

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, 5TDGZRAH3NS122336

Re: Certain 2021-2024 Model Year Toyota Highlander Vehicles with 20-inch accessory tires.
NHTSA Recall No. 24V452

August 16, 2024

Tyler

East Longmeadow, MA 01028-1267

Dear Toyota Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC (SET) has decided that certain Model Year 2021-2024 Toyota Highlander L, LE, and XLE vehicles equipped with SET installed 20-inch accessory tires fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 110, "Tire Selection and Rims".

What is the condition?

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.

What is Southeast Toyota Distributors LLC going to do?

At no cost to the customer, a Toyota dealer will inspect your vehicle and 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.

This is an important Safety Recall

This repair is available to you at no cost.

What should you do?

If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina contact your local Toyota dealer to schedule an appointment to have this important remedy performed on your vehicle as soon as possible.

If you are outside the above five states, or require 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.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy associated with this recall. For more information, 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.

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.

You do not need this Safety Recall Notice to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you believe that the dealer or SET has failed or is unable to remedy this non-compliance within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.nhtsa.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the vehicle lessee within ten days of your receipt of this letter.

We have sent this notice in the interest of your continued satisfaction with Toyota products, and we sincerely regret any inconvenience this condition may have caused you.

Sincerely,

Southeast Toyota Distributors, LLC.