



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 30, 2014

Mr. Abbas Saadat  
Vice President  
Toyota Motor Engineering & Manufacturing  
Vehicle Safety and Compliance  
Mail Code: S-104 19001 South Western Ave  
Torrance, CA 90501

NVS-215SM  
14V-272

**Subject:** Improper Seat Belt Restraint Software/FMVSS 208

Dear Mr. Saadat:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TOYOTA/HIGHLANDER/2014  
TOYOTA/HIGHLANDER HYBRID/2014

**Mfr's Report Date:** May 22, 2014

**NHTSA Campaign Number:** 14V-272

**Components:**

ELECTRICAL SYSTEM: SOFTWARE  
SEAT BELTS

**Potential Number of Units Affected:** 50,000

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain model year 2014 Highlander and Highlander Hybrid vehicles. The affected vehicles may have improper software installed in the air bag electronic control unit (ECU) for the operation of the front passenger seat belt force limiter, and as a result, the seat belt may restrain all occupants as if they weigh approximately 110 pounds regardless of their actual size or weight. As such, these vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) number 208, "Occupant Crash Protection."

**Consequence:**

In the event of a crash, a larger front passenger seat occupant may not be properly restrained and be at an increased risk of injury.

**Remedy:**

Toyota will notify owners, and dealers will install a software update in the air bag electronic control unit, free of charge. The recall is expected to begin in mid-June 2014. Owners may contact Toyota customer service at 1-800-331-4331.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).



Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

We have received Toyota's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement