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Southeast Toyota Distributors, LLC

# 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 and select the option six (6) for campaign support.

Thank you for your continued support.

Southeast Toyota Distributors, LLC



Southeast Toyota Distributors, LLC  
Technical Center  
9983 Pritchard Rd.  
Jacksonville, FL 32219  
(904) 378-4839

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

Subject: Limited Special Service Campaign- SET16E – **Remedy Available**  
Certain 2015 and 2016 Model Year Highlander Vehicles with SET installed On-Board Vacuum and/or 2n1 DRL Fog lights

**Covered Vehicles**

2015 and 2016 model year Highlander Vehicles with Southeast Toyota (SET) installed On-Board Vacuum and/or 2n1 DRL Fog lights covered by this Limited Special Service Campaign.

Model Name	Model Year	Accessory Install Date	SET Accessory
Highlander	2015-16	February 2015 – October 2016	SV1000 onboard vacuum and/or LD4000-LD4010 2n1 LED DRL/Fog light

**Condition**

SET offers onboard vacuum and 2n1 LED fog & DRL lights accessories as port or dealer installed options. The hood release cable grommet may have been damaged during the installation of onboard vacuum or 2n1 LED fog & DRL lights on certain 2015-16 Highlander vehicles. Should the hood release cable grommet be damaged water intrusion may occur during heavy rains.

**Remedy**

**At no cost to the customer**, Vehicles with above mentioned SET accessories should be inspected for water intrusion and/or hood release cable grommet damage. If water intrusion or hood release cable grommet damage is discovered, the hood release cable with grommet will need to be replaced and accessory harnesses are to be rerouted using revised procedures. Reference SET-TSB-16-006 on TIS for inspection and repair procedures.

This Limited Service Campaign will be available until **December 31, 2019**, and is only available at an authorized Toyota dealer.

This following information is being provided to keep you informed of your degree of involvement.

**Owner Letter Mailing Date**

SET has completed remedy preparations and will begin to notify owners January 2017. A sample of the owner notification letter has been included for your reference.

*SET 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 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 performing repairs. Dealer should perform the repair as outlined in SET-TSB-16-006 found on TIS.

**New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

To ensure customer satisfaction Toyota requests that dealers conduct this Special Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Special Service Campaign has been completed on that vehicle.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to SET. All dealership associates involved in the Recall process are required to successfully complete E-Learning course SC13A and SC15A. To ensure that all vehicles have the repair performed correctly; technicians performing this Safety Recall repair are required to currently hold at least one of the following certification levels:

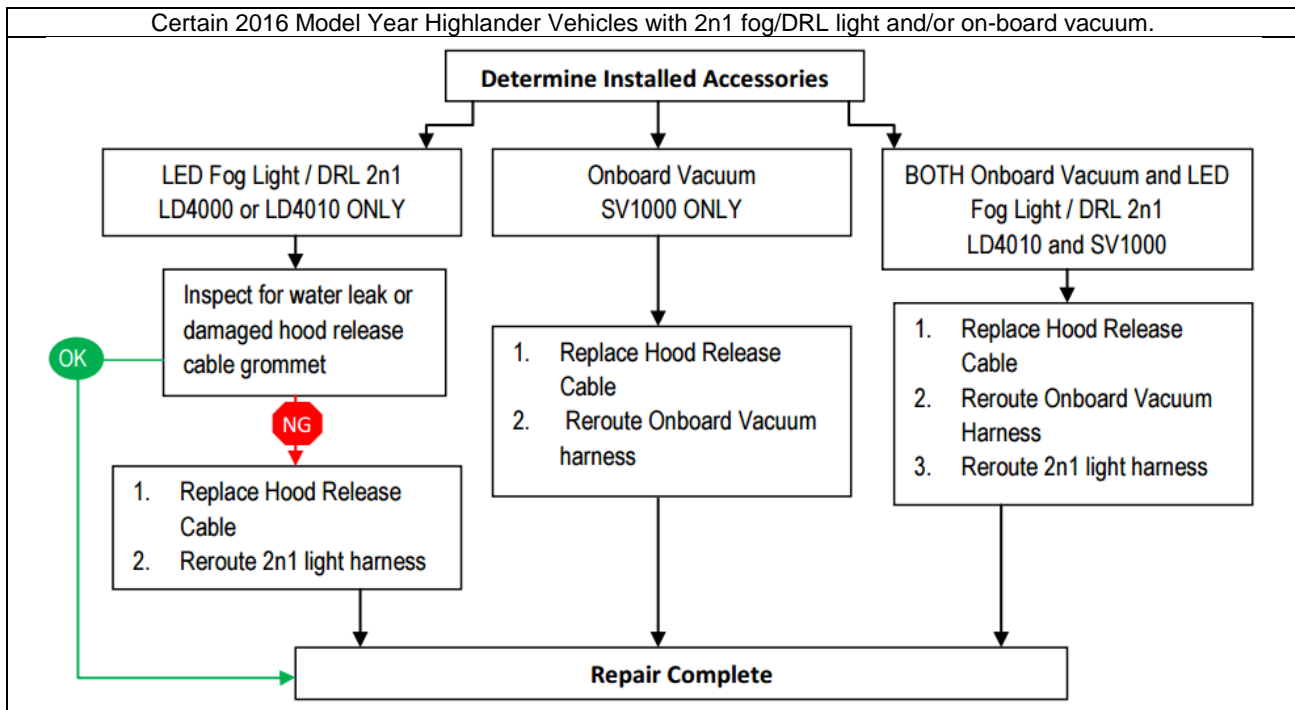
- **Toyota Certified (any classification)**
- **Toyota Expert (any classification)**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**Remedy Procedures**

Please refer to SET-TSB-16-006 on TIS for inspection and repair instructions.

Please verify eligibility by confirming through TIS and inspecting the vehicle prior to performing repairs.



**Repair Quality Confirmation**

The repair quality is extremely important to Southeast Toyota. 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.

**Parts Ordering**

Part Number	Part Name	Qty
53630-0E050	Cable Assembly, Hood Lock Control (as needed)	1

**Warranty Reimbursement Information**

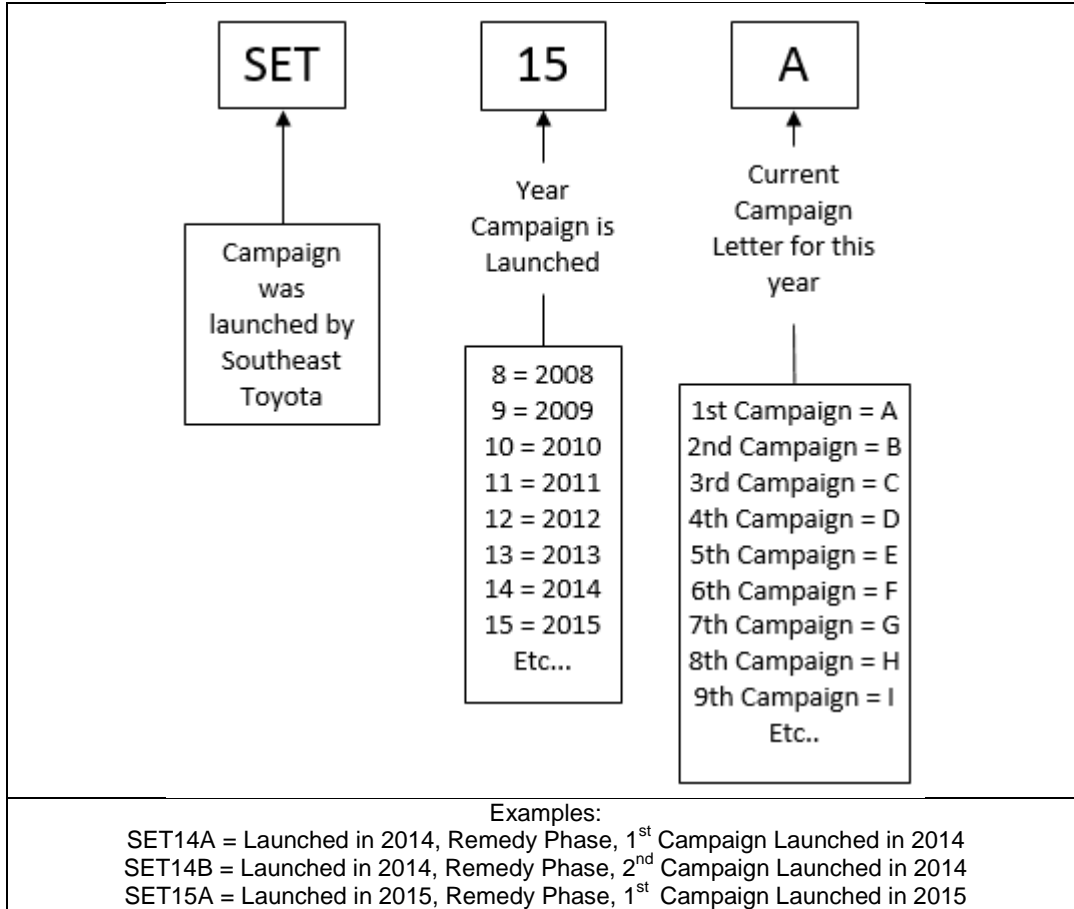
Model(s)	Op. Code	Description	Flat Rate Hour
LD4000 or LD4010	INSGRO	Inspect Grommet (only)	1.2
LD4000 or LD4010	RRHRC1	Inspect and R&R Hood Release Cable with 2n1 harness	1.4
SV1000	RRHRC2	R&R Hood Release Cable with Vacuum harness	2.4
LD4010 <b>and</b> SV1000	RRHRC3	R&R Hood Release Cable with 2n1 and Vacuum harness	2.6

<b>Failed Part</b>	00016-SPECL
<b>Replacement</b>	53630-0E050
<b>T1 / T2</b>	99 / 99
<b>Sublet</b>	N/A
<b>Condition</b>	CSP SET-16E Inspect or replace hood release cable
<b>Cause</b>	CSP SET-16E
<b>Remedy</b>	CSP SET-16E Inspect or replace hood release cable

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722 for claim payment instructions.**

**Campaign Designation Decoder**



***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 (FAQ)**

2015 and 2016 Toyota Highlander Vehicles

Water intrusion due to SET Accessory installation

Limited Special Service Campaign- SET16E- *Remedy Notice*



**Q1: What is the condition?**

A1: SET offers onboard vacuum and 2n1 LED fog & DRL lights accessories as port or dealer installed options. The hood release cable grommet may have been damaged during the installation of onboard vacuum or 2n1 LED fog & DRL lights on certain 2015-16 Highlander vehicles. Should the hood release cable grommet be damaged water intrusion may occur during heavy rains.

**Q2: What is Southeast Toyota going to do?**

A2: Vehicles should be inspected for water intrusion and/or hood release cable grommet damage. If water intrusion or hood release cable grommet damage is discovered, the hood release cable with grommet will need to be replaced and accessory harnesses are to be rerouted using revised procedures.

**Q3: Which and how many vehicles are covered by this Limited Special Service Campaign?**

A3: There are approximately **2554**, 2015 and 2016 model year Highlander Vehicles with Southeast Toyota (SET) installed On-Board Vacuum and/or 2n1 DRL Fog lights covered by this Limited Special Service Campaign.

Model Name	Model Year	Accessory Install Date	SET Accessory
Highlander	2015-16	February 2015 – October 2016	SV1000 onboard vacuum and/or LD4000-LD4010 2n1 LED DRL/Fog light

**Q4: How long will the repair take?**

A4: Repair time may vary depending on vehicle equipment and the inspection results. Average repair time is 2 hours.

**Q5: How does Southeast Toyota obtain my mailing information?**

A5: Southeast Toyota 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. Please make sure your registration or title information is correct.

**Q6: What if I have additional questions or concerns?**

A6: A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Southeast Toyota (SET) Customer Relations Center at 1-866-301-6859, press1 for Southeast Toyota and SET will return the call within 24 hours between 8:30 am and 5 pm eastern standard time.

# LIMITED SPECIAL SERVICE CAMPAIGN SET16E

Date \_\_\_\_\_

Name

Address

City, State, Zip

This notice applies to your vehicle, VIN <ADD IN BOLD>

Dear Toyota Owner:

Southeast Toyota Distributors, LLC (SET) is committed to providing vehicles and accessories of exceptional quality and value. SET is announcing a Limited Special Service Campaign to continue supporting our products and customers, which involves your vehicle.

This notice is being sent to you as our records, based on state registration, indicate that you are the current owner.

## **What is the condition?**

SET offers onboard vacuum and 2 in 1 LED fog & DRL light accessories as port or dealer installed options. The hood release cable grommet may have been damaged during the installation of these accessories on certain 2015-2016 Toyota Highlander vehicles. Should the hood release cable grommet be damaged, water intrusion could occur during heavy rain.

## **What will Southeast Toyota Distributors, LLC do?**

All known owners are being notified by first class mail to return their vehicles to a Toyota dealer. The Toyota dealer will, **at no cost to you**, inspect for water intrusion and/or hood release cable grommet damage. If a condition exists, the hood release cable with grommet will need to be replaced and the accessory harness(es) are to be rerouted using revised procedures.

This Limited Service Campaign will be available until December 31, 2019, and is only available at an authorized Toyota dealer.

## **What should you do?**

**Contact your local Toyota dealer to schedule an appointment to have this important remedy performed on your vehicle as soon as possible.**

**Repair time may vary depending on vehicle equipment and inspection results. Approximate time is 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.**

**If you require further assistance, you may contact the Accessory Warranty Department at 1-888-851-2722, press 5, then 4, Monday through Friday, 8:30am to 5:00pm, Eastern Standard Time.**

**Your local Toyota dealer can answer any of your questions. If you need further assistance, you may contact Southeast Toyota Distributor's Customer Assistance Center at 1-800-301-6859, press 1 for Southeast Toyota Monday through Friday, 8:30 am to 5:00 pm, Eastern Standard Time.**

- If you no longer own the vehicle, please call Southeast Toyota Distributors, LLC at 1-800-301-6859, **press 1 for Southeast Toyota.**
- If you are a vehicle Lessor, forward a copy of this notice to the Lessee within ten days.

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

Thank you for driving a Toyota.

Sincerely,

Southeast Toyota Distributors, LLC.