



Gulf States Toyota, Inc.  
1375 Enclave Parkway  
Houston, TX 77077

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

Subject: **Non-Compliance Recall 16R2**  
Certain 2015 and 2016 Toyota 4Runner Vehicles Equipped with Inaccurate Load Carrying Capacity Modification Label.

**On April 19, 2016, Gulf States Toyota, Inc. (GST) filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Non-Compliance Campaign. As a result, new vehicles in dealer inventory must not be delivered until corrected.**

### **Condition**

This Non-Compliance Campaign covers certain 2015 and 2016 Toyota 4Runner vehicles that were accessorized by GST at its Vehicle Processing Center prior to delivery to Toyota dealers within GST's region of Texas, Oklahoma, Arkansas, Louisiana, and Mississippi equipped with a load carrying capacity modification label that was not accurate.

This campaign is being initiated to provide corrected load carrying capacity modification labels in order to comply with Federal Motor Vehicle Safety Standard 110 that requires load carrying weight values reflect the total weight added between final vehicle certification and first retail sale be accurate within one percent of the actual added weight.

### **Remedy**

GST intends to notify customers by mail of the non-compliance and to provide them with detailed instructions and an accurate label to be installed over the inaccurate label in their vehicle near FMVSS 110 tire information placard. GST will also offer the installation of such label at any Toyota dealer at no charge to the customer.

**The following vital information is provided to inform you and your staff of the owner notification phase of this campaign and your degree of involvement.**

#### **1. Owner Notification Mailing Date:**

The owner notification for affected vehicles will begin in June, 2016.

*GST 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 a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

## 2. New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

## 3. Pre-Owned Vehicles in Dealer Inventory

GST requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Non-Compliance or Safety Recall unless the non-compliance has been remedied.

## 4. Dealer Summary Reports

Please verify eligibility by confirming through TIS or inspecting the vehicles prior to performing repair.

## 5. Number and Identification of Involved Vehicles

This Non-Compliance Recall involves approximately 844 vehicles. A list containing all affected VINs will be loaded into Toyota TIS and campaign status by VIN will be visible beginning Thursday, April 21, 2016.

**GST is informing all dealerships to ALWAYS check VIN applicability in TIS to determine eligibility and remedy status of any applicable recalls and campaigns.**

## 6. Parts Ordering

For dealer in-stock units, VIN specific corrected load capacity modification labels will be forward deployed to each dealer for an expected delivery of Thursday, April 21, 2016.

Corrected load capacity modification labels will also be sent to customers with notification letters.

Should you be contacted by a customer who may have misplaced the label received with their notification label, please refer to the 16R2Flowchart attached to this communication for instructions to obtain a replacement label.

**7. Technician Training Requirements**

The repair quality of covered vehicles is extremely important. 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 Technician**
- **Master Diagnostic Technician**

**8. Remedy Procedures**

Please refer to TIS for Technical Instructions on applying the corrected load carrying capacity modification label.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

**9. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to GST. 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.

**10. Warranty Reimbursement Procedures**

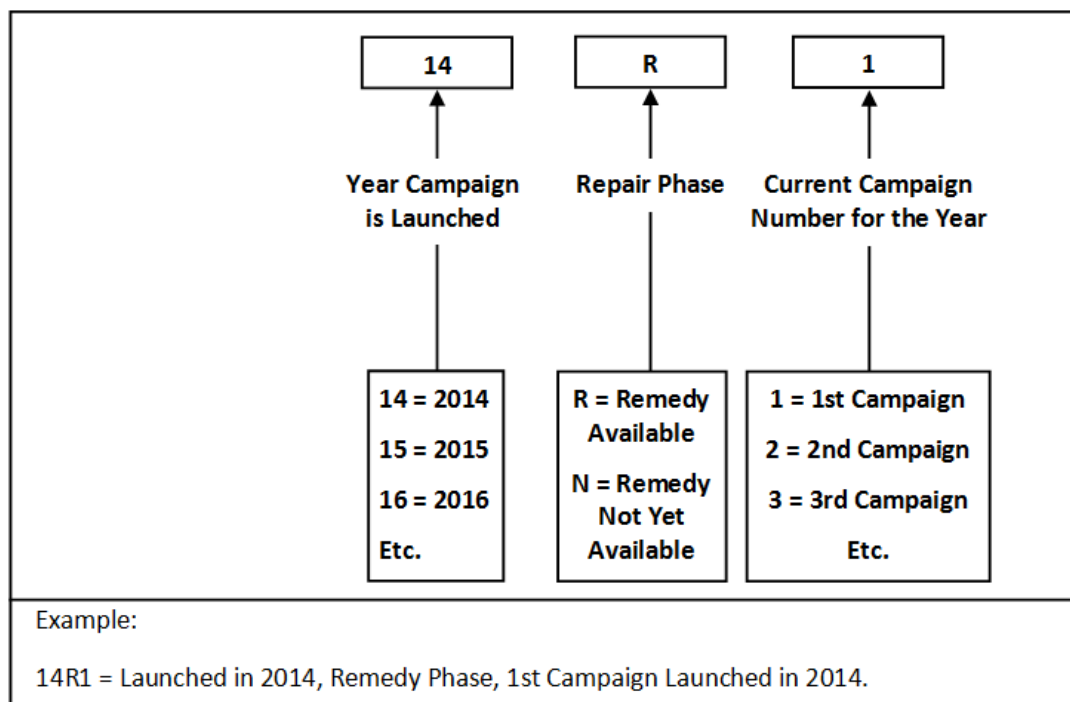
A GST Port LIO warranty claim should be submitted, and must include the information contained in the following chart:

	<b>LIO Installed Product</b>
<b>Failed Part Number</b>	N/A
<b>Operation Code</b>	16R2W1
<b>Replacement Part</b>	N/A
<b>Trouble Code</b>	99
<b>Condition</b>	Correct Load Carrying Capacity Modification Label
<b>Cause</b>	Non-Compliance
<b>Remedy</b>	Apply Corrected Label
<b>Labor Time</b>	0.1 hrs.

GST is asking all dealers to submit the warranty claim immediately after the remedy has been performed so that progression of campaign completion can be monitored closely.

Dealers not located in Texas, Louisiana, Oklahoma, Arkansas or Mississippi, will receive by e-mail detailed reimbursement instructions after calling 1-800-444-1074 to report the repair.

## 11. Campaign Designation Decoder



## 12. Technical Questions

If you are a dealership associate and have questions, please contact the GST Customer Assistance Center at 1-800-444-1074.

## 13. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the GST Customer Assistance Center at 1-800-444-1074.

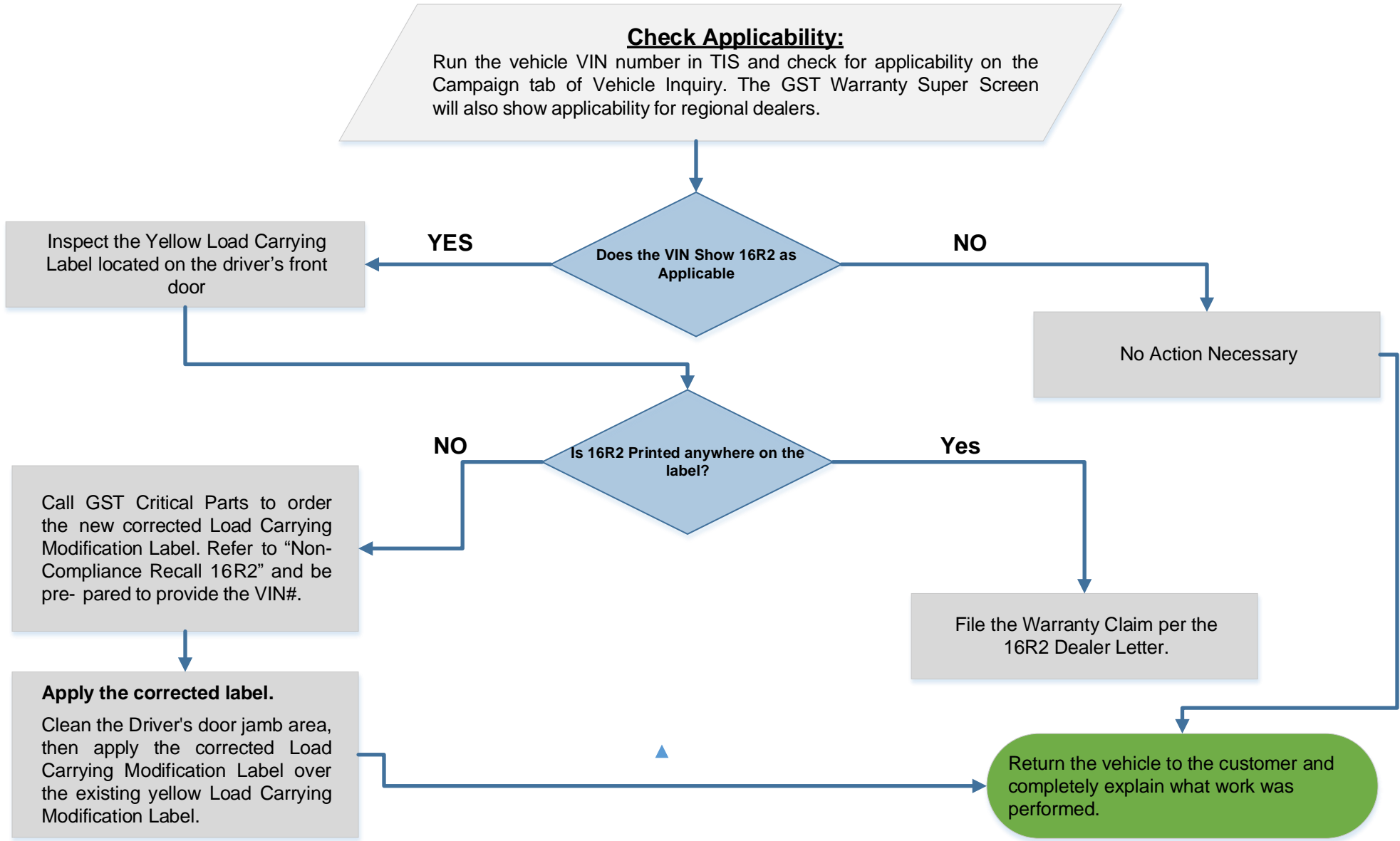
Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for Customer Viewing

**Please review the entire contents of this 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,

GULF STATES TOYOTA, INC.

# Load Carrying Modification Label Non-Compliance Recall 16R2 2015 & 2016 Toyota 4Runner



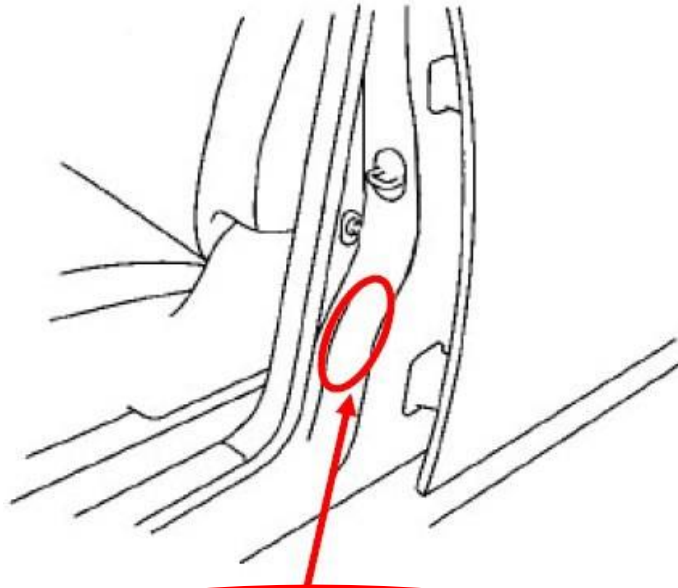
**Warranty Info: Non-Compliance Recall 16R2**

OP Code: 16R2W1  
 Labor Time: 0.1 Hrs.

**Parts Required:**

Label P/N 00012-99010-02                      Qty 1

**Gulf States Toyota, Inc.**  
**GST Non-Compliance Recall 16R2**  
**2015 & 2016 4Runner Load Carrying Capacity**  
**Modification Label**



**CAUTION: LOAD CARRYING CAPACITY REDUCED**  
**Modifications to this vehicle have reduced the original load**  
**carrying capacity by 0000 kg or 0000 lbs.**

**Installation.**

1. Locate the “**Load Carrying Capacity Modification Label**” currently installed on the vehicle.
2. Clean the existing Load Carrying Capacity Modification Label and the surrounding areas using a clean, dry cloth to remove any dust or dirt.
3. Affix the new Load Carrying Capacity Modification Label on top of the existing label installed on the vehicle.



Gulf States Toyota, Inc.  
1375 Enclave Parkway  
Houston, Texas 77077  
Phone: (713) 580-3300

## Customer Frequently Asked Questions

We at GST care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall.

**Q1: *What is the condition?***

A1: This Non-Compliance Campaign covers certain 2015 & 2016 model year 4Runner vehicles that were accessorized by GST at its Vehicle Processing Center prior to delivery to Toyota dealers within GST's region of Texas, Oklahoma, Arkansas, Louisiana, and Mississippi equipped with a load capacity carrying modification label that was not accurate.

This campaign is being initiated to provide corrected load carrying modification labels in order to be in compliance with Federal Motor Vehicle Safety Standard 110.

**Q1a: *What does Federal Motor Vehicle Safety Standard No. 110 specify?***

A1a: FMVSS No. 110 requires that load carrying weight values reflect the total weight added between final vehicle certification and first retail sale be accurate within one percent of the actual added weight.

**Q2: *Why are only certain 2015 & 2016 model year 4Runner vehicles covered by this Non-Compliance Campaign?***

A2: It was determined that a package that contained accessories which were not properly calculated. GST did not properly account for the added weight of the accessories. Therefore, the reduced carrying capacity represented to the consumer on the load carrying capacity modification label applied to the affected vehicles at GST's Vehicle Processing Center prior to first sale resulted in an understatement of added weight and therefore was inaccurate.

**Q3: *Which and how many vehicles are involved?***

A3: There are approximately 844 vehicles covered by this Recall.



**Q4: Are there any other Toyota vehicles covered?**

A4: No, there are no other Toyota vehicles covered.

**Q5: What is GST going to do?**

A5: GST intends to notify the customers by mail of the noncompliance and to provide them with detailed instructions and an accurate label to be installed over the inaccurate label in their vehicle near the FMVSS 110 tire information placard. GST will also offer the installation of such label at any Toyota dealer at no charge to the customer.

**Q6: How long will the repair take?**

A6: For affected 4Runner vehicles, the repair will take approximately six minutes.

**Q7: Is my vehicle covered by this Recall?**

A7: Shortly, owners of the affected vehicles will receive a notification letter if it is covered by this non-compliance campaign. In the meantime, owners may contact any Toyota dealer to verify if their vehicle is covered by this non-compliance.

**Q8: What if an owner has additional questions or concerns?**

A8: Owners with questions or additional concerns are asked to please contact the GST Customer Assistance Center toll free at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm and Friday 8:30 am to 4:00 pm Central Standard Time



Gulf States Toyota, Inc.  
P.O. Box 442168  
Houston, Texas 77244-2168

**Certain 2015 & 2016 Model Year 4Runner  
Equipped with a Specific Combination of Accessories**

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [VIN]

MR. SAMPLE A. SAMPLE  
12345 SAMPLE STREET  
ANYPLACE, USA 77551-1212

Dear Toyota Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Gulf States Toyota, Inc. (GST) has decided that certain model Year 2015 & 2016 Toyota 4Runner vehicles equipped with a specific combination of accessories installed by GST fail to conform to Federal Motor Vehicle Safety Standard No. 110 as it relates to Load Carrying Capacity Modification Label.

You received this notice because our records indicated that you are the current owner of a 2015 or 2016 Toyota 4Runner that is equipped with an incorrect Load Carrying Capacity Modification Label.

**What is the Condition?**

The Load Carrying Capacity Label is a yellow label (see diagram below) located on the driver's side center pillar. The label provides the weight of accessories added to your vehicle which were not already taken into account in the vehicle occupant and cargo carrying capacity located on the Tire and Loading Information Label.

The affected vehicles contain an incorrect Load Carrying Capacity Modification Label that understates the weight of the accessories installed on the vehicles at GST's Vehicle Processing Center. In the worst case, a driver may overload a vehicle which may increase the risk of crash.

**What will GST do?**

GST is initiating a safety recall to install a corrected Load Carrying Capacity Modification Label. GST will provide the corrected Label at no cost to you.

**What should you do?**

Enclosed you will find a new Load Carrying Capacity Modification Label for your specific vehicle. Please assist us by affixing the enclosed Label to your vehicle. Installation instructions are provided below.

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 lessee within ten days.

### **What if you have other questions?**

If you have any questions, or if you need assistance installing the corrected Label, please contact your local Toyota Dealer to schedule an appointment if you are in Texas, Louisiana, Oklahoma, Arkansas or Mississippi. If you are outside these five states, or if you require further assistance, please contact the GST Customer Assistance Center at 1-800-444-1074.

If you believe the dealer or GST has failed or is unable to remedy the defect within a reasonable amount of time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely regret any inconvenience this safety recall may cause you.

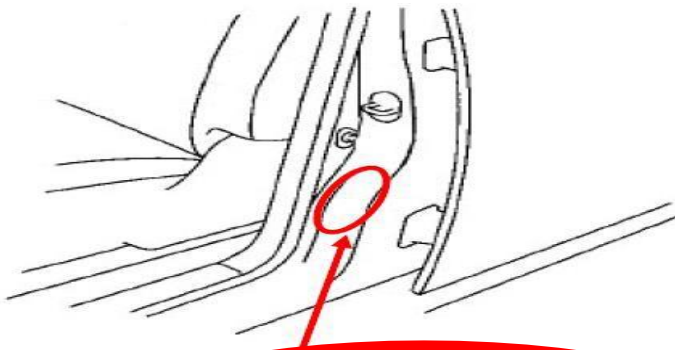
Thank you for driving a Toyota.

Sincerely,

Gulf States Toyota, Inc.

16R2

### **Load Carrying Capacity Modification Label Installation Instructions**



**CAUTION: LOAD CARRYING CAPACITY REDUCED**  
Modifications to this vehicle have reduced the original load carrying capacity by XXX kg or XXX lbs.

#### **Installation:**

1. Locate the “**Load Carrying Capacity Modification Label**” currently installed on your vehicle.
2. Clean the existing Load Carrying Capacity Modification Label and the surrounding areas using a clean, dry cloth to remove any dust or dirt.
3. Affix the new Load Carrying Capacity Modification Label on top of the existing label installed on your vehicle.