



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 1-888-851-2722, or email oordealersupport@setoyota.com.

Thank you for your continued support.

Southeast Toyota Distributors, LLC

SAFETY (NONCOMPLIANCE) RECALL SET24A – (Repair Available)

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

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

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

Model / Years	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2021-2024 Highlander, Highlander HV, 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.” As a result, the tires could be overloaded and fail, increasing the risk of a crash.

Remedy:

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

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 on **August 16, 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.

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. Parts Ordering

Dealers located within the Southeast region can order inflation label through the SET Dealer Daily Parts Order. Tires are available through the SET Complete Tire & Maintenance Portal through Dealer Daily.

Part Number	Part Description	Quantity
00016-48TPL-99	Accessory Tire Inflation Overlay	1
(*a) SE00015056BS	(*b) 255/50R20 109V Bridgestone Alenza Sport A/S (SKU 015056)	4
(*a) SE00004498BS	(*c) 255/50R20 109V Bridgestone Alenza AS Ultra (SKU 004498)	4

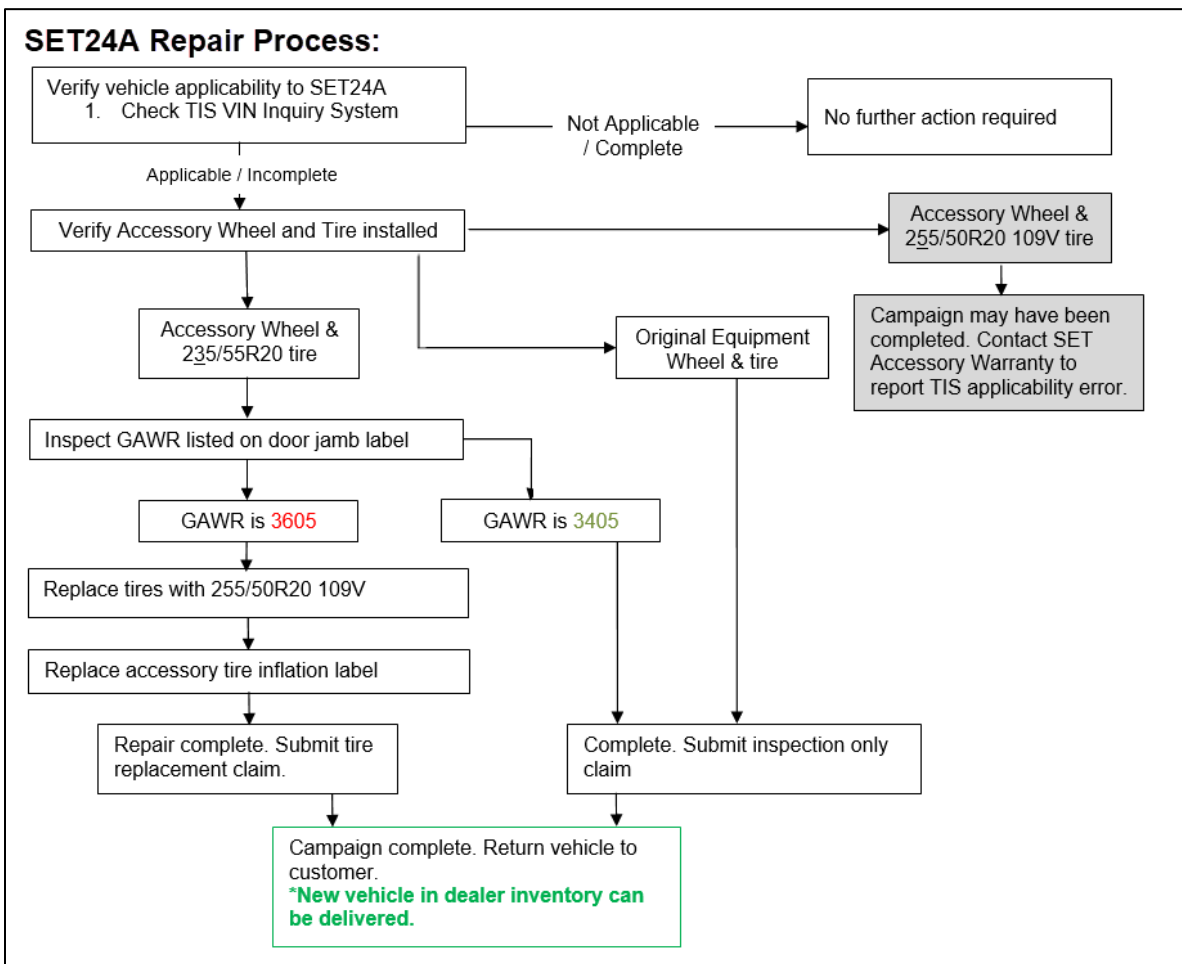
Notes:

- (*a) indicates DealerTire distributor part number, not SET Part number.
- (*b) indicates primary replacement tire.
- (*c) indicates secondary approved replacement tire should primary not be available.

Dealers located outside of the Southeast Toyota region should contact the SET Out of Region Dealer Support Team at (888) 851-2722 or email oordealersupport@settoyota.com

8. 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.



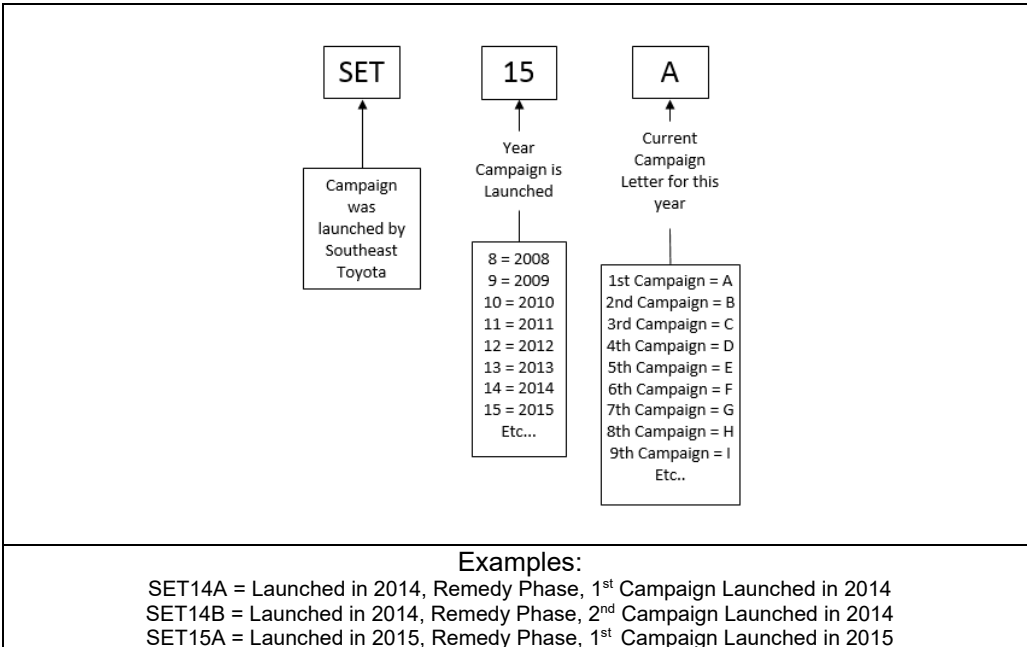
9. Warranty Reimbursement Procedure

Dealers located within the Southeast Region should be submit AW CPS claim as follows:

	Inspection Only	Tire & Label Replacement
Failed Part	00016-AR24A	00016-AR24A
Replacement part 1	NA- Not Applicable	00016-48TPL-99
Replacement part 2	NA- Not Applicable	NA- See Sublet Row Below
Operation Code	AR24A1	AR24A2
Flat Rate Time	0.2	1.8
T1 / T2 codes	99 / 99	99 / 99
Sublet	N/A	Type: ZZ-OTHERS Invoice: (RO Number) Cost: (Part Total for 4 Tires at MSRP) Description: SE00015056BS OR SE00004498BS
Condition	Recall SET24A	Recall SET24A
Cause	Recall SET24A	Recall SET24A
Remedy	Inspect Tires and Vehicle	Replace Tires and Inflation Label

Dealers located outside of the Southeast Toyota region should contact the SET Out of Region Dealer Support Team at (888) 851-2722 or email ordealersupport@settoyota.com

10. Campaign Designation Decoder



11. 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.

12. 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 **1-888-851-2722 Monday through Friday, 7:30 am to 4:30 pm, Eastern Time.**

13. 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 954-363-6285. (Please do not provide this number to customers.)**

14. 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 1-888-851-2722 or email customer relations at SETCR@setoyota.com.

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: August 16, 2024****1. What is the Condition?**

- A. 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) and do not comply with FMVSS 110. As a result, the tires could be overloaded and fail, increasing the risk of a crash.

2. Are there any warnings if the condition occurs?

- A. 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.

3. What will SET do to remedy this issue?

- A. At no cost to the customer, a Toyota dealer will inspect your vehicle and, if necessary, install four new tires and a tire information placard that meet the requirements of FMVSS 110. The remedy is now available, and the repair will take approximately 2 hours or less. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. This repair is available to you at no cost.

4. Are all vehicles with SET installed tires affected by this recall?

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

5. How many vehicles are covered by the Safety (Non-compliance) Recall?

- A. There are approximately **4763** vehicles covered by this Safety (Noncompliance) Recall.

6. How will SET notify owners about this issue?

- A. SET will send an owner notification letter by first class mail on August 16, 2024

7. How does SET obtain my mailing information?

- A. 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.

8. What if I have any additional questions?

- A. Your local Toyota dealer can answer any of your questions. If you need further assistance, you may contact the SET Customer Assistance Center toll free at 1-888-851-2722 or email customer assistance at SETCR@settoyota.com Monday through Friday, 8:00 am to 5:00 pm, Eastern Standard Time.