

**Special Service Campaign 80D**  
**2008 Model Year Highlander and Highlander HV Third Row Seat Belt**  
**SAFETY RECALL NOTICE**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2008 model year Highlander and Highlander HV's equipped with a third row seat fail to conform to specific portions of Federal Motor Vehicle Safety Standard (FMVSS) No. 208.

**What is the Condition?**

On certain 2008 model year Highlander and Highlander HVs equipped with a third row seat, the seat belts in the third row seat will not firmly secure certain child restraint systems (CRS') that have a short belt routing path. The seat belt assemblies at those two seating positions are equipped with an Automatic Locking Retractor (ALR) that does not lock when such CRS' are installed, and thus they do not meet specific portions of FMVSS 208. In the event a short belt path CRS is installed in the third row seat using the vehicle's seat belts, it will not be tightly secured, and may shift during normal driving maneuvers. In the worst case, this could discourage the use of a CRS and in the event of a crash, the child may not be adequately protected resulting in a death or injury.

The Emergency Locking Retractor (ELR) function in the third row seats will perform as designed and lock the belt during a sudden stop or on impact. Until this Safety Recall is completed on your vehicle, please continue to restrain children utilizing a properly installed CRS in the second row seat or utilize a CRS which does not have a short belt path in the third row seats. Please see your Owner's Manual for proper seat belt usage instructions.

**What will Toyota do?**

Any Toyota dealer will install newly designed Third Row Seat Belt Buckle Brackets at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall.***

Please contact your authorized Toyota dealer to make an appointment to replace the Third Row Seat Belt Buckle Bracket as soon as possible. The repair will take approximately 0.6 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**We request that you present this notice to the dealer at the time of your service appointment.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Recall.*** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota 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 lessee within ten days.

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,

TOYOTA MOTOR SALES, U.S.A., INC.



**Special Service Campaign 80D (Non-Compliance Recall)  
Certain 2008 Model Year Highlander and Highlander HV - Third Row Seat Belt Buckle Bracket**

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

A1: On certain 2008 model year Highlander and Highlander HVs equipped with a third row seat, the seat belts in the third row seat will not firmly secure certain child restraint systems (CRS') that have a short belt routing path. The seat belt assemblies at those two seating positions are equipped with an Automatic Locking Retractor (ALR) that does not lock when such CRS' are installed, and thus they do not meet specific portions of FMVSS 208. In the event a short belt path CRS is installed in the third row seat using the vehicle's seat belts, it will not be tightly secured, and may shift during normal driving maneuvers.

The Emergency Locking Retractor (ELR) function in the third row seats will perform as designed and lock the belt during a sudden stop or on impact.

**Q2: Which and how many vehicles are involved?**

A2: There are approximately 86,000 vehicles involved in the U.S.

Model Year	Model	UIO
2008	Highlander equipped with a Third Row Seat	71,000
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. Any Toyota dealer will install newly designed Third Row Seat Belt Buckle Brackets (Rear No. 2, Seat Lap Type Belt Assembly) at **NO CHARGE** to customers.

**Q8: How long will the repair take?**

A8: The repair will take approximately 36 min (0.6 hrs). 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. Until this Safety Recall is completed, please advise the customer continue to restrain children utilizing a properly installed CRS in the second row seat or utilize a CRS which does not have a short belt path in the third row seats.