

TOYOTA CUSTOMER SERVICES

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Number: TC08-018
Date: 12/10/08
 Action
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 Information

INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/
VICE PRESIDENTS

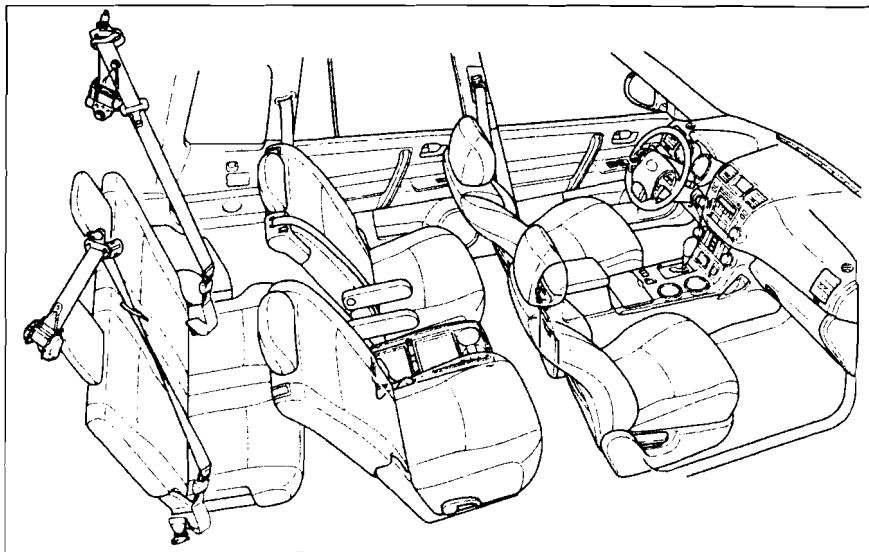
FROM: GARY SMITH, 
CORPORATE MANAGER, SERVICE TECHNOLOGY & COMPLIANCE

SUBJECT: **Non-Compliance Recall (Special Service Campaign) – 80D**
2008 Model Year Highlander and Highlander HV equipped with Third Row Seat

As communicated earlier this year, Toyota will initiate a Non-Compliance Recall (Special Service Campaign) to replace the Third Row Seat Belt Buckle Brackets on specific 2008 MY Highlander and Highlander HV's. There are approximately 86,000 vehicles involved. Only *vehicles with a third row seat are involved*.

Background

In April, 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 these vehicles. 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. Until this Safety Recall is completed, it is advised that customers 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 note that the Third Row Seat Belt Buckle Brackets will be replaced on customer vehicles.

The following vital information is provided to inform you and your staff of the activity schedule and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in mid-December, 2008.

2. **Owner Notification Mailing Date**

The owner notification will commence in mid-December 2008, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner of an involved vehicle, who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS**. Dealers should perform the replacement as outlined in the attached Technical Instructions and appropriate repair manual as indicated.

3. **Region/District Summary Reports**

We have enclosed the following SSC 80D Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

Please refer to the attached Dealer Letter for additional information.

Please review this entire package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

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

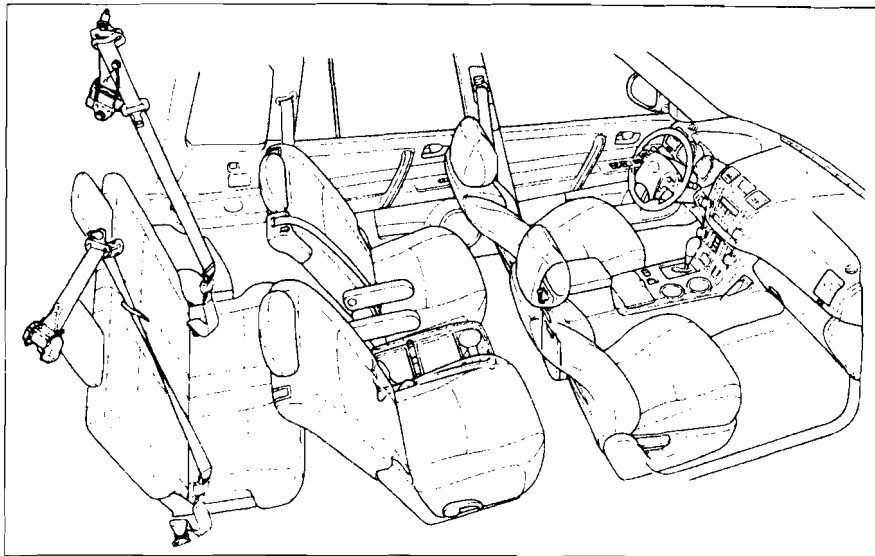
TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: **Non-Compliance Recall (Special Service Campaign) – 80D**
2008 Model Year Highlander and Highlander HV equipped with Third Row Seat

As communicated earlier this year, Toyota will initiate a Non-Compliance Recall (Special Service Campaign) to replace the Third Row Seat Belt Buckle Brackets on specific 2008 MY Highlander and Highlander HV's. There are approximately 86,000 vehicles involved. *Only vehicles with a third row seat are involved.*

Background

In April, 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 these vehicles. 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. Until this Safety Recall is completed, it is advised that customers 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 note that the Third Row Seat Belt Buckle Brackets will be replaced on customer vehicles.

The following vital information is provided to inform you and your staff of the activity schedule and your degree of involvement.

1. Owner Notification Mailing Date

The owner notification will commence in mid-December, 2008, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. If your dealership is contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS**. Dealers should perform the replacement as outlined in the attached Technical Instructions and appropriate repair manual as indicated.

2. Dealer/Owner Lists

Affected vehicle VIN lists (VIN only due to changes in Privacy Laws) for SSC 80D have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

3. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary replacements have been performed.

4. Identification of Involved Vehicles

Model	WMI	Year	VIN Range	
			VDS	Range
Highlander	JTE	2008	DS41A	2000150 – 2044052
			DS42A	2000169 – 2044060
			DS43A	2000133 – 2044063
			DS44A	2000303 – 2044041
			ES41A	2000206 – 2071673
			ES42A	2000182 – 2071677
			ES43A	2000185 – 2071670
Highlander HV	JTE	2008	EW41A	2000281 – 2017109
			EW44A	2000150 – 2017111

5. Parts Ordering

The necessary parts can be ordered through the dealership's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

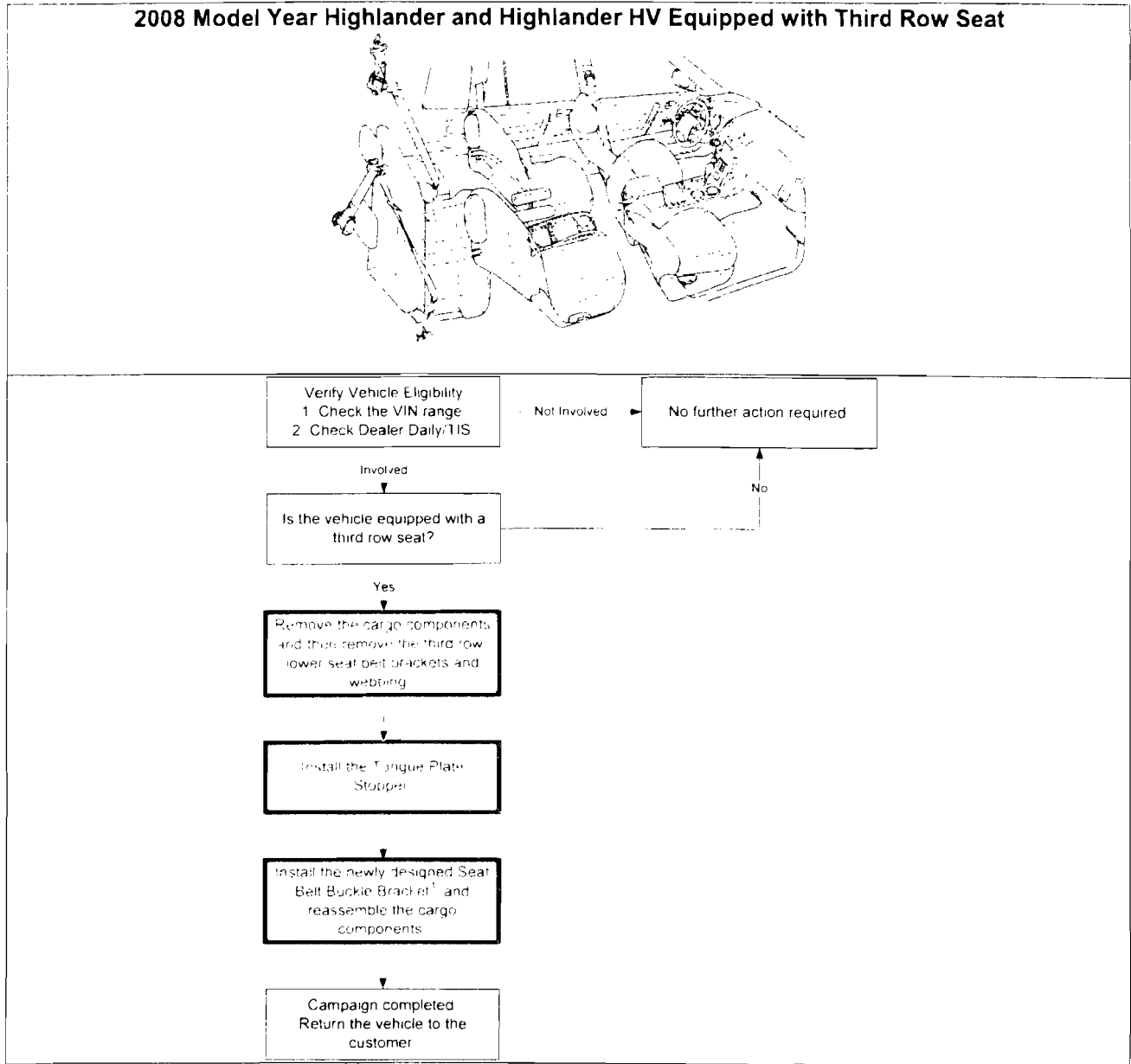
Part Number	Part Description	Qty Per Vehicle
04008-13148	Belt Kit, Rear No. 2 Seat, Lap Type (Buckle Bracket)	1
73219-02010	Stopper, Tongue Plate, black*	2
73219-02020	Stopper, Tongue Plate, gray*	2
73219-02030	Stopper, Tongue Plate, beige*	2

*Please confirm the interior color of the vehicle.

6. Dealer Reports

Please refer to the enclosed VIN list of vehicles involved in this issue. If, according to our records, you do not have any subject vehicles in your inventory, you will receive report indicating so.

7. Warranty Processor Instructions



1. TIS refers to this part as the Rear No. 2 Seat.
2. TIS refers to this part as the Rear Seat Lap Type Belt Assembly.
3. Part ordering name: BELT KIT,REAR NO.2 SEAT, LAP TYPE.

The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
80D	8510D3	Replace the third row lap type belt assembly both sides	0.6 Hr/Veh

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this activity.

Thank you for your cooperation.

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

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. 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?

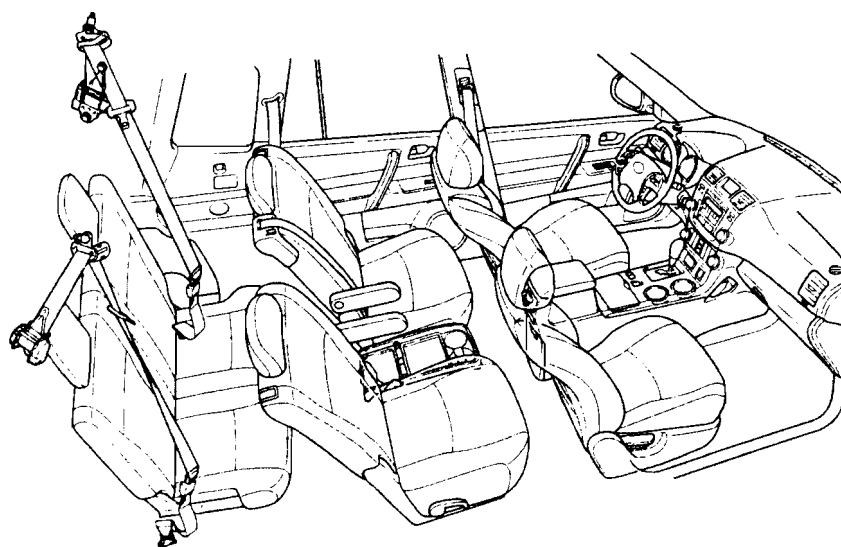
A9: Owners are requested to contact their local Toyota dealer for diagnosis and repair. Until this Safety Recall is completed, please advise the customer continue to restrain children utilizing a properly installed CRS in the second row seat or utilize a CRS which does not have a short belt path in the third row seats.

TECHNICAL INSTRUCTIONS

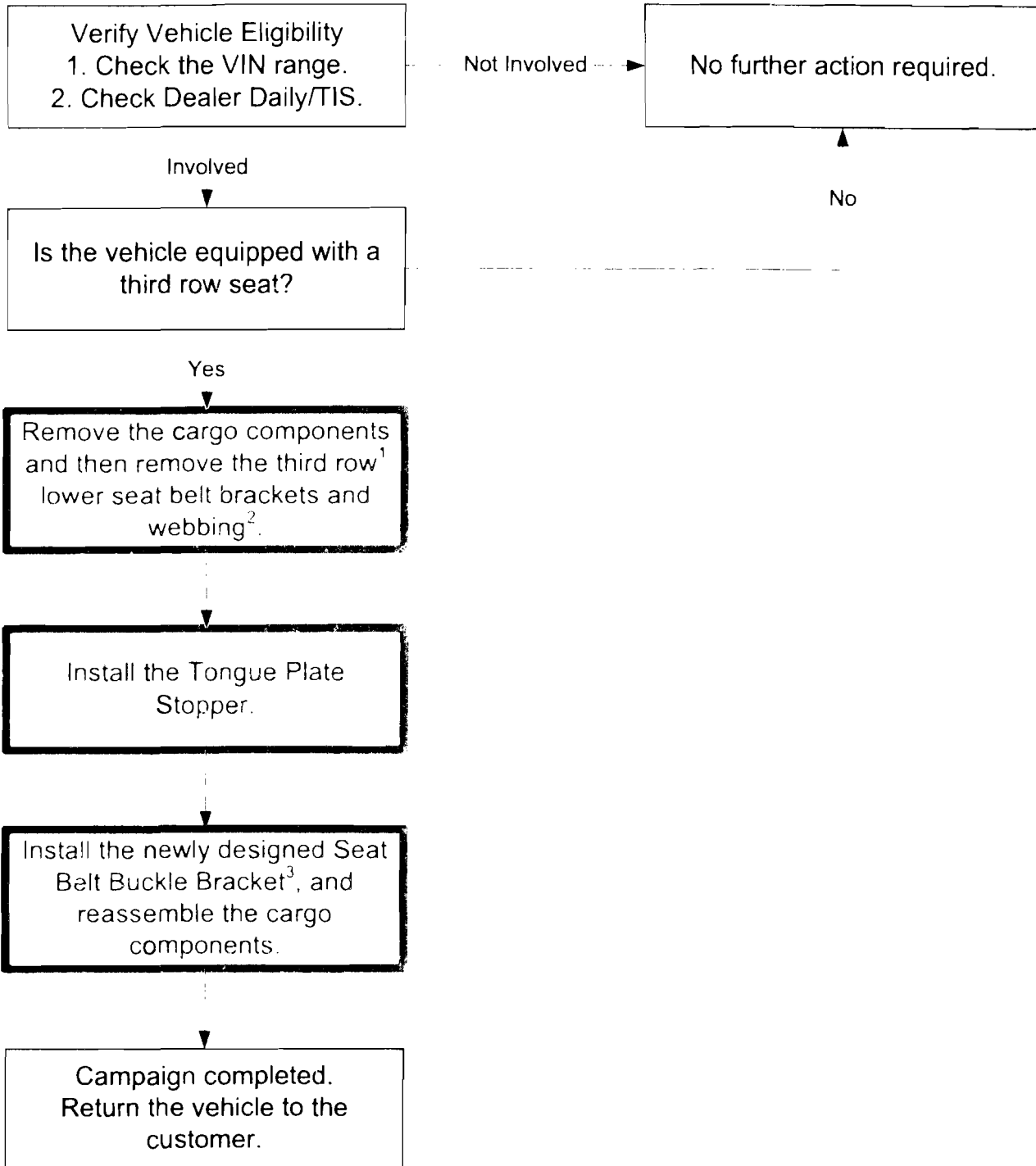
FOR

**SPECIAL SERVICE CAMPAIGN 80D (NON-COMPLIANCE RECALL)
THIRD ROW SEAT BUCKLE BRACKET REPLACEMENT**

2008 MODEL YEAR HIGHLANDER & HIGHLANDER HV



OPERATION FLOW CHART



1. TIS refers to this part as the Rear No. 2 Seat.

2. TIS refers to this part as the Rear Seat Lap Type Belt Assembly.

3. Part ordering name: BELT KIT, REAR NO.2 SEAT,LAP TYPE.

I. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Highlander	JTE	2008	DS41A	2000150 – 2044052
			DS42A	2000169 – 2044060
			DS43A	2000133 – 2044063
			DS44A	2000303 – 2044041
			ES41A	2000206 – 2071673
			ES42A	2000182 – 2071677
			ES43A	2000185 – 2071670
Highlander HV	JTE	2008	EW41A	2000281 – 2017109
			EW44A	2000150 – 2017111

NOTE:

- Check Dealer Daily/TIS to confirm the VIN is involved in this SSC. This will verify the vehicle is affected and has not already been completed.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.
- Only vehicles with the third row seat are affected.

II. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04008-13148*	Belt Kit, Rear No.2 Seat Lap Type (Buckle Bracket)	1
73219-02010	Stopper, Tongue Plate (Black)**	2
73219-02020	Stopper, Tongue Plate (Gray)**	2
73219-02030	Stopper, Tongue Plate (Beige)**	2

*Part 04008-13148 contains 2 brackets (LH, RH).

**Please confirm the interior color of the vehicle.

B. TOOLS

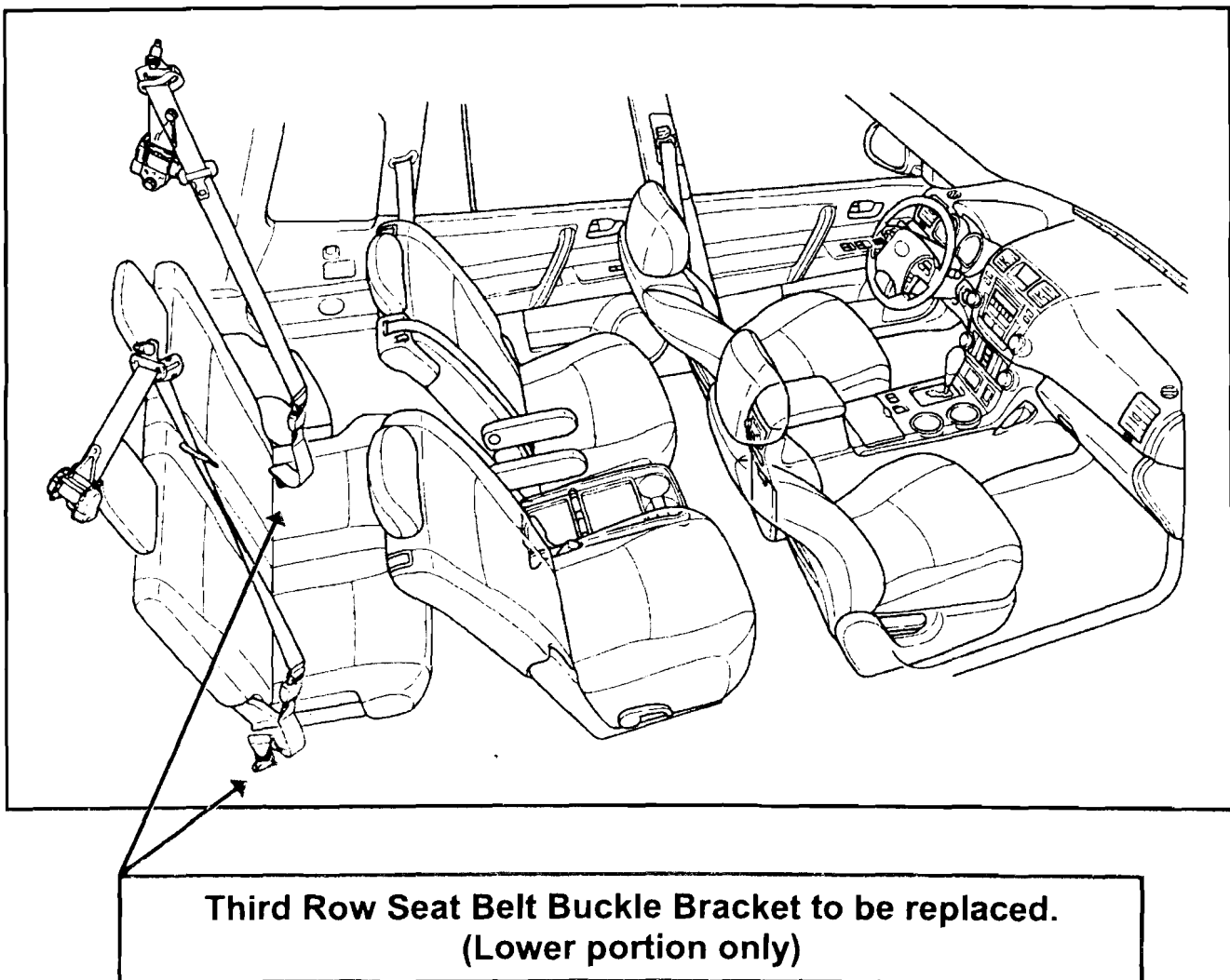
- Standard hand tools
- Torque wrench
- Nylon Pry Tools
- Ruler

C. MATERIALS

- Tape (as needed)

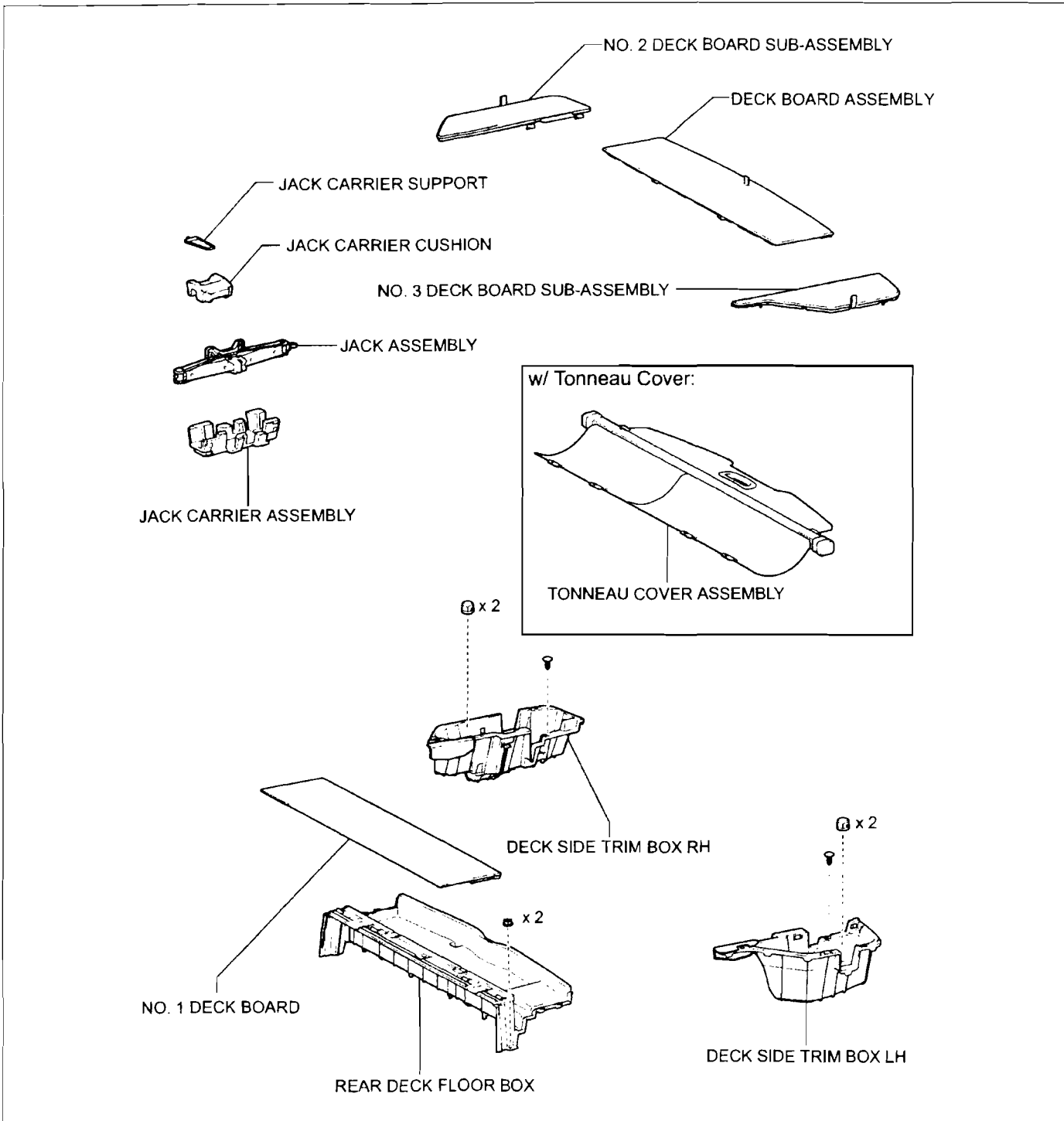
III. BACKGROUND AND COMPONENTS

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.

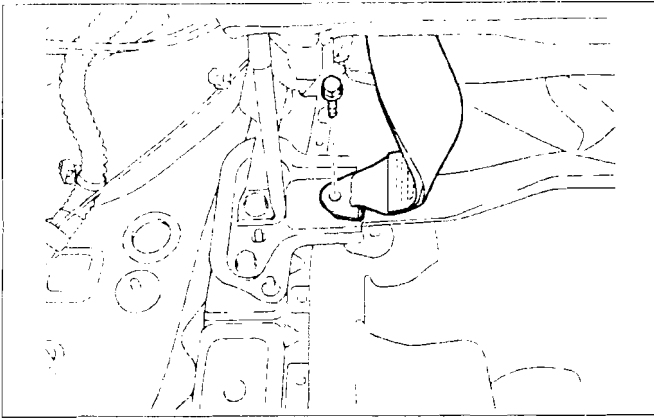


IV. WORK PROCEDURE

A. REMOVE THE CARGO COMPONENTS AND REMOVE THE THIRD ROW SEAT BELT BRACKETS AND WEBBING. (REAR NO. 2 SEAT LAP TYPE BELT ASSEMBLY)

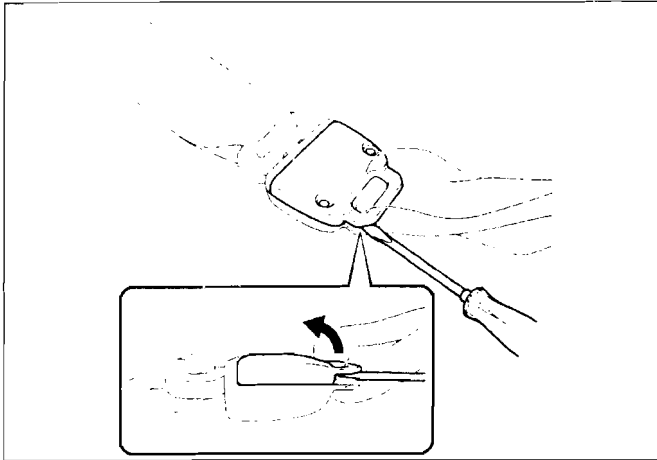


1. REMOVE THE COMPONENTS SHOWN IN THE ILLUSTRATION ABOVE. Click link if additional assistance is required: [SEAT BELT: REAR NO. 2 SEAT INNER BELT ASSEMBLY: REMOVAL \(2008 Highlander\)](#) NOTE: DO NOT remove inner seat belts.

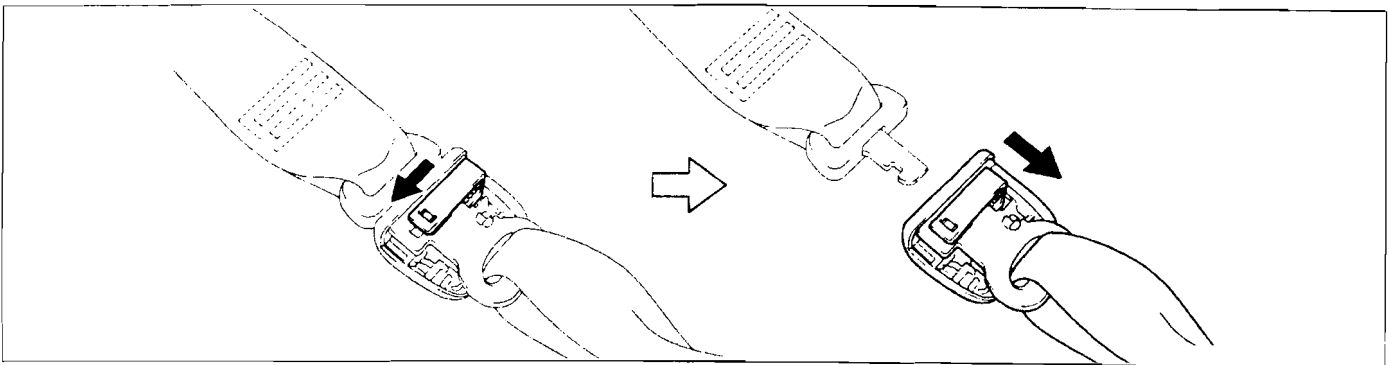


2. REMOVE THE THIRD ROW SEAT BELT BRACKET AND WEBBING. (REAR NO. 2 SEAT LAP TYPE BELT ASSEMBLY)

a) Remove the bolt and then pull the webbing and bracket up through the seat. (LH side illustrated)

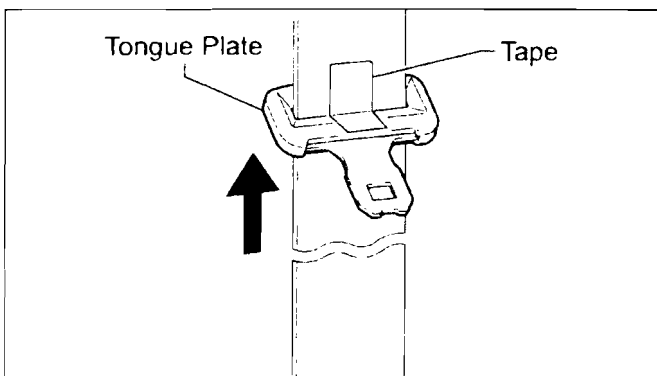


b) Using a screwdriver, remove the cover as shown in the illustration.



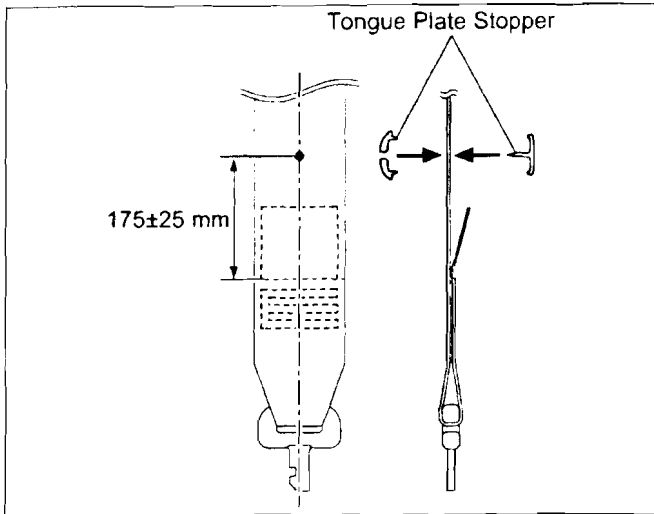
c) Remove the lower buckle and webbing as shown in the illustration.
 d) Repeat this procedure on the opposite side.

B. INSTALL THE TONGUE PLATE STOPPER



1. INSTALL THE TONGUE PLATE STOPPER

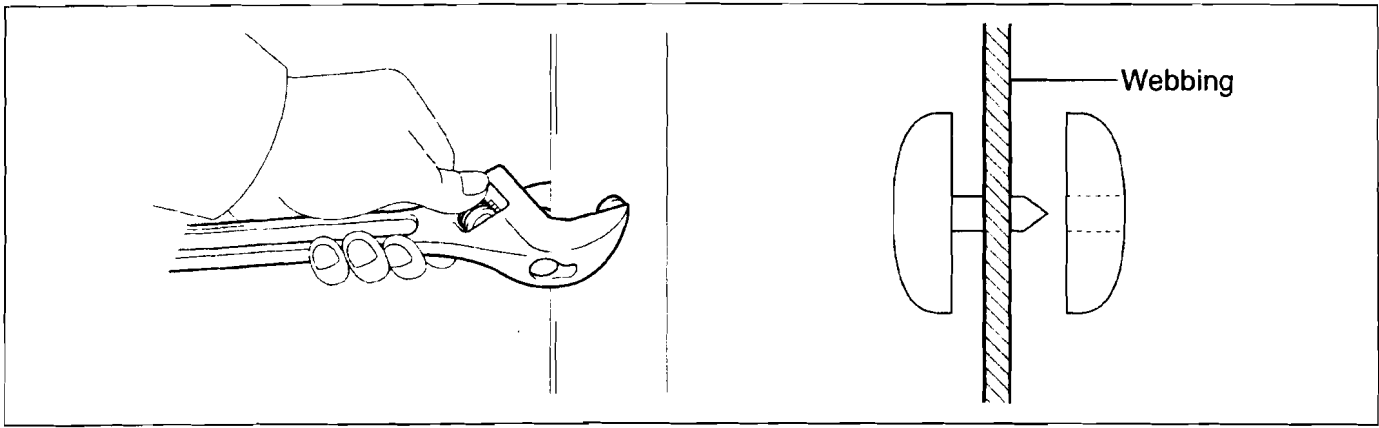
a) Move the tongue plate higher up on the seat belt, and temporarily secure it out of the way with tape or a clip.



b) Install a NEW tongue plate stopper on the specific seat belt webbing location shown in the illustration.

NOTE:

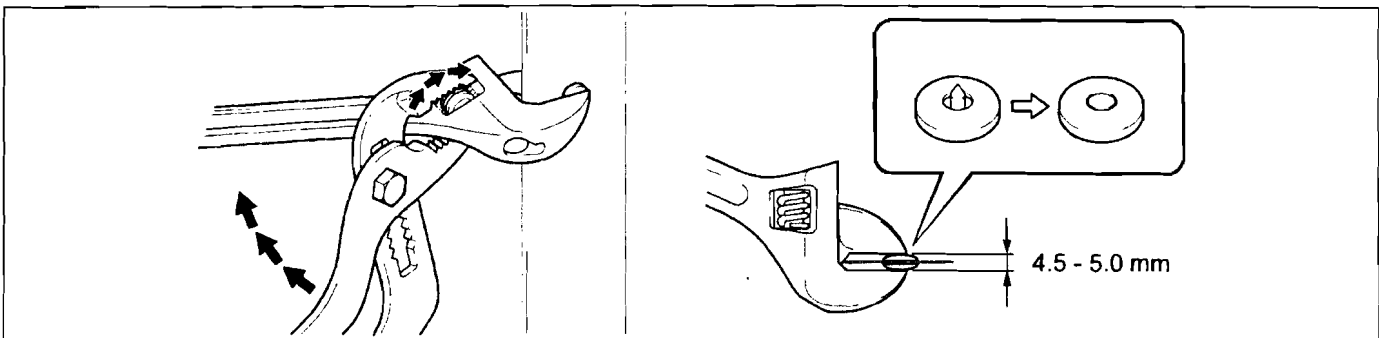
- 175mm is approximately 7 inches.
- During installation, make sure the tongue plate stopper is in the correct orientation.



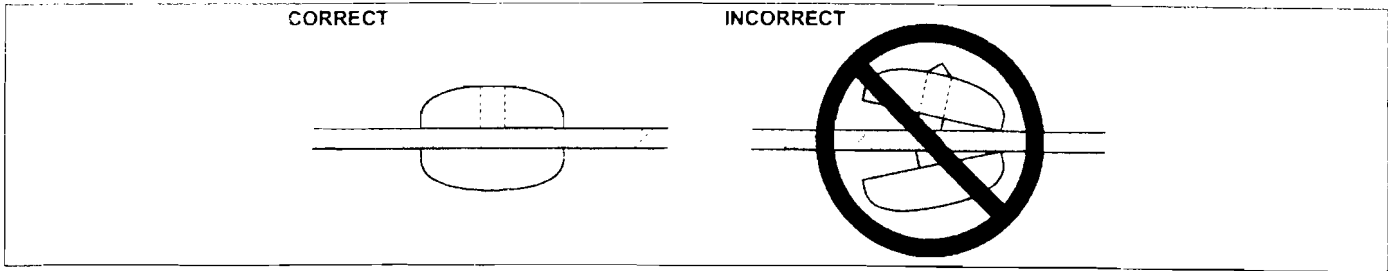
c) Compress the tongue plate stopper into the seat belt webbing using an adjustable wrench until it cannot be tightened by hand any further. Align the wrench so that it covers the center of the stopper.

NOTE:

- **DO NOT** use pliers, as they will damage the seat belt webbing and stopper.
- **Make sure** the male and female portions of the tongue plate stopper are parallel to each other during installation.

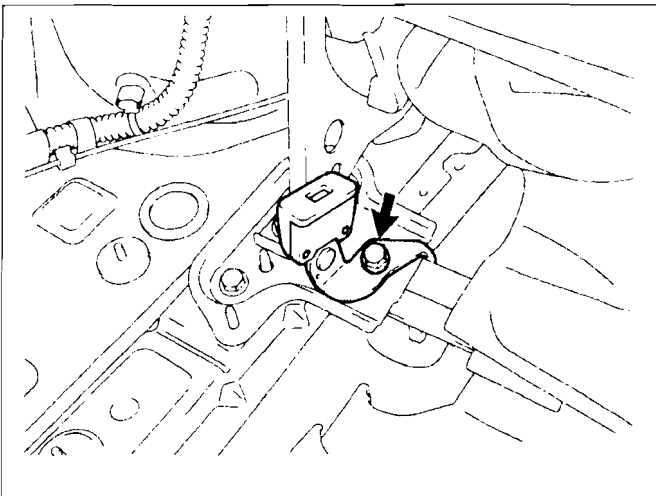


d) Use an adjustable pair of pliers to further compress the tongue plate stopper until its width measures between 4.5 mm to 5.0 mm (approx. 3/16").



- e) Inspect the tongue plate stopper to make sure pin is not deformed, and is firmly installed on the seat belt webbing as illustrated above.
- f) Repeat this procedure on the opposite side.

C. INSTALL THE BUCKLE BRACKET



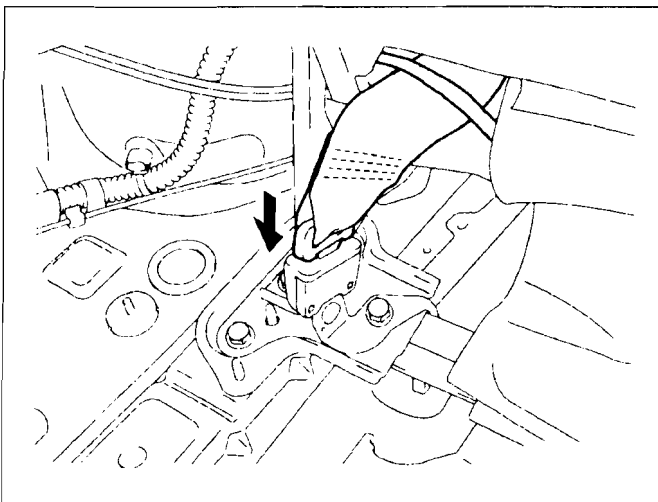
1. INSTALL THE BUCKLE BRACKET

- a) Install the NEW buckle bracket.
- b) Install and tighten the bolt to specification.
- c) Repeat steps for the opposite side.

Torque Specification:
42 N·m (428 kgf·cm, 31 ft·lbf)

NOTE:

- The new bracket shortens the belt path by eliminating the webbing.
- The alignment of the LH bracket may be slightly off-center. Carefully start the bolt by hand with the bracket in the correct orientation, then torque to specification.



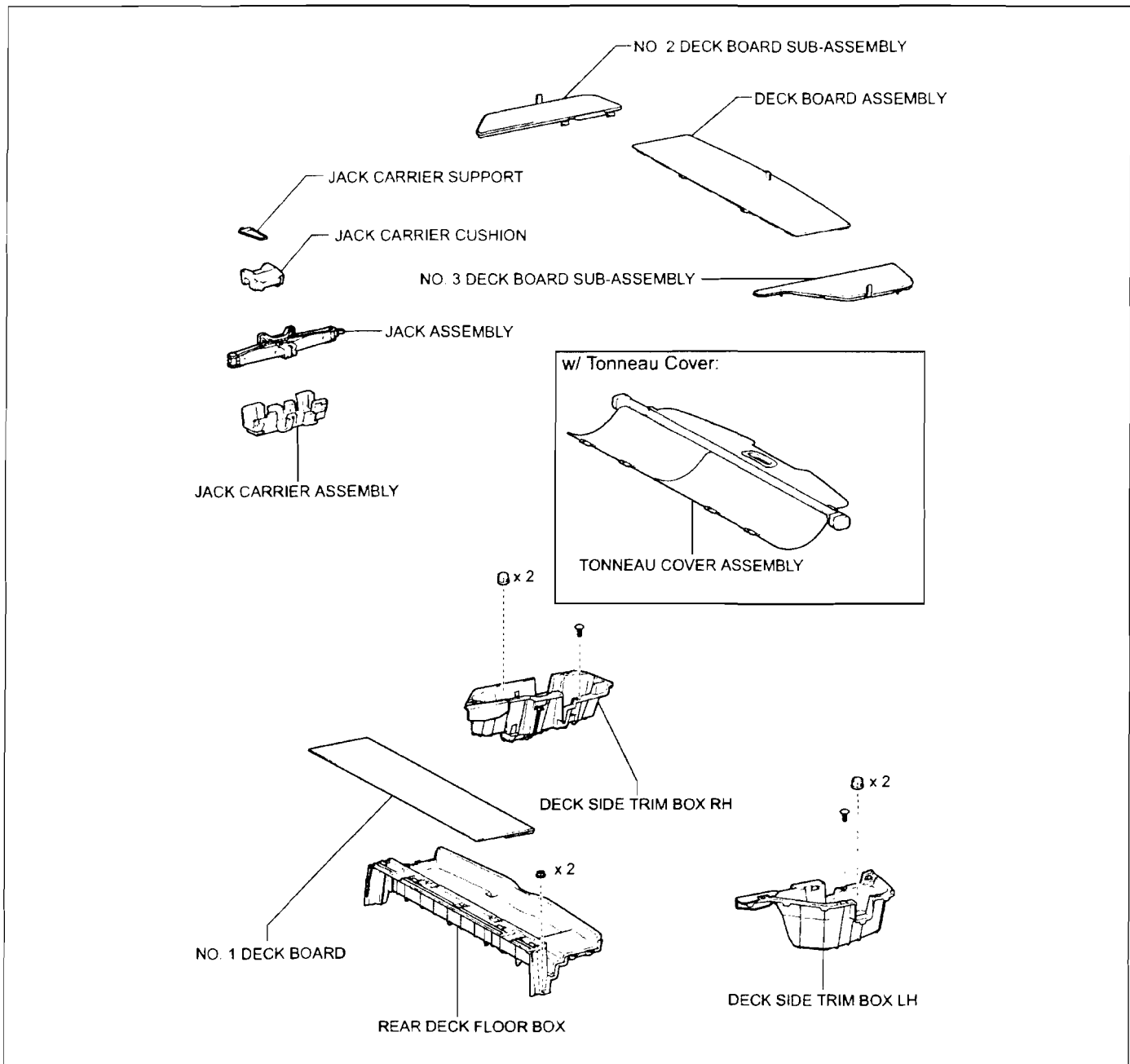
2. INSTALL THE THIRD ROW (REAR NO. 2) SEAT LAP TYPE BELT TO THE BUCKLE BRACKET

- a) Route the seat belt through the black and gray bands on the seat cushion.
- b) Insert the seat belt tongue into the new buckle bracket.
- c) Repeat steps for the opposite side.

NOTE:

Make sure the belt is not twisted before buckling the tongue plate.

D. REINSTALL THE CARGO COMPONENTS



3. REINSTALL THE COMPONENTS SHOWN IN THE ILLUSTRATION. Click link if additional assistance is required: [SEAT BELT: REAR NO. 2 SEAT INNER BELT ASSEMBLY: INSTALLATION \(2008 Highlander\)](#)

IV. APPENDIX

A. RECALLED PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused.