



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 SET Dealer Owners and General Managers

From: Craig Pollock,
Group Vice President, Asst GM Southeast Toyota Distributors, LLC.

Subject: **Safety Recall SET-14B (Stop Sale)**
Certain 2014 - 2015 Model Year 4Runner, FJ Cruiser, Land Cruiser, Rav4, Scion FR-S, Scion XB,
Tacoma Vehicles
Torque Confirmation for Various Accessories Installed by SET

Southeast Toyota Distributors, LLC will file a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of its intent to conduct a voluntary Safety Recall on certain 2014 – 2015 Model Year Toyota vehicles worked on by two installers at SET’s facilities.

Condition

During a routine audit, SET found that two installers, working as a team, at its facility did not follow instructions during the installation of TMS/SET accessories. The two installers did not use a supplied torque wrench to tighten the attachment fasteners to a specified torque. If the fastener(s) are not properly tightened to the specified torque, the fastener(s) could come loose, possibly allowing the accessory to fall off the vehicle, which could result in a crash or injury.

Remedy

Toyota dealers must perform an inspection of accessories installed by SET and tighten the affected fasteners with a torque wrench to the specified torque pursuant to the remedy instructions at NO CHARGE to the vehicle owner. For additional information on repair procedures, please refer to technical instructions on TIS.

New Vehicles in Dealership Inventory



As required by Federal law (49 Code of Federal Regulations S577.13), dealerships are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. SET will provide a list of VIN’s that our records show to be in your dealership’s inventory, to ensure they are not delivered prior to remedy. Additional information will be provided as it becomes available. Vehicle Safety Recall completion can be verified through TIS.

SET tries very hard to identify all vehicles that could be in dealership inventory to ensure correction prior to delivery. Please note the provided VIN list contains vehicles known to be in dealer inventory as well as previously shipped vehicles that could arrive in dealer inventory that have not yet been corrected. Due to various systems required to track vehicle location and the constant movement of vehicles, the list provided could include VINs that are no longer in your inventory.

Pre-Owned Vehicles in Dealer Inventory

Dealers cannot deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

Number and Identification of Covered Vehicles

There are approximately 3,924 vehicles covered by this Safety Recall. Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received the notification, please verify coverage by confirming through TIS. Dealers must perform the procedure as outlined in the Technical Instructions located on TIS.

Media Contacts

In the event you are contacted by the News media, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Christie Caliendo, SET Corporate Communications at 954-363-6285 (Please do not provide this number to customers.)

Owner Notification

Dealer and Owner notification letters will be provided to NHTSA as they are issued. SET anticipates beginning dealer and customer notification in January, 2015.

NOTE:

- Owners do not require the owner notification letter for the remedy to be performed. If your dealership is contacted by an owner who has not yet received a notification or did not bring it, **please verify eligibility and completion status by confirming through TIS prior to performing the remedy.**
- Dealers should perform the remedy as outlined in the Technical Instructions found on TIS.

Parts Ordering

TBD

Reimbursement Procedures

A vendor warranty claim should be submitted as follows:

Operation Code	TORQUE
Failed Part	TBD
Replacement	TBD
Labor Time	0.2
Combination Codes	Each Additional Combo Code is: 0.3 (See Table A)
T1	99
T2	99
Condition	Perform SET Torque Recall
Cause	SET-14B
Remedy	Remedy Accessories to Torque Specifications

Table A:

Combo A	Step Board/Tube
Combo B	Exhaust Tip
Combo C	Crossbar
Combo D	Tow Hitch
Combo E	Skid Plate
Combo F	Dual Exhaust
Combo G	Bull Bar
Combo H	Muffler
Combo I	Rock Rail
Combo J	Sport/TRD Exhaust
Combo K	Running Board
Combo L	Receiver Hitch
Combo M	Bed Extender or Tri-fold Tonneau Cover w/LED

ACCESSORY TORQUE RECALL - QUESTIONS & ANSWERS

Certain Model Year 2014 through 2015 Toyota vehicles worked on by two installers at SET's facilities.

Background: On **December 19, 2014** Southeast Toyota Distributors, LLC. ("SET") filed a Defect Information Report with the National Highway Traffic Safety Administration (NHTSA) informing the agency of its intent to conduct a voluntary Safety Recall on certain model year Toyota vehicles worked on by two installers at SET's facilities. There are **approximately 3,924 vehicles** covered by this recall.

Affected Vehicles: Certain Model Year 2014 - 2015 Toyota vehicles worked on by two installers at SET's facilities. Models include: Rav4, Highlander, 4-Runner, FJ Cruiser, Sequoia, Tacoma and Tundra.

1. What is the condition?

During a routine audit on **December 10, 2014** SET found that two installers, working as a team, at its facility did not follow instructions during the installation of running boards. The two installers did not use a supplied torque wrench to tighten the attachment fasteners to a specified torque. If the fasteners are not properly tightened to the specified torque, the fastener could come loose, possibly allowing the accessory to fall off the vehicle, which could cause a crash or injury.

2. Why are only certain vehicles covered by this Safety Recall?

SET undertook an investigation to determine the scope of the issue and the potential consequence. The investigation found that the issue was limited to the two installers over the past twelve months. The two installers installed running boards and other accessories on **approximately 3,924 vehicles** during that time period.

3. How many vehicles are involved?

SET estimates that **approximately 3,924 vehicles** are affected by this recall.

4. Are there any other Toyota vehicles affected?

No, there are no other Toyota vehicles affected.

6. What is SET going to do?

The corrective action will consist of inspecting and tightening the affected bolts with a torque wrench pursuant to instructions specified by SET.

7. Is there any cost?

These actions will be performed at **no charge**.

8. How long will the process take?

The corrective action will take approximately **one hour or less**. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

9. Is my vehicle covered by this Safety Recall?

Owners of the affected vehicles will receive a Safety Recall letter from Southeast Toyota Distributors, LLC informing them of this safety recall campaign. In the meantime, owners may contact any Toyota dealer to verify if their vehicle is covered by this campaign.

10. What if an owner has additional questions or concerns?

Owners with questions or additional concerns are asked to contact the Southeast Toyota Distributors, LLC. **Customer Assistance Center toll free at 1-866-405-4226** Monday through Friday, 8:30 am to 5:00 pm Eastern Standard Time.