



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-14029
March 3, 2014

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 14V-051 – Remedy Dealer Notification

To whom it may concern,

Please find attached the Remedy Dealer Notification Letter for Toyota Safety Recall 14V-051 on the following Toyota vehicles:

- Certain 2014 Model Year Highlander Vehicles (3rd Row Center Seat Belt)

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 14V-051 (E0C) Dealer Notification (Remedy)

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety (Noncompliance) Recall E0C – **Remedy Available**
Certain 2014 Model Year Highlander Vehicles
3rd Row Center Seat Belt

Toyota will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2014 model year Highlander vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 210, “Seat Belt Assembly Anchorages” As a result, new vehicles in dealer inventory must not be delivered until corrected.

Condition

During manufacture of certain 2014 model year Highlander vehicles, the 3rd row center seat belt may not have been secured to its floor anchor. An unsecured seat belt does not meet the requirements of FMVSS 210 “Seat Belt Assembly Anchorages”, and could increase the risk of injury to occupants in the event of a crash.

Remedy

Toyota dealers must perform an inspection of the 3rd row center seat belt, and, if necessary, secure the seat belt to the floor anchor at **NO CHARGE** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in late February, 2014.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership’s responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. New Vehicles in Dealership Inventory



As required by Federal law (49 Code of Federal Regulations §577.13), dealerships are not to deliver any noncompliant vehicle in their inventory until the necessary correction has been performed. Vehicle completion can be verified through TIS. A member of your Region/PD will provide a list of VIN’s that our records show to be in your dealership’s inventory, to ensure they are not delivered prior to correction. Additional information will be provided as it becomes available.

3. Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the noncompliance has been remedied.

4. Number and Identification of Covered Vehicles

There are approximately 7,200 Highlander vehicles covered by this Safety (Noncompliance) Recall in the US.

Model	WMI	MY	VDS	START SERIAL	FINISH SERIAL
Highlander	5TD	2014	BKRFH	S004346	S012148
			DKRFH	S004348	S012515
			JKRFH	S004372	S012485
			KKRFH	S004315	S008603
			YKRFH	S004309	S008548
			ZARFH	S004251	S004892
			ZKRFH	S004310	S008570

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

5. Parts Ordering

There are no parts required for this activity.

6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have the following minimum certification:

- **Toyota Certified**

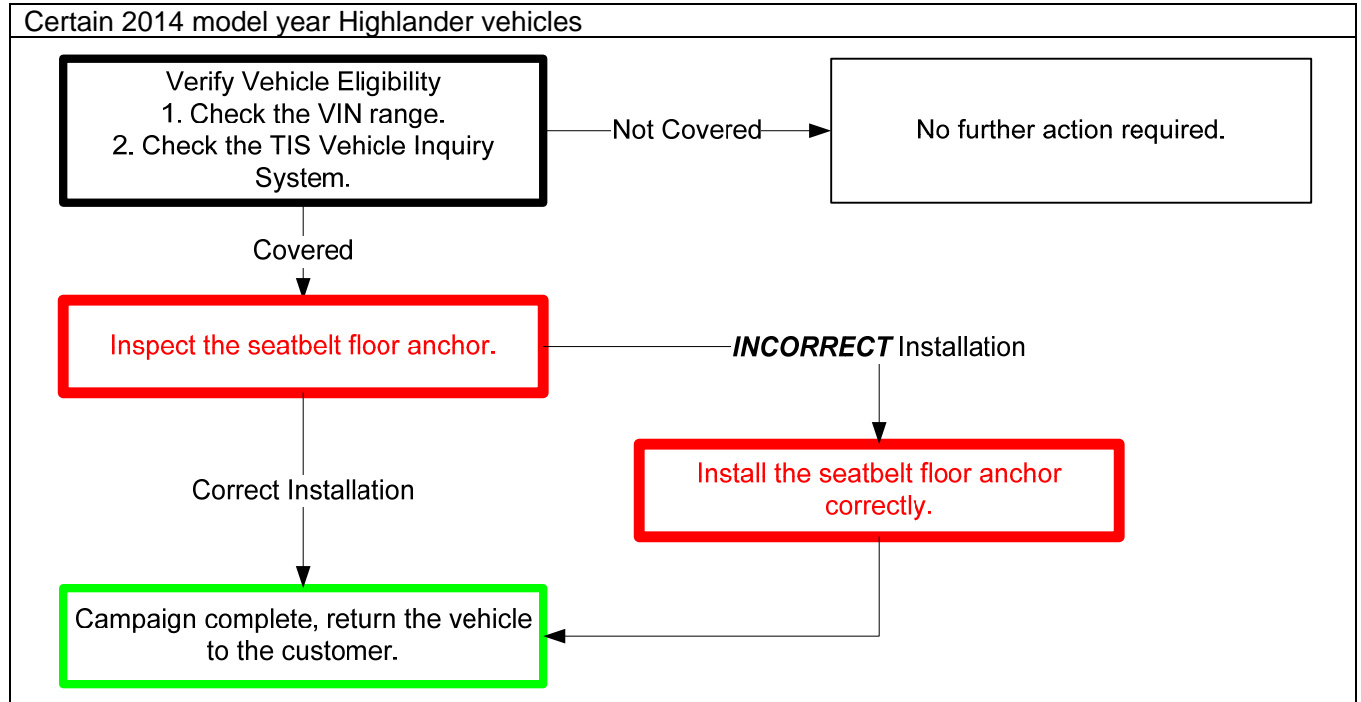
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

7. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Warranty Reimbursement Procedure

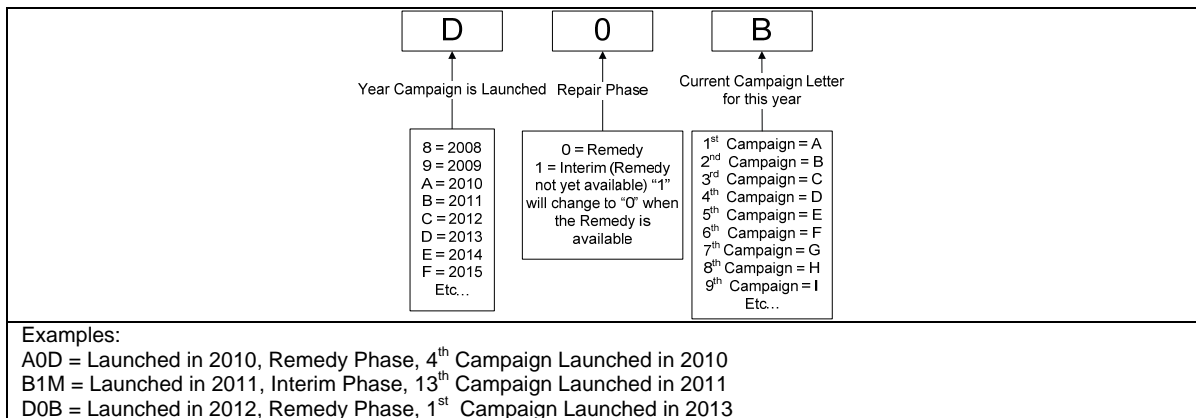


Model	Op. Code	Description	Flat Rate Hour
Highlander	QCE0C1	Inspect 3 rd Row Seat Belt	0.2 hr/vehicle
	QCE0C2	Inspect 3 rd Row Seat Belt and Secure to Floor Anchor	0.4 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Note: Warranty claim filing will be available starting Tuesday 2/4/2014, thank you for your patience.

Campaign Designation Decoder



9. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

10. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to John Hanson (310) 468-4718 in Toyota Corporate Communications. (Please do not provide this number to customers)

11. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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 Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



Safety (Noncompliance) Recall E0C – Remedy Notice
Certain 2014 Model Year Highlander Vehicles
3rd Row Center Seat Belt

Customer Frequently Asked Questions

Published Late January, 2014

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

Q1: What is the condition?

A1: During manufacture of certain 2014 model year Highlander vehicles, the 3rd row center seat belt may not have been secured to its floor anchor. An unsecured seat belt does not meet the requirements of FMVSS 210 “Seat Belt Assembly Anchorages”, and could increase the risk of injury to occupants in the event of a crash.

Q2: What is Toyota going to do?

A2: In late February, 2014 Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will perform an inspection of the 3rd row center seat belt, and, if necessary, secure the seat belt to the floor anchor at **NO CHARGE** to you.

Q2a: How does Toyota obtain my mailing information?

A2a: Toyota uses an industry provider who works with each state’s Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q3: Are there any steps I can take to minimize the occurrence of this condition?

A3: Yes, until the remedy is performed, we recommend that you **DO NOT** seat occupants in the center seat of the 3rd row.

Q3a: What if I experience the condition described above?

A3a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

Q4: Which and how many vehicles are covered by this Safety (noncompliance) Recall?

A4: There are approximately 7,200 vehicles covered by this Safety (noncompliance) Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Highlander	Certain 2014	Mid-November 2013 to Mid-January, 2014	7,200

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety (noncompliance) Recall in the U.S.?

A4a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety (noncompliance) Recall.

Q5: How long will the repair take?

A5: The repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

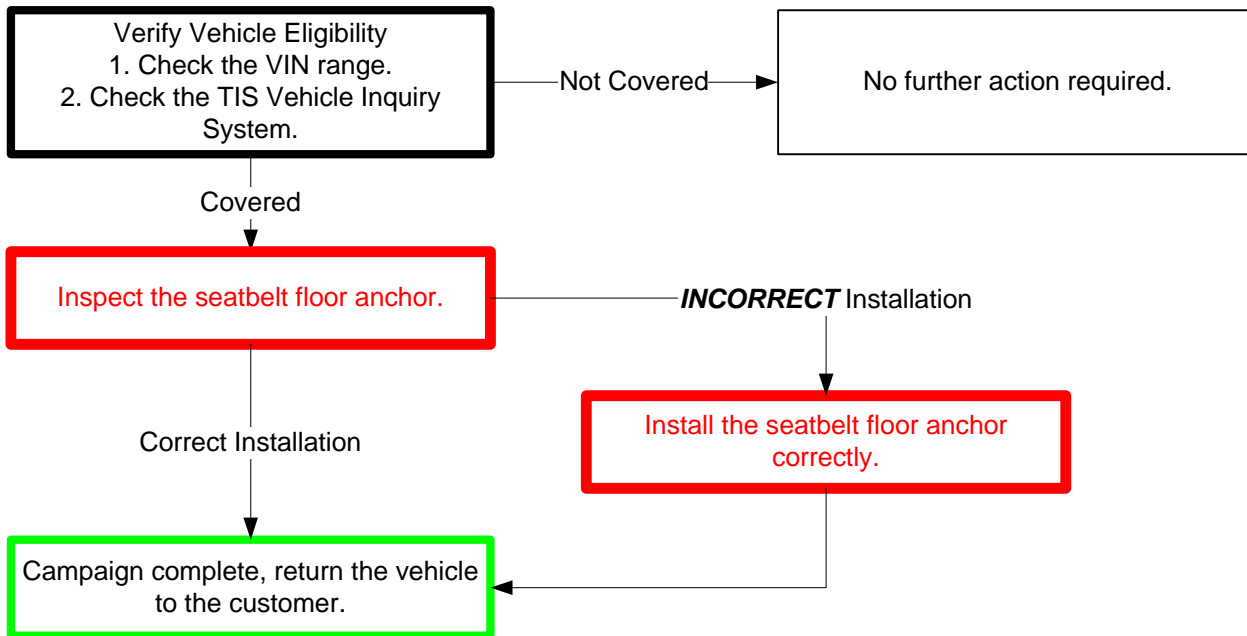
Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

TECHNICAL INSTRUCTIONS
FOR
SAFETY (NONCOMPLIANCE) RECALL E0C
3rd ROW CENTER SEAT BELT
CERTAIN 2014 HIGHLANDER

I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



II. BACKGROUND

During manufacture of certain 2014 model year Highlander vehicles, the 3rd row center seat belt may not have been secured to its floor anchor. An unsecured seat belt does not meet the requirements of FMVSS 210 "Seat Belt Assembly Anchorages", and could increase the risk of injury to occupants in the event of a crash.

III. PREPARATION

A. PARTS – **No parts are required for this campaign**

B. TOOLS & EQUIPMENT

- Standard hand tools
- Flashlight
- Torque wrench

IV. IDENTIFICATION OF AFFECTED VEHICLES

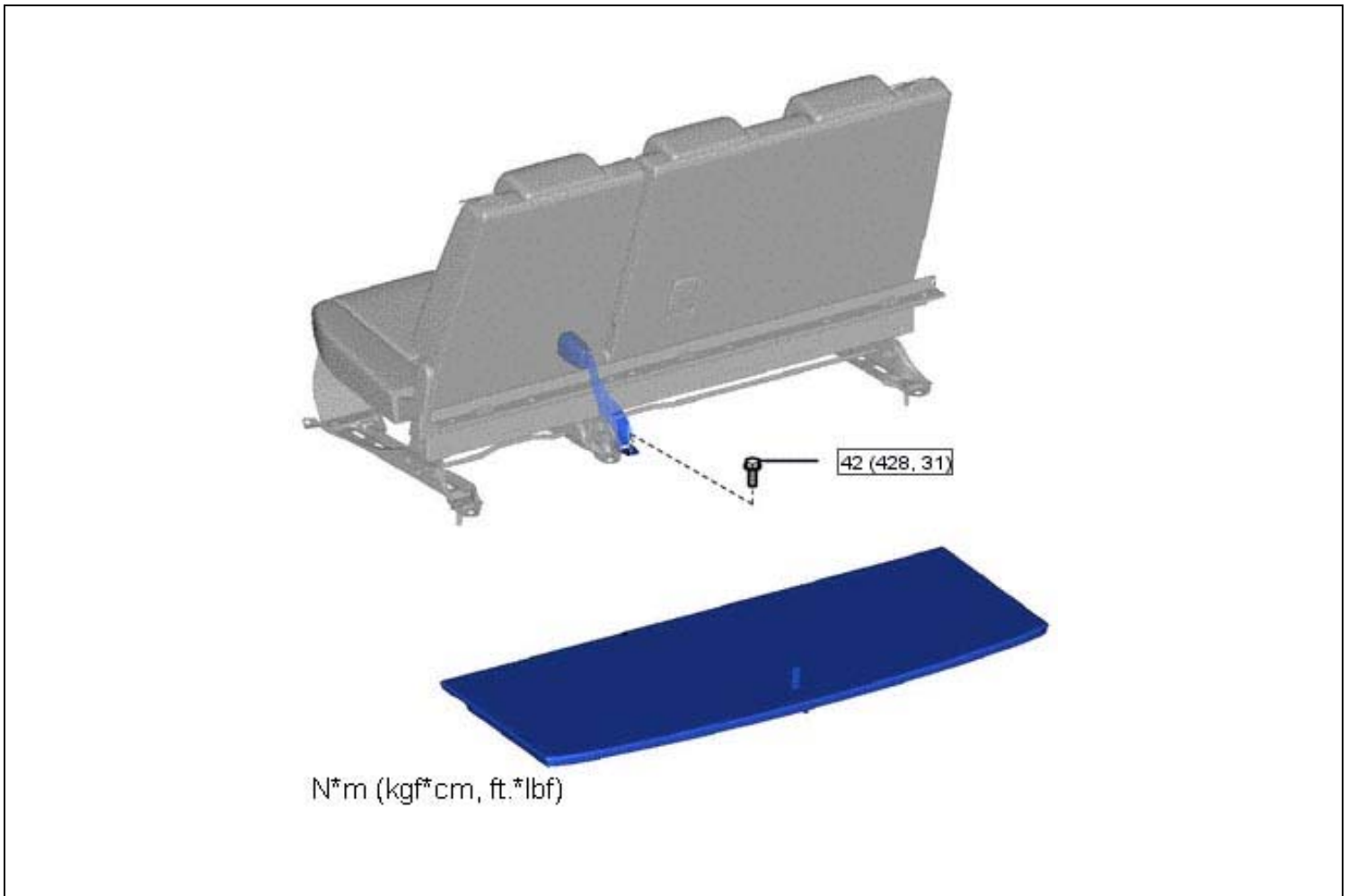
A. COVERED VIN RANGE

Model	WMI	MY	VDS	START SERIAL	FINISH SERIAL
Highlander	5TD	2014	BKRFH	S004346	S012148
			DKRFH	S004348	S012515
			JKRFH	S004372	S012485
			KKRFH	S004315	S008603
			YKRFH	S004309	S008548
			ZARFH	S004251	S004892
			ZKRFH	S004310	S008570

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety (noncompliance) Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

V. COMPONENTS

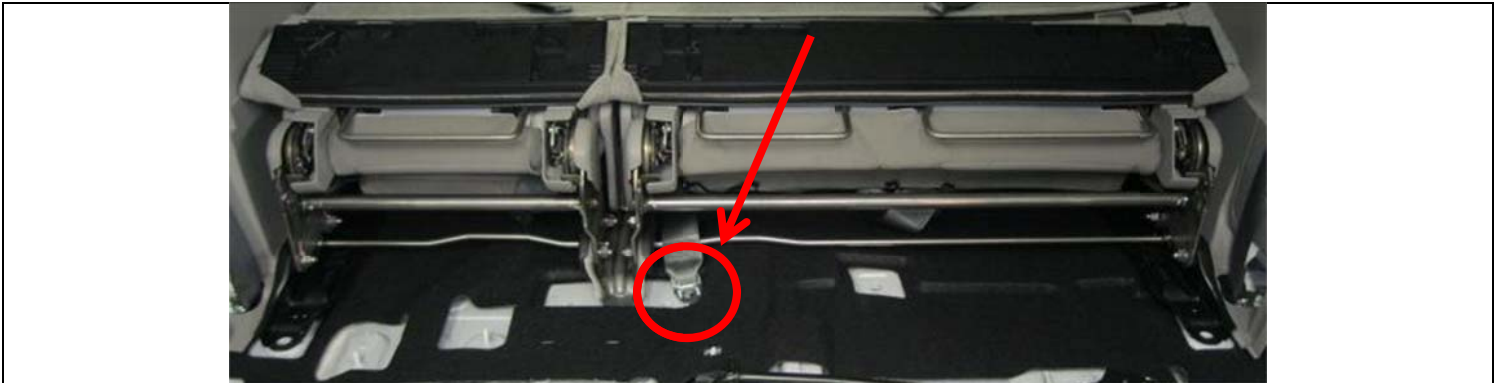


VI. SEAT BELT INSPECTION

1. FOLD DOWN THE THIRD ROW SEATS
2. REMOVE THE DECK BOARD ASSEMBLY



3. REMOVE THE CLIP TO GAIN ACCESS FOR INSPECTION
 - a) Remove the single highlighted clip.
 - b) Inspect the installation of the center seat inner belt assembly.



CORRECT INSTALLATION



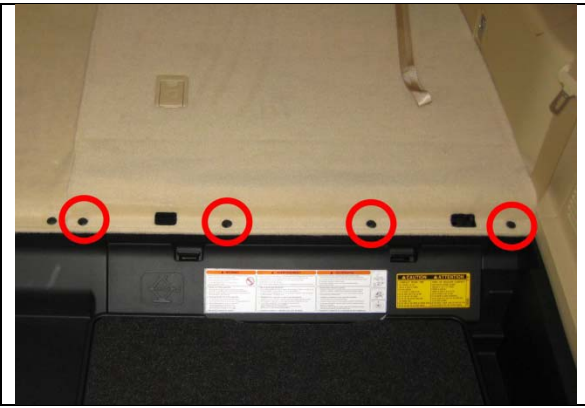
The seat belt is installed **CORRECTLY**. Reassemble the vehicle. Campaign complete.

INCORRECT INSTALLATION

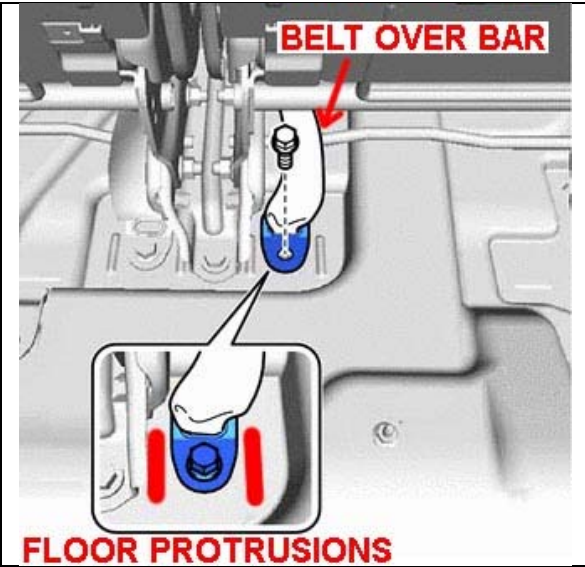


The seatbelt is installed **INCORRECTLY**. Proceed to **SECTION VII. SEAT BELT INSTALLATION**.

VII. SEAT BELT INSTALLATION



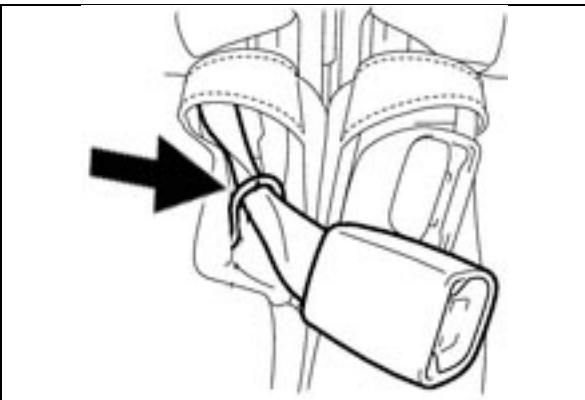
1. REMOVE THE CLIPS
 - a) Remove all 4 clips to gain full access to the seat belt.
2. REMOVE THE ANCHOR BOLT



3. INSTALL THE SEAT BELT
 - a) Position the seat belt **OVER** the cross bar.
 - b) Align the anchor between the protrusions on the floor.
 - c) Torque the bolt.

Torque: 31ft. lbf (42N·m)

NOTE: Confirm the seat belt anchor is not positioned on top of the floor protrusions.



4. CONFIRM SEAT BELT ROUTING
 - a) Fold up the seats.
 - b) Confirm the seat belt is routed through the elastic strap.

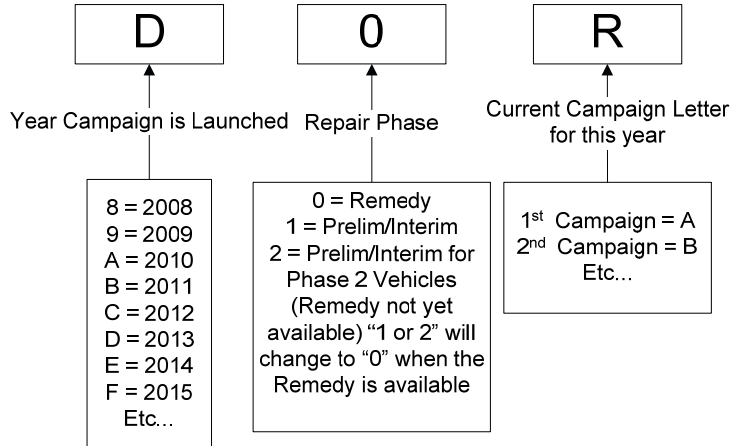
◀ VERIFY REPAIR QUALITY ▶

- Use caution to prevent damage to the interior panels
- Confirm seat cleanliness
- Confirm belt routing and anchor bolt torque

If you have any questions regarding this campaign, please contact your regional representative.

VIII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

Make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***