

Certain 2022-2024 Model Year Highlander Vehicles

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [REDACTED]

Insufficient Load Rating on Tires  
NHTSA Recall No. 24V-419



**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
**FREE OF CHARGE** to you.

Dear Toyota Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Gulf States Toyota, Inc. ("GST") has decided that certain 2022-2024 model year Highlander vehicles equipped with 20" black alloy accessory wheel and tire upgrade fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 110, "Tire Selection and Rims."

You received this notice because our records indicate that you are the current owner.

**What is the 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 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."

**What will Gulf States Toyota do?**

Any authorized Toyota dealer will inspect and replace all 4 tires, **FREE OF CHARGE** to you.

**What Should You Do?**

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed.

*Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

***This is an Important Safety (Noncompliance) Recall.***

The remedy will be available after August 30, 2024 and will take approximately 90 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, 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.

**What if you are not the owner or operator of this vehicle?**

**For vehicle lessors:** Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>.

If you believe the dealer or GST has failed or is unable to remedy the defect within a reasonable amount of time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at **1-888-327-4236** (TTY: **1-800-424-9153**), or go to <http://www.nhtsa.gov>.

We sincerely regret any inconvenience this safety (noncompliance) recall may have caused you.

Thank you for driving a Toyota.

Sincerely,

GULF STATES TOYOTA, INC.

**24R1**