

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: 9999999999999999

October 28, 2019

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Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC ("SET") has decided that a defect which relates to motor vehicle safety exists in **certain 2018 – 2019 Toyota 4Runner vehicles equipped with TRD accessories installed by SET.**

What is the condition?

During an audit SET found that some accessory steering and suspension component fasteners may not have been tightened to a specified torque. If the fasteners are not properly tightened to the specified torque, the fastener could come loose, possibly causing loss of control of the vehicle or the accessory could detach from the vehicle, which could cause a crash or injury.

What is Southeast Toyota Distributors, LLC going to do?

All known owners of the affected vehicles will be notified by US mail to return their vehicles to a Toyota dealer. The Toyota dealer will, inspect and tighten the affected fasteners with a torque wrench pursuant to instructions specified by SET, at no cost to you. The corrective action will take approximately two 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.

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 1-800-301-6859, Monday through Friday, 8:30am to 5:00pm, 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 1-800-301-6859.

Your local Toyota dealer can answer any questions. If you need further assistance, you may contact the SET Customer Assistance Center toll free at 1-800-301-6859, Monday through Friday, 8:30 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 the defect 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.safercar.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 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