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Senior Vice President - Planning, Distribution & Strategy

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

March 22, 2012

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

RE: Defect Information Report

Dear Ms. Lewis,

Attached please find a Defect Information Report, submitted pursuant to 49 CFR Part 573, relating to a non-Toyota Remote Engine Starter manufactured by Audiovox Electronics Corporation and installed on certain model year 2012 vehicles by Gulf States Toyota, Inc.

Sincerely,

Jeff Parent
Senior Vice President - Planning, Distribution & Strategy

DEFECT INFORMATION REPORT

Gulf States Toyota, Inc. ("GST") submits the following Defect Information Report pursuant to 49 CFR Part 573.6:

1. Vehicle Distributor Name:

Gulf States Toyota, Inc.
1375 Enclave Parkway
Houston, Texas 77077
(800) 444-1074

2. Identification of Affected Vehicles:

Based on production and sales records, GST has determined the affected vehicle population as set forth in the table below.

2012 Model Year 4Runner Vehicles

2012 Model Year Sienna Vehicles

3. Total Number of Vehicles Potentially Affected:

GST estimates that 363 vehicles on which non-Toyota Remote Engine Starter modules manufactured by Audiovox Electronics Corporation, 180 Marcus Boulevard, Hauppauge, NY 11788, (631) 231-7750, ("Audiovox") were installed by GST at its Vehicle Processing Center prior to first retail sale are included in this population. Of these vehicles, approximately 204 have been retailed to customers.

4. Percentage of Vehicles Estimated to Actually Experience Defect:

Audiovox has informed GST that it estimates that approximately 1% of the vehicles listed may experience Remote Engine Starter module failure.

5. Description of Defect:

In the event of a malfunction occurring in the non-Toyota Remote Engine Starter module manufactured by Audiovox which is linked to the vehicle's CAN (Controller Area Network), the vehicle's CAN may not communicate normally. This condition can result in the illumination of multiple dashboard warning lights, and potentially affecting the operation of the features indicated by such dashboard lights. The affected features may include the speedometer, tachometer, odometer, keyless entry, temperature display, fuel efficiency gauge, compass, and the lights associated with antilock brakes, vehicle stability control, airbags, and power steering. The malfunction of the module appears to be a rare occurrence and it has only been reported to occur upon initial ignition and has not been reported to occur while driving. As such, the vehicle operator is made aware of the condition prior to operating the vehicle.

6. Chronology of Principal Events:

The defect was discovered on March 6, 2012, a GST associate started one of the affected 2012 model year 4Runner vehicles and reported that the dashboard displayed multiple warning lights and the speedometer and odometer were not functioning properly. On March 7, 2012, a GST technical service team inspected the vehicle and quarantined it until an Audiovox technician could further examine it. On March 12, 2012, an Audiovox technician inspected the vehicle. On March 13, 2012, Audiovox reported that it was conducting software testing to determine whether the Remote Engine Starter module was functioning as intended with the vehicle's electrical system. Audiovox has since confirmed that the condition is related to a defect in the Remote Engine Starter module. Audiovox has informed GST that this same issue could occur in the Remote Engine Starter module that was installed by GST in certain 2012 model year Sienna vehicles,

although there have been no reports of any such condition involving the Audiovox Remote Engine Starter module in Sienna vehicles.

7. Description of Corrective Repair Action:

GST will inspect and remove the non-Toyota Remote Engine Starter system manufactured by Audiovox and either provide a full refund of the Audiovox Remote Engine Starter to the customer, or at customer's election, GST will install a factory sourced Remote Engine Starter system at no charge to the customer.

8. Recall Schedule:

Dealer notification of affected vehicles will be provided as they are issued. GST anticipates beginning customer notification in early April 2012.

9. Communications with Customers and Dealers

A draft customer notification is provided for the agency's review. Dealer communications are also provided.

10. The Recall Number Will be Provided When Assigned

All affected vehicles are under warranty and therefore no reimbursement campaign is needed.