

TOYOTA CUSTOMER SERVICES

INTEROFFICE MEMORANDUM

To: Region/Private Distributor General Managers & Vice Presidents

April 18, 2008

From: Dave Zellers *Dave*
Vice President, Product Quality & Service Support

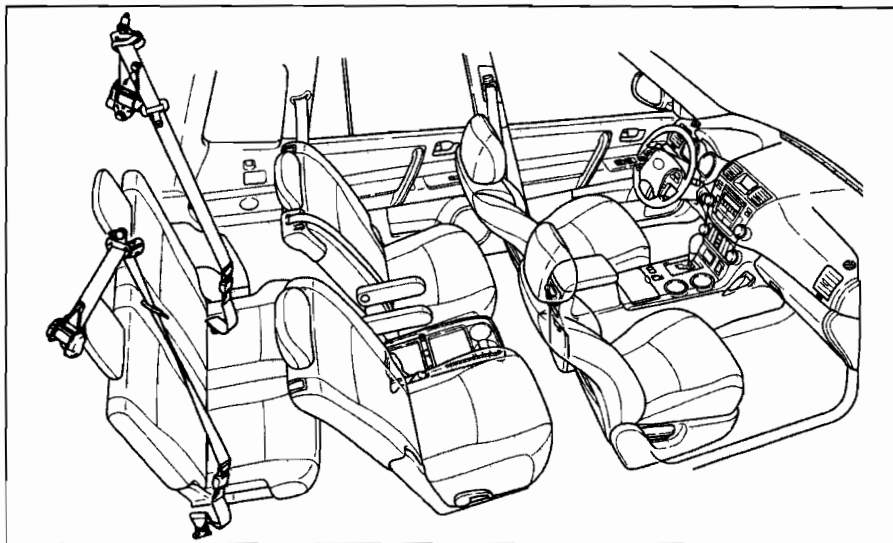
TMS-NTC-08091

Subject: Vehicle Non-Compliance Pre-Delivery Activity (SSC 80B)
2008 Model Year Highlander and Highlander HV Equipped with Third Row Seat

On April 18, 2008, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the third row seat belt assemblies installed in certain 2008 model year Highlander and Highlander HV vehicles. Only the third row seat belt assemblies are affected. Vehicles without a third row seat and other seating positions are not involved.

BACKGROUND

- Toyota has recently discovered that the seat belts in the third row of seats in 2008 model year Highlander and Highlander Hybrid vehicles will not firmly secure certain child restraint systems (CRSs) that have a short belt routing path. The seat belt assemblies at those seating positions are equipped with an Automatic Locking Retractor (ALR) that does not lock when such CRSs are installed, and thus they do not meet the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS). CRSs with short belt paths that are installed in these seats using the vehicle's seat belts will not be tightly secured, and as a consequence, they might shift during normal driving maneuvers. Notwithstanding the non-compliance, the seat belts will adequately protect children and other occupants in a crash, since the Emergency Locking Retractor (ELR) performs properly.



- Certain 2008 model year Highlander and Highlander HV vehicles equipped with a third row seat built between late May, 2007 through early March, 2008 are involved.
- **Only the third row seat belt assemblies are affected. Vehicles without a third row seat and other seating positions are not involved.**

Pre-Delivery Activity

- As required by Federal Regulations, a small number of involved vehicles which remain at ports are currently being held and corrected prior to dealership delivery.
- Federal Regulations also require that manufacturers identify vehicles and communicate to dealerships, instructions to stop and correct involved 2008 model year Highlander and Highlander HV vehicles which remain in new dealer inventory. A Pre-Delivery Activity to replace the third row seat belt assemblies in these units will be launched shortly.
- TMS is currently determining which vehicles may be in dealership inventory. This information will be provided in the official Pre-Delivery Activity Notification which will be mailed out in late April, 2008. The official Pre-Delivery Activity Notification will include parts (kit) ordering information, technical instructions, reimbursement procedures and the VIN list of which specific vehicles we have identified remain in dealership inventory and require parts replacement.
- ***Vehicles already sold and delivered to customers are not affected by this Pre-Delivery Activity.*** A separate SSC (Non-Compliance Recall) will be launched at a later date for vehicles already delivered to consumers.
- The attached Dealer Daily message will be sent to all dealers informing them of the issue.

If your staff should receive any contacts from owners experiencing issues with the third row seat belt assemblies, please direct the owner to their local Toyota dealer for diagnosis and/or replacement. A Q&A has been attached for your reference.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

K. Aoki	D. Danzer	K. Higgins	A. Mito	A. Smith
K. Arase	F. Davidson	M. Hosoe	M. Morrison	R. Specht
J. Beseda	A. DeCarr	D. Illingworth	T. Morrison	J. Stempkowski
G. Borst	T. Doi	R. Ito	T. Nakagami	S. Sugawara
R. Broughman	B. Ertmann	M. King	K. Ohara	E. Taira
G. Bryan	D. Esmond	J. Lang	D. Pettitt	M. Templin
W. Burns	M. Evans	J. Lentz	M. Pearlman	J. Tetherow
D. Camden	W. Fay	E. Matsuda	R. Pflughaupt	A. Vaish
B. Carter	N. Fein	T. Matsuno	C. Reynolds	R. Waltz
G. Christoff	F. Fontanella	T. Medeiros	M. Rocco	S. Yamaguchi
J. Colon	Y. Funo	M. Michels	R. Sakai	M. Yamanami
B. Cooper	S. Haag	I. Miller	D. Sakakibara	H. Yoshihashi
R. Daly	J. Hanson	T. Minyon	M. Setta	



Special Service Campaign (Non-Compliance Recall)
Certain 2008 Model Year Highlander and Highlander HV Equipped with a Third Row Seat
Lock-ability of Seat Belts When Used to Install Child Restraints

Q1: What is the cause and condition?

A1: Toyota has recently discovered that the seat belts in the third row of seats in 2008 model year Highlander and Highlander Hybrid vehicles will not firmly secure certain child restraint systems (CRSs) that have a short belt routing path. The seat belt assemblies at those seating positions are equipped with an Automatic Locking Retractor (ALR) that does not lock when such CRSs are installed, and thus they do not meet the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS). CRSs with short belt paths that are installed in these seats using the vehicle's seat belts will not be tightly secured, and as a consequence, they might shift during normal driving maneuvers. Notwithstanding the non-compliance, the seat belts will adequately protect children and other occupants in a crash, since the Emergency Locking Retractor (ELR) performs properly.

Q2: Which and how many vehicles are involved?

A2: There are approximately 90,000 vehicles involved in the U.S.

Model Year	Model	UIO
2008	Highlander equipped with a Third Row Seat	75,000
2008	Highlander HV equipped with a Third Row Seat	15,000

Q3: What is the production period of the affected vehicles?

A3: The affected Highlander and Highlander HV vehicles were produced from late May, 2007 through early March, 2008.

Q4: Are there any other Toyota or Lexus vehicles involved?

A4: No, this specific condition only affects 2008 model year Highlander and Highlander HV vehicles equipped with a third row seat.

Q5: How many incidents of this condition have been reported?

A5: There have been no cases of this condition reported in the affected vehicles.

Q6: Have there been any accidents reported?

A6: There have been no accidents reported in the affected vehicles which may be related to this condition.

Q7: What is Toyota going to do?

A7: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in June, 2008. Any Toyota dealer will install a newly designed component which will modify the seat belt assembly to meet the provisions of the Federal Motor Vehicle Safety Standard at **NO CHARGE** to customers.

Q8: How long will the repair take?

A8: The repair will take approximately two hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What should an owner do if they experience the condition or have immediate questions or concerns about the current safety of their vehicle?

A9: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

Mark Kubota / TMS Toyota Customer Services
Quality Compliance
April 18, 2008
Approved By: Dave Zellers

To: All Toyota Dealers
From: Toyota Customer Services

**Vehicle Non-Compliance Pre-Delivery Activity (SSC 80B)
2008 Model Year Highlander and Highlander HV Equipped with Third Row Seat**

*******URGENT*******

On April 18, 2008, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the third row seat belt assemblies installed in certain 2008 model year Highlander and Highlander HV vehicles. Only the third row seat belt assemblies are affected. Vehicles without a third row seat and other seating positions are not involved.

Toyota has recently discovered that the seat belts in the third row of seats in 2008 model year Highlander and Highlander Hybrid vehicles will not firmly secure certain child restraint systems (CRSs) that have a short belt routing path. The seat belt assemblies at those seating positions are equipped with an Automatic Locking Retractor (ALR) that does not lock when such CRSs are installed, and thus they do not meet the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS). CRSs with short belt paths that are installed in these seats using the vehicle's seat belts will not be tightly secured, and as a consequence, they might shift during normal driving maneuvers. Notwithstanding the non-compliance, the seat belts will adequately protect children and other occupants in a crash, since the Emergency Locking Retractor (ELR) performs properly.

Certain 2008 model year Highlander and Highlander HV vehicles equipped with a third row seat built between late May, 2007 through early March, 2008 are involved. Only the third row seat belt assemblies are affected. Vehicles without a third row seat and other seating positions are not involved.

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Please direct all customer inquiries to the Toyota Customer Experience Center at 1-800-331-4331.

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.

For ***News media inquiries only***, they should be directed to Ming-Jou Chen (310) 468-4782 or Bill Kwong (310) 468-3764, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

Please contact your District Service/Parts Manager if you have any further questions.



Special Service Campaign (Non-Compliance Recall)

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