



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.

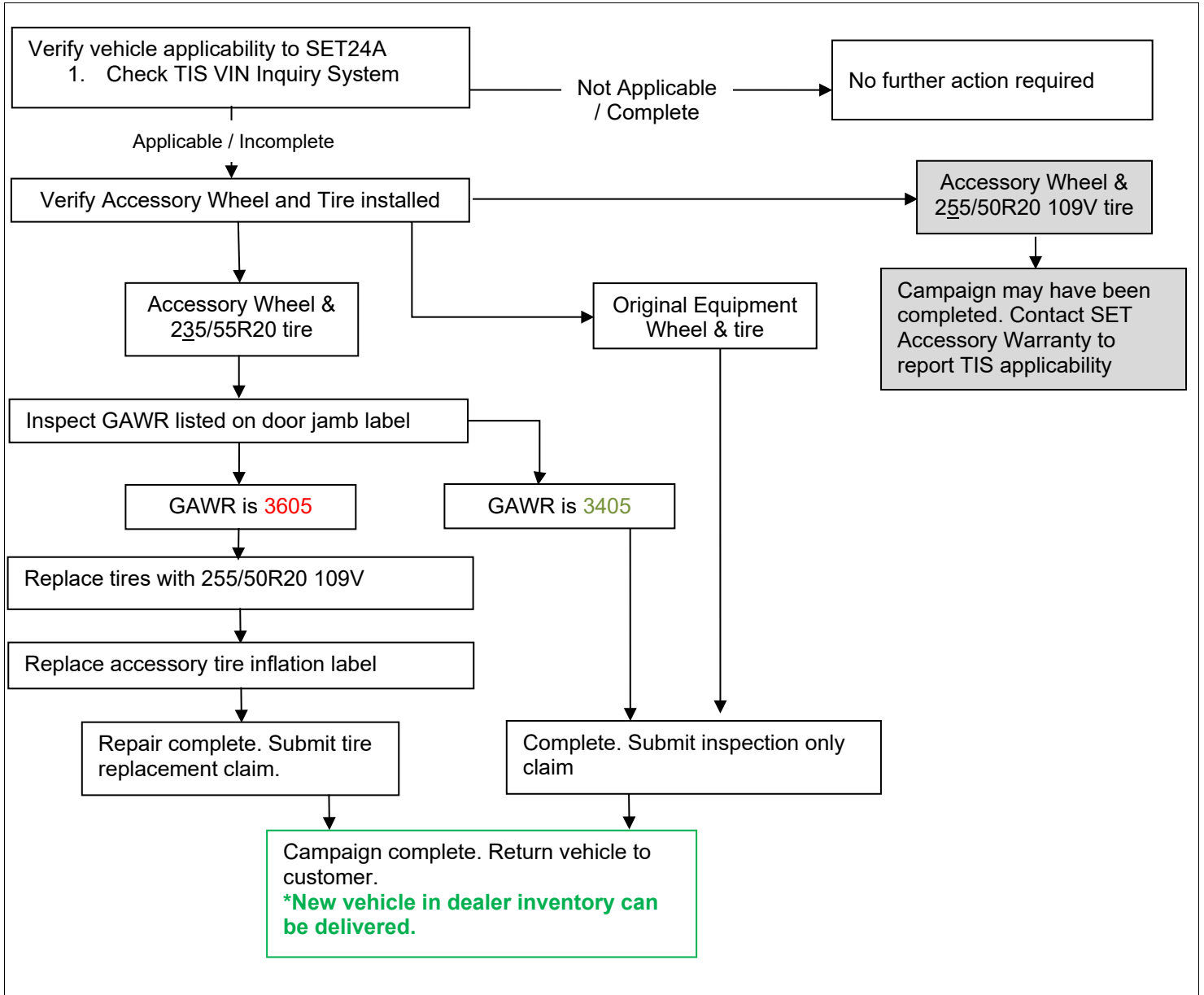
Southeast Toyota Distributors, LLC

TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL CAMPAIGN SET24A
HIGHLANDER ACCESSORY TIRE
CERTAIN 2021-2024 MODEL YEAR HIGHLANDER AND HIGHLANDER HV
L, LE, and XLE MODELS

All dealership associates involved in the campaign process are required to successfully complete E-Learning course SC13A SC15A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- Toyota Certified (any classifications)
- Toyota Expert (any classifications)
- Master
- Master Diagnostic Technicians

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

NOTE:

- Check the TIS VIN Inquiry System to confirm the VIN is involved in this SSC and that the repair has not been completed prior to dealer shipment or by another dealer.
- **Southeast Toyota Accessory Warranty will not reimburse dealers for repairs conducted on vehicles that are recorded complete but are not affected or were previously completed.**

III. PREPARATION

A. PARTS

Dealers located within the Southeast region can order inflation labels 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 Dealer Tire 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

IV. BACKGROUND

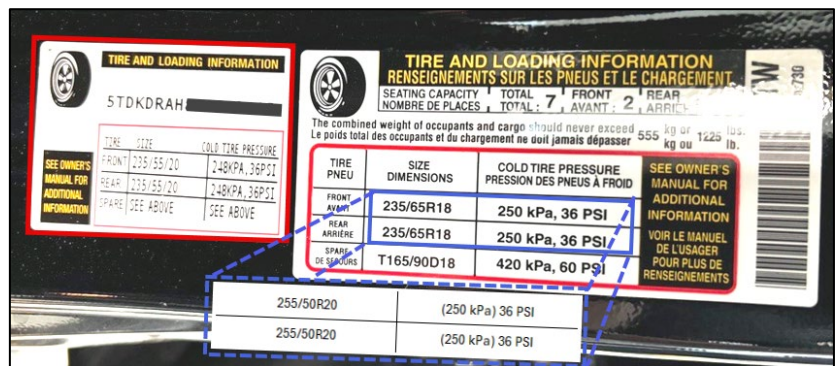
Southeast Toyota Distributors, LLC (SET) is recalling certain 2021-2024 model year Highlander L, LE and XLE vehicles with SET installed 20-inch accessory tires. The installed tires have an insufficient load rating for the vehicle's Gross Axle Weight Rating (GAWR). As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 110, "Tire Selection and Rims", S4.2.2.2.

V. COMPONENTS

Accessory wheel with 235/55R20 102V tire



Tire Inflation Label

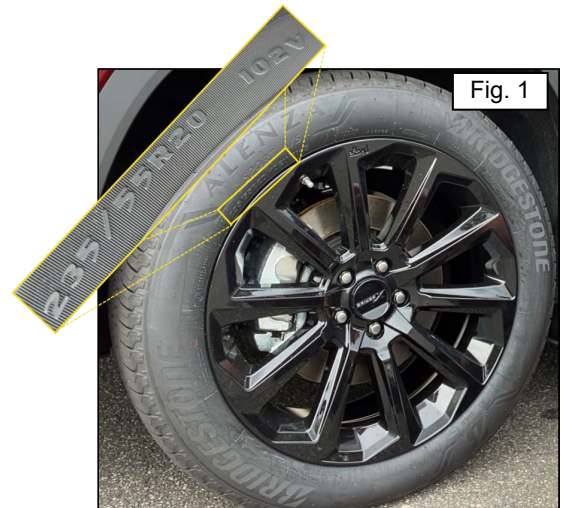


VI. WORK PROCEDURE

A. Vehicle and Tire Inspection

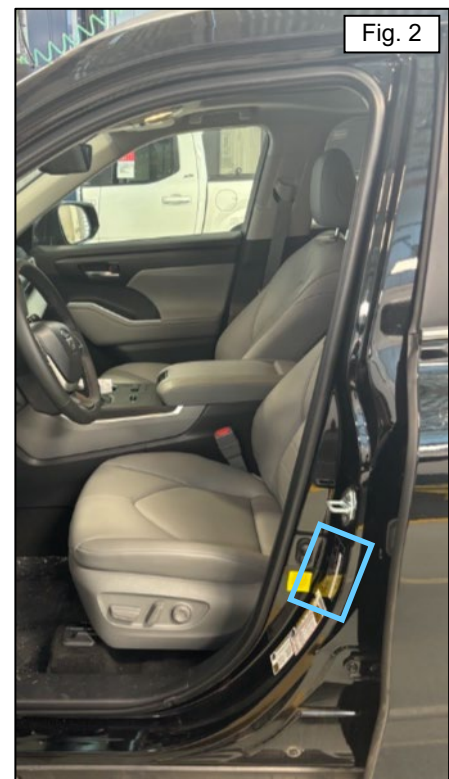
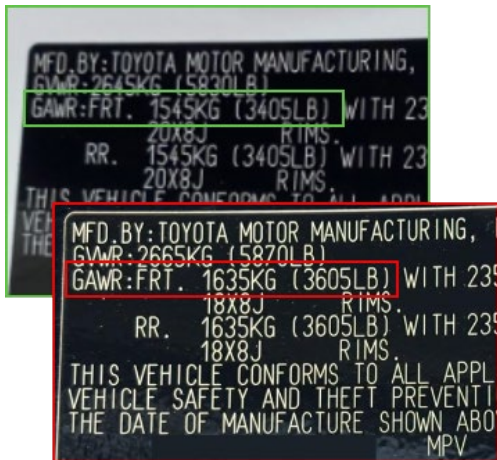
1. Verify SET accessory wheel and 235/55R20 tire installed. (Fig. 1)

- Continue to step 2 if vehicle is equipped with SET accessory wheel and 235/55R20 102V tire.
- For all other tire sizes, contact SET Accessory Warranty for confirmation of campaign eligibility.
 - ✓ If tire is 255/50R20 109V this campaign may have been previously completed.



2. Check GAWR (Gross Axle Weight Rating) as listed in the driver's side door jamb. (Fig. 2)

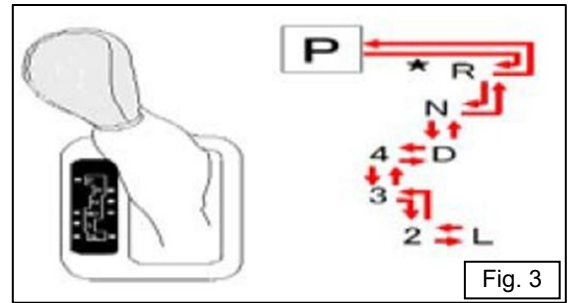
- **GAWR:FRT. 1545KG (3405LB)**
 - ✓ Inspection complete, repair not needed.
 - ✓ Submit inspection claim.
- **GAWR: FRT.1635KG (3605LB)**
 - ✓ Replace tires and inflation label.



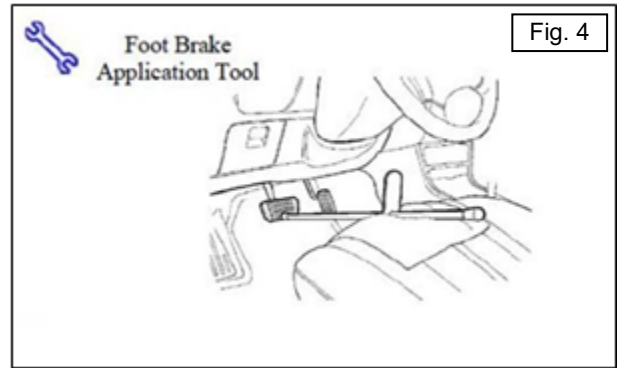
B. Tire Replacement

3. Drive vehicle onto suitable vehicle lift.

- Shift transmission in "P" (automatic). (Fig. 3)



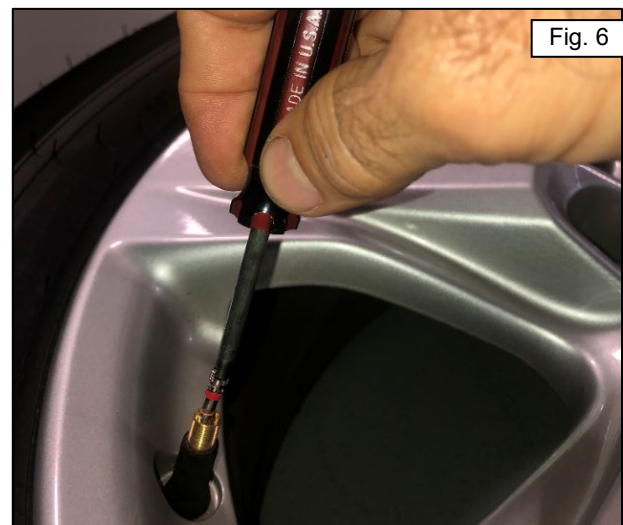
- Add seat protection (blanket) and apply foot brake using brake application tool. (Fig. 4)



- Following applicable vehicle lift instructions, raise, and support vehicle.
- Using a 21mm impact socket, remove lug nuts from wheel. Use safety glasses while using power tools.
- Remove wheel and tire assemblies from the vehicle. (Fig. 5)



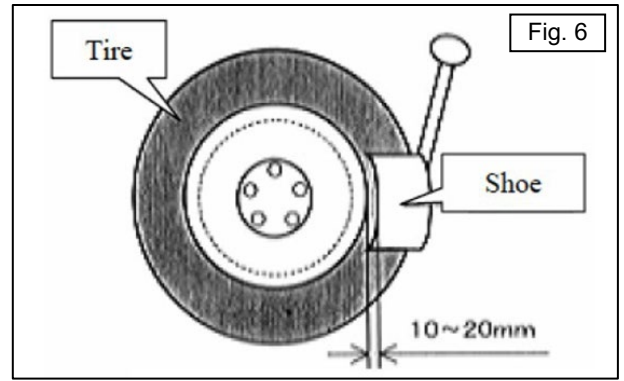
- Deflate tire by removing valve stem cap and Schrader valve core to deflate tire. Retain valve stem cap for reuse. (Fig. 6)



10. Utilize suitable tire changer to dismount tire from wheel. (Fig. 6)

NOTE: Care should be taken to prevent damage to the TPMS sensor and stem during tire removal.

- a. Separate the outer tire bead from the wheel rim.
- b. Dismount the tire from the wheel.



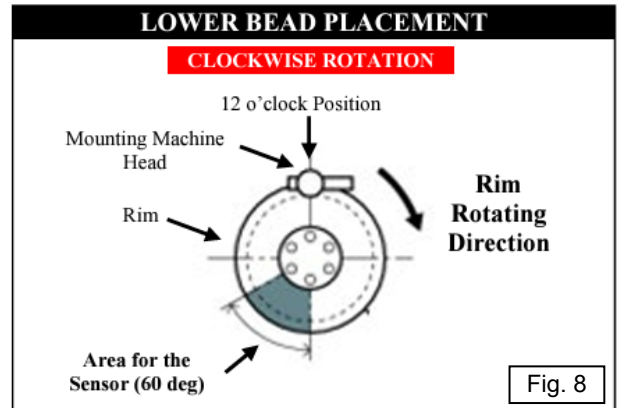
11. Prevent the reuse of removed tires by drilling a 3/8in hole in tires sidewall. (Fig. 7)



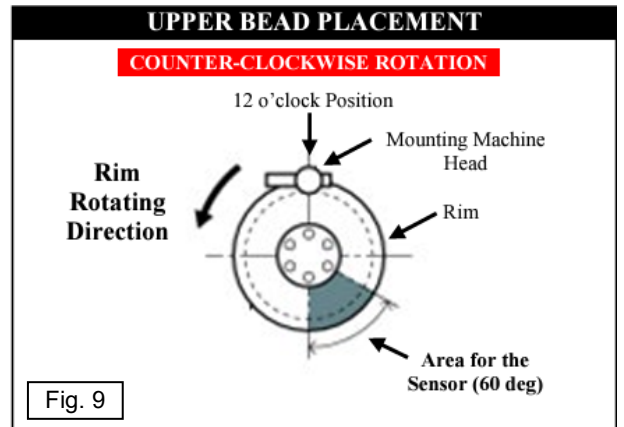
12. Mount new tires.

- a. Mount the new 255/50R20 109V tire to alloy wheel with full DOT facing outboard.
- b. Use tire lube on the tire beads and bead locations on the wheel prior to mounting the tire.
- c. Position the wheel on the mounting machine with the sensor at ~ 7 o'clock position. The mount/dismount head is considered as 12 o'clock position. (Fig. 8)

NOTE: If the sensor is positioned outside this area, it generates interference with the tire bead, causing possible damage to the sensor.



- d. Mount the lower tire bead.
- e. Re-position the wheel on the mounting machine with the sensor at ~ 5 o'clock position. (Fig. 9)
- f. Mount upper tire bead.
- g. Inflate tire to 36psi
- h. Remove tire from Changer



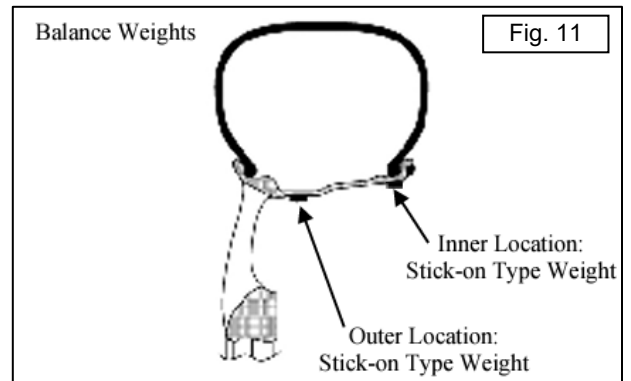
13. Wheel balancing using Hunter Road Force 9700 series balancer. (Fig. 10)

- a. Remove and clean rim of wheel weights previously installed.
- b. Mount tire and wheel assembly to balancer.
- c. Measure and Adjust Road Force to passenger car specification.



Fig. 10

- e. Apply weight to correct for imbalance. (Fig. 11)
- f. Remove assembly from balancer.
- g. Repeat steps 7-13 for each ground tire on the vehicle.

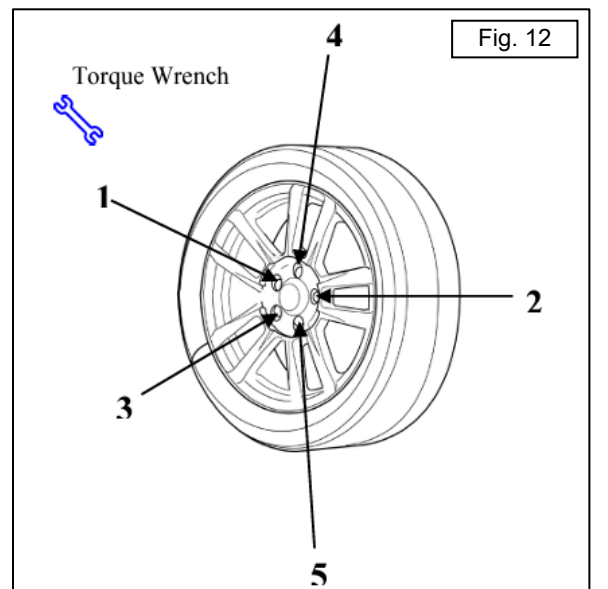


Balance Weights

Fig. 11

14. Wheel and tire installation

- a. Install wheel/tire assembly on vehicle. Hand start the lug nuts.
- b. Tighten the lug nuts in sequence 1 through 5 in a star pattern to 76 ft.lbf (103 N-m) using a torque wrench. (Fig. 12)
- c. Install the center caps on wheels.
- d. Lower the vehicle.



Torque Wrench

Fig. 12

C. Vehicle tire inflation label

15. Locate Tire Inflation information labels in Driver's door jamb (Fig. 13)

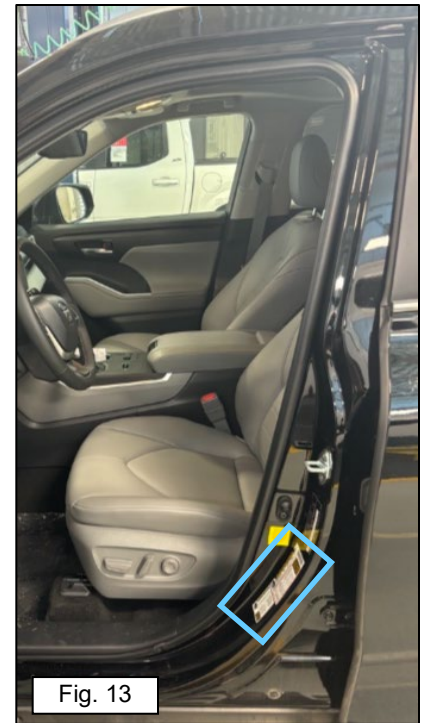


Fig. 13

- a. Remove the SET Accessory Tire inflation label (Fig. 14-A)

HINT: A plastic scraper and acetone cleaner maybe needed to remove all residue.

NOTE: Care should be taken not to scratch door jamb or damage factory inflation label.

- b. Apply new tire pressure label overlay over the factory sizes and pressure. (Fig. 14-B)

Fig. 14-A
Remove Accessory
tire label

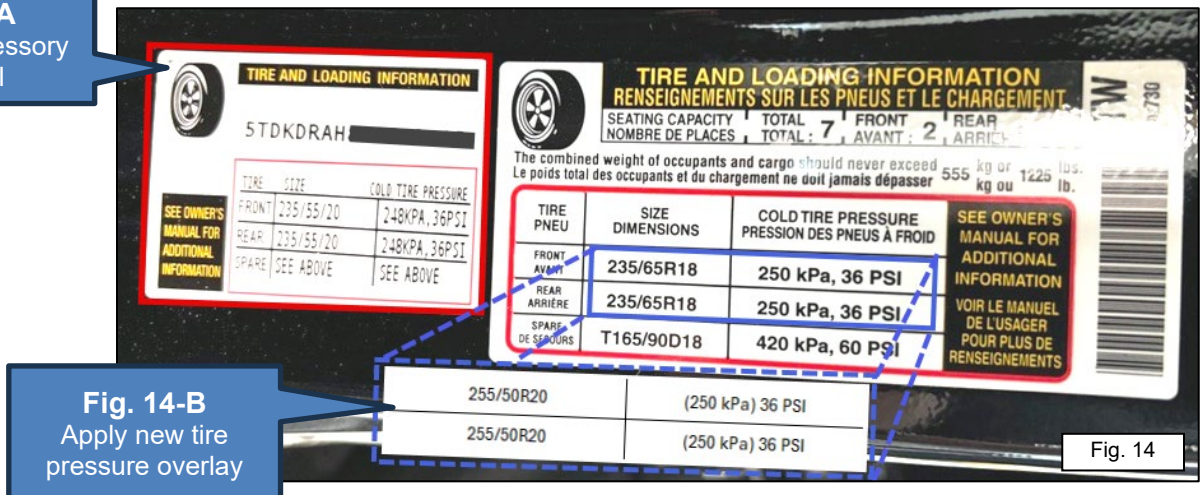


Fig. 14-B
Apply new tire
pressure overlay

Fig. 14

16. Record ALL new DOT Tire Identification Numbers (TINs) from the new tires installed onto the vehicle.(Fig. 15)

- c. Record these TINs with the Vehicle Identification Number (VIN).
- d. Provide the tire information to your tire vendor as required.



Fig. 15

VII. Accessory Warranty Claim information

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

VIII. Appendix

A. CAMPAIGN DESIGNATION DECODER

