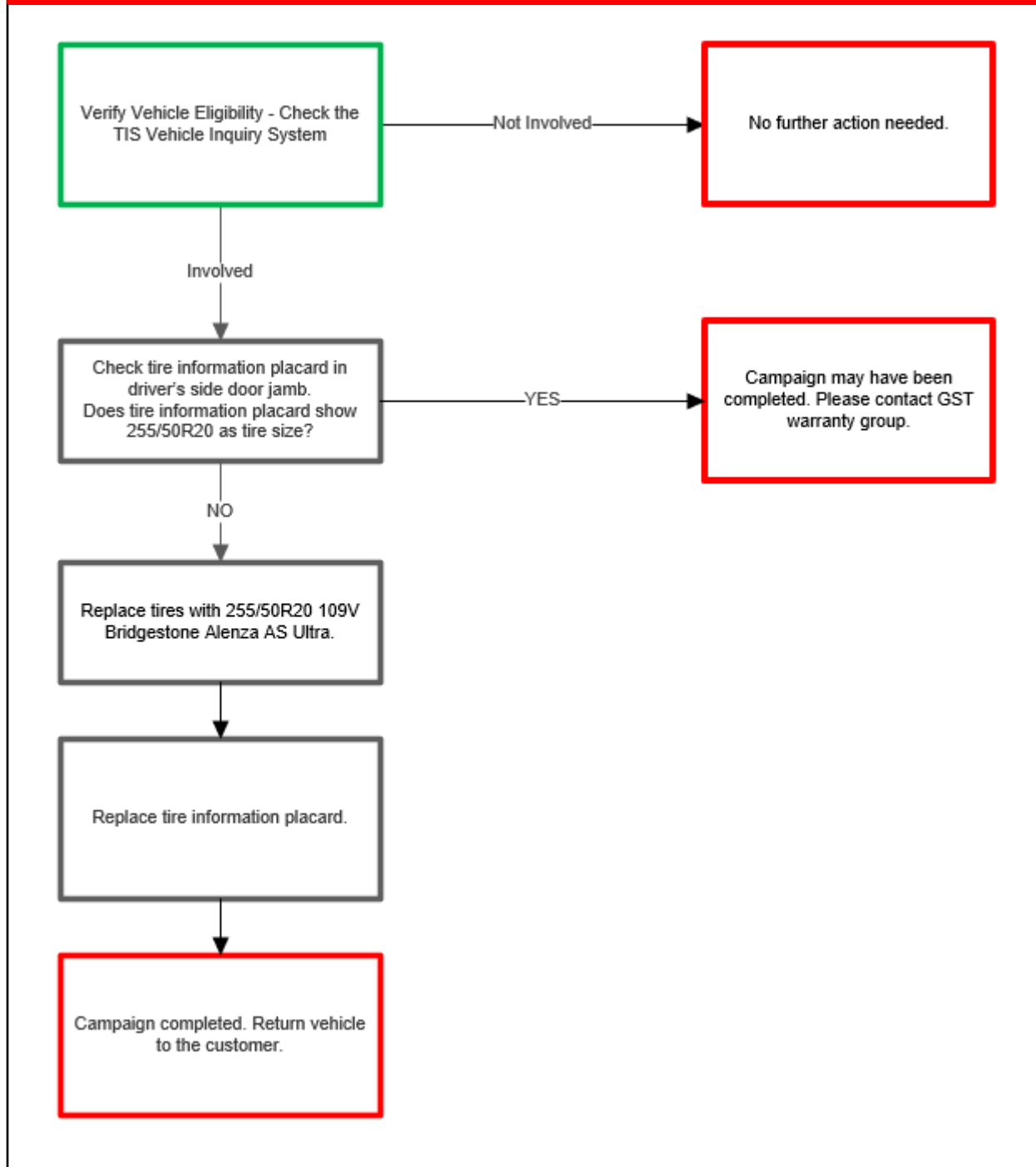
### **Remedy Procedures**

Refer to TIS for Technical Instructions on this Safety (Noncompliance) Recall. Conduct all non-completed Safety (Noncompliance) Recalls and Service Campaigns on the vehicle during the time of appointment.

### **Repair Quality Confirmation**

Repair quality is extremely important to GST. To help ensure that all vehicles have this Safety (Noncompliance) Recall performed correctly, please designate at least one associate (someone other than the individual who performed the recall) to verify it was completed correctly on each vehicle prior to customer delivery.

## Warranty Reimbursement Procedures



	Inspection Only	Tire & Label Replacement
Recall/Campaign No.	24R1	24R1
Operation Code	24R1W3	24R1W1
Labor Hours	0.2	1.6
Replacement Part	NA	00015-H2599-01
Replacement Part Quantity	NA	1
Replacement Part	NA	004498
Replacement Part Quantity	NA	4
Replacement Part	NA	04423-0C170
Replacement Part Quantity	NA	4
Sublet	NA	Up to \$10.00 per tire

- The flat rate time includes 0.1 hours for administrative cost per unit for the dealership.
- Dealers will be reimbursed up to \$10.00 for wheel weights and tire disposal per tire. These costs are to be claimed as sublet type 'TY' on the warranty claim.

#### **Claim Submission and Reimbursement Procedure**

**GST Region Dealers** – A GST Port LIO warranty claim should be submitted and must include the information contained in the chart above. GST is asking all dealers to submit the warranty claim immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

**Out of Region Dealer** – Send a copy of your RO to [OutofRegionDealers@gstoyota.com](mailto:OutofRegionDealers@gstoyota.com) and include your dealer code. Once the RO is received by GST, your claim will be processed for reimbursement. GST is asking all dealers to submit the warranty claim immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

#### **Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly. This claim filing information is used by GST for various government reporting activities; therefore, claim filing accuracy is crucial.

***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: September 3, 2024****Q1: *What is the condition?***

A1: Gulf States Toyota, Inc. 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 decided that the load rating on accessory tires installed on the upgraded wheels does 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 sent owner notification letters by first class mail in 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: *What is the remedy?***

A5: Dealers will inspect and replace tires and tire information placard, **FREE OF CHARGE**.

**Q6: *What if I have additional questions or concerns?***

A6: 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.