

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: August 9, 2024

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

Safety (Noncompliance) Recall 24R2 – (Remedy Notice)

Certain Toyota 2023 GR Supra, 2024 4 Runner, Corolla, Grand Highlander, Grand Highlander Hybrid, Land Cruiser Hybrid, Tacoma, Tacoma Hybrid, 2023-2024 BZ4X, Corolla Cross Hybrid, GR Corolla, GR86, Highlander, Highlander Hybrid, Prius, Prius Prime, Sequoia Hybrid, Tundra, Tundra Hybrid, Venza Hybrid, 2023-2025 Crown, and 2025 Camry Hybrid Vehicles

**Load Carrying Capacity Modification Label – Incorrect Weight Capacity Label/FMVSS 110
NHTSA Recall No. 24V-548**

Model/Years	Production Period	Approximate Total Vehicles	Approximate Dealer Inventory
Toyota 4Runner / 2023-2024	9/27/2022	33,848	451
Toyota BZ4X / 2023-2024	–		
Toyota Camry Hybrid / 2025	6/28/2024		
Toyota Corolla / 2024			
Toyota Corolla Cross Hybrid / 2023-2024			
Toyota Crown / 2023-2024			
Toyota GR Corolla 2023-2024			
Toyota GR Supra / 2023			
Toyota GR86 / 2023-2024			
Toyota Grand Highlander / 2024			
Toyota Grand Highlander Hybrid / 2024			
Toyota Highlander / 2023-2024			
Toyota Highlander Hybrid / 2023-2024			
Toyota Land Cruiser Hybrid / 2024			
Toyota Prius / 2023-2024			
Toyota Prius Prime / 2023-2024			
Toyota Sequoia Hybrid / 2023-2024			
Toyota Tacoma / 2024			
Toyota Tacoma Hybrid / 2024			
Toyota Tundra / 2023-2024			
Toyota Tundra Hybrid / 2023-2024			
Toyota Venza Hybrid / 2023-2024			



On July 26, 2024, Gulf States Toyota, Inc. (GST) filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Noncompliance Recall on certain 2023-2025 Toyota model vehicles.

Condition

Gulf States Toyota, Inc. (GST) is recalling certain Toyota 2023 GR Supra, 4-Runner, Corolla, Grand Highlander, Grand Highlander Hybrid, Land Cruiser Hybrid, Tacoma, Tacoma Hybrid, 2023-2024 BZ4X, Corolla Cross Hybrid, GR Corolla, GR86, Highlander, Highlander Hybrid, Prius, Prius Prime, Sequoia Hybrid, Tundra, Tundra Hybrid, Venza Hybrid, 2023-2025 Crown, and 2025 Camry Hybrid vehicles equipped with GST accessories. The load carrying capacity modification label may display inaccurate added weight values. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 110, "Tire Selection and Rims." A vehicle with an incorrect maximum capacity weight value may be overloaded, which can increase the risk of a crash.

Remedy

GST will mail new labels to owners, **FREE OF CHARGE**. Owner notification letters are expected to be mailed by September 16, 2024.

Covered Vehicles

There are approximately 33,848 vehicles covered by this Safety (Noncompliance) Recall.

Owner Letter Mailing Date

GST will begin to notify owners by mid-September 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 applying any new labels**. Dealers should apply any new labels for this recall as outlined in the Technical Instructions found in TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

As of August 9, 2024, GST identified 451 new vehicles in dealership inventory that are covered by this Noncompliance Recall. Below is reminder of the dealer's obligations pertaining to recalls if there are new vehicles in dealership inventory:



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 Noncompliance Recall on any used vehicles currently in dealer inventory that are covered by this Noncompliance Recall prior to customer delivery.

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.

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 Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure 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".

Parts Ordering Process

GST Region Ordering - At the launch of the campaign, VIN specific Load Carrying Capacity Modification labels will be mailed to the owners of affected retailed vehicles in early August. GST will also provide blank labels to dealerships. If for any reason, you require a new label, 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.

Non GST Region Ordering Process – Please send your parts order request to OutofRegionDealers@gstoyota.com.

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 level or greater to complete this 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 Noncompliance Recall at all times.

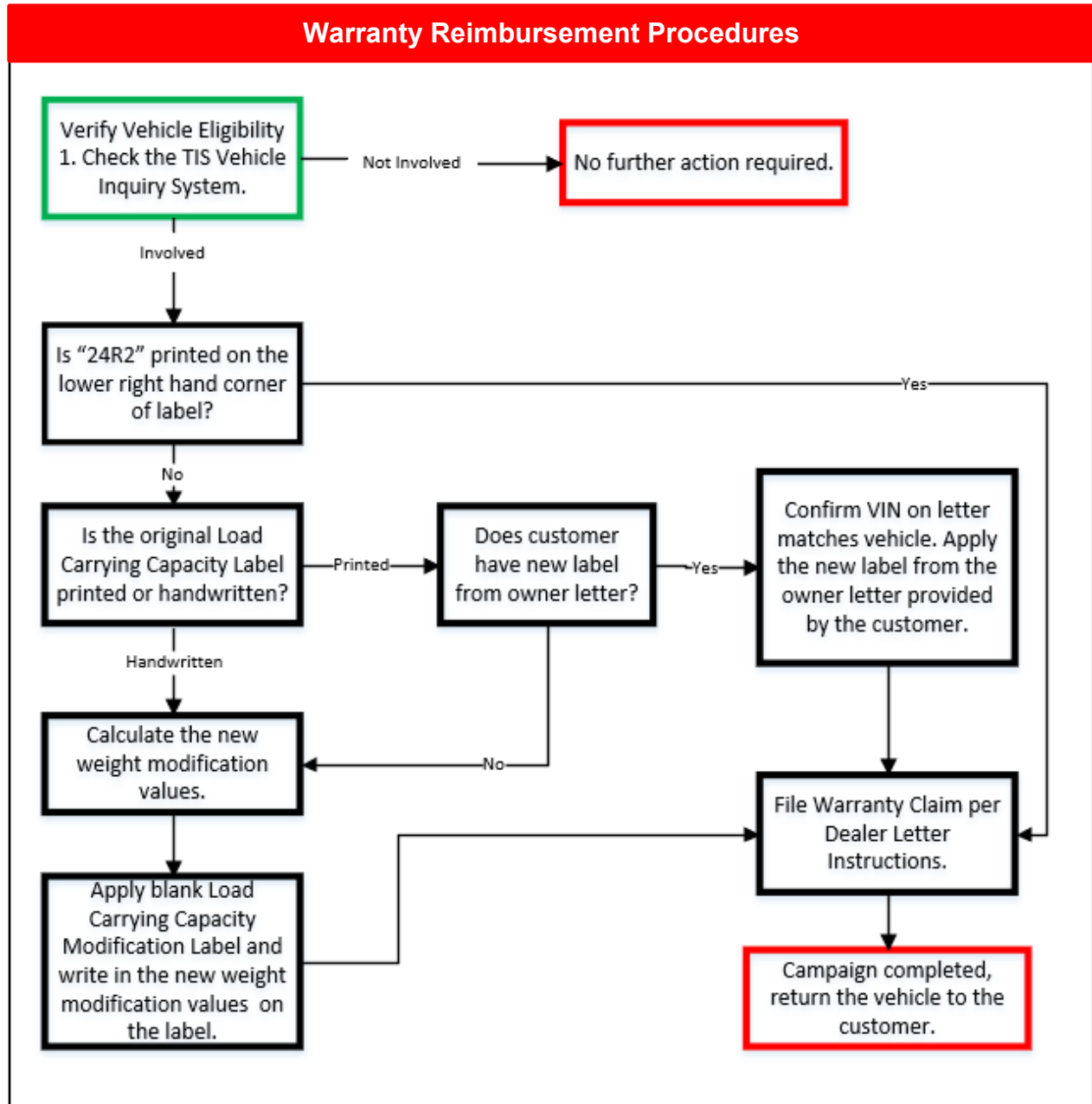
Remedy Procedures

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

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Repair Quality Confirmation

Repair quality is extremely important to GST. To help ensure that all vehicles have this 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.



Model Eligibility	Certain 2023-2025 Model Year Toyota Models
Operation Code	24R2W1
Failed Part	None
SSC No.	24R2
Trouble Code	99
Labor Time	0.2
Replacement Part	None
Replacement Part Quantity	None
Condition	Load Carrying Label
Cause	Incorrect Information
Remedy	Inspect and/or Replace
Sublet	Not Allowed

- The flat rate time includes 0.1 hours for administrative cost per unit for the dealership.

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 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 Noncompliance Recall.

Thank you for your cooperation.
GULF STATES TOYOTA, INC.

Frequently Asked Questions

Published Date: August 9, 2024

Q1: **What is the condition?**

A1: The load carrying capacity modification label may label may display inaccurate added weight values. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 110, "Tire Selection and Rims." A vehicle with an incorrect maximum capacity weight value may be overloaded, which can increase the risk of a crash.

Q1a: **What is the load carrying capacity modification label?**

A1a: This is a label placed on the driver's door jamb that shows the amount of reduced carrying capacity due to the addition of any factory, distributor, or dealer vehicle modifications. Below is an example of the label.



Q2: **What is Gulf States Toyota going to do?**

A2: Gulf States Toyota will send an owner notification by first class mail in mid-September 2024 that includes a new label and instructions for installing this label on the vehicle. If a customer feels uncomfortable installing this label, any authorized Toyota dealer can install this label **FREE OF CHARGE**.

Q3: **Which and how many vehicles are covered by this Safety (Noncompliance) Recall?**

A3: There are approximately 33,848 vehicles covered by this Safety (Noncompliance) Recall.

Q4: **How long will applying the new label take?**

A4: Applying the new label takes approximately 12 minutes. If brought to dealer, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: **What if I have additional questions or concerns?**

A5: 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.