



Southeast Toyota Distributors, LLC
Accessory Warranty
9983 Pritchard Road
Jacksonville, FL 32219

DATE: June 18th, 2024

TO: All SET Dealer Principals, General Managers, Service Directors, Service Managers, Parts Managers, & Parts Associates

RE: Non-Compliance Recall SET24A – Interim Notice

**Certain Model Year 2021–2024 Highlander L, LE, and XLE
Incorrect Tire Upgrade**

Model / Years	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2021-2024 Highlander L, LE, and XLE with SET installed 20-inch accessory tires.	4763	13



Southeast Toyota Distributors, LLC (SET) filed a non-compliance recall with the National Highway Traffic Safety Administration (NHTSA) initiating a voluntary Safety Recall on certain 2021-2024 MY Highlander L, LE, and XLE vehicles with SET installed 20-inch accessory tires.

Affected Vehicles:

2021-2024 MY Highlander L, LE, and XLE Vehicles with SET installed 20-inch accessory tires.

Condition:

Southeast Toyota Distributors, LLC ("SET") installed a 20-inch tire upgrade as part of an accessory package on certain 2021-2024 model year Highlander L, LE, and XLE grade model vehicles. SET has determined that the accessory tires installed on the vehicle do not comply with Federal Motor Vehicle Safety Standard ("FMVSS") No. 110, "Tire Selection and Rims."

Remedy:

SET 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**. SET estimates the remedy will be available in the third quarter of 2024. The Remedy will be posted on TIS when available.

Please see the attached dealer letter for additional information.

Cory, Seth, and Alex

Cory Van Clief
Accessory Warranty Supervisor

Seth Callahan
Quality and Manufacturing Support
Manager

Alex Sandifer
Operations Support Senior Manager



Attention

This is an important Safety Recall which was initiated by Southeast Toyota Distributors, LLC.

If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina, please refer to SET Dealer Daily to obtain instructions on how to complete this repair and submit a warranty claim.

Toyota Dealerships outside of Florida, Georgia, Alabama, South Carolina or North Carolina

SET will reimburse you for the repairs outlined in the following procedure. For repair authorization and parts ordering, please contact Southeast Toyota Distributors, LLC toll free at [REDACTED], or email oordealersupport@settoyota.com.

Thank you for your continued support.

Southeast Toyota Distributors, LLC



SAFETY (NONCOMPLIANCE) RECALL SET24A – (Interim Notice)

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

**Subject: Non-Compliance Recall SET24A – *Interim Notice*
Certain 2021–2024 Model Year Highlander L, LE, and XLE Vehicles with SET installed 20-inch accessory tires.**

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The following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

SET will begin to notify owners in **August 2024**.

*SET makes a 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 Recall announcement, **it is the dealership’s responsibility to forward the owner letter to the customer who purchased the vehicle.***

2. New Vehicles in Dealership Inventory



STOP SALE

Under Title 49, Section 30112(a) 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. 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 must always be verified through TIS. Additional information will be provided as it becomes available.

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.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. 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	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

4. Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, SET requests that dealers do not deliver any pre-owned vehicles in dealer inventory that is covered by a Safety Recall unless the defect has been remedied. 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 SET.

5. Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety (Noncompliance) 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.

6. Toyota Rent-A-Car (TRAC) & Service Loaners

SET requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety (Noncompliance) Recall unless the defect has been remedied.

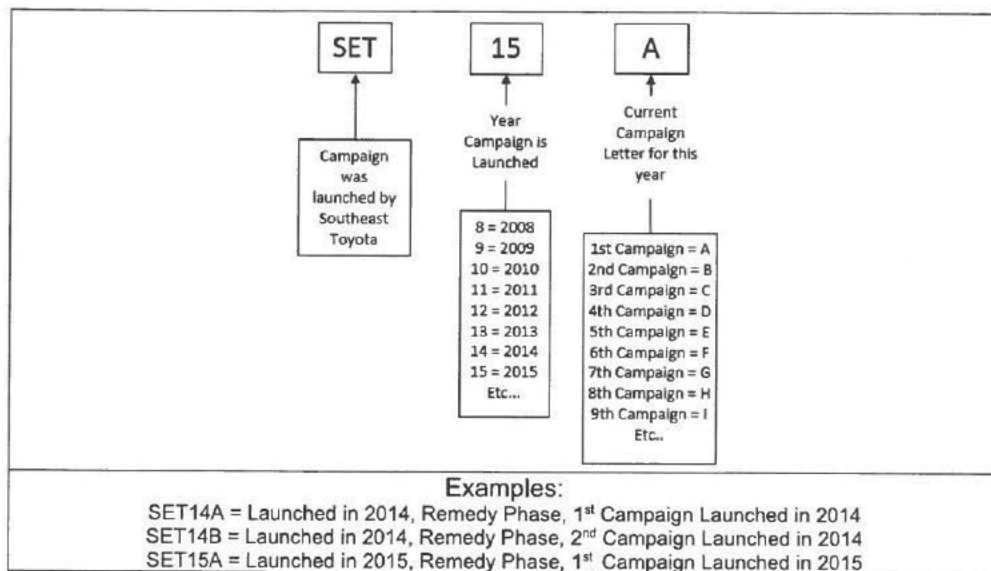
7. Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the appointment.

8. Warranty Reimbursement Procedure

SET Accessory Warranty claim should be submitted as indicated in TIS.

9. Campaign Designation Decoder



10. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to SET. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

11. Technical Questions

If you are a SET dealership associate and have any questions, please contact your Field Technical Specialist. If your dealer is outside of the Southeast Toyota Region, please contact SET at [REDACTED] **Monday through Friday, 7:30 am to 4:30 pm, Eastern Time.**

12. Media Contacts

In the event you are contacted by the News media, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to **SET Corporate Communications at [REDACTED]**

13. 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 Southeast Toyota Customer Relations Center Monday through Friday 8:00 am to 5:00 pm, Eastern Time at [REDACTED] or email customer relations at [REDACTED]

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 Recall.

Thank you for your cooperation.
 Southeast Toyota Distributors, LLC.

Frequently Asked Questions**Published Date: June 16, 2024****Q1: What is the condition?**

A1: Southeast Toyota Distributors, LLC ("SET") installed a 20-inch tire upgrade as part of an accessory package on certain 2021-2024 model year Highlander L, LE, and XLE grade model vehicles. SET has determined that the accessory tires installed on the vehicles 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: If the tires were to experience a loss of tire pressure, the driver would be quickly alerted to this condition by the TPMS warning signal in the instrument cluster and could take appropriate mitigation measures.

Q3: Are all vehicles with 235/55R20 tires affected?

A3: No, only 2021-2024 Highlander L, LE, and XLE models with SET installed 20-inch accessory tires.

Q4: Are all vehicles with SET tires affected?

A4: No, only 2021-2024 Highlander L, LE, and XLE models with SET installed 20-inch accessory tires.

Q5: How will SET notify owners about this issue?

A5: SET will send an owner notification letter by first class mail in August 2024.

Q6: How many vehicles are covered by this Safety (Noncompliance) Recall?

A6: There are approximately **4763** vehicles covered by this Safety (Noncompliance) Recall.

Q7: When will the remedy become available?

A7: SET 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. SET estimates the remedy will be available in the third quarter of 2024.

Q8: How does SET obtain my mailing information?

A8: SET 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.

Q9: What if I have additional questions or concerns?

A9: If you have additional questions or concerns, please contact the **Southeast Toyota Customer Relations Center** at [REDACTED] Monday through Friday, 8:00 am to 5:00 pm, Eastern Time or email customer relations at [REDACTED]