

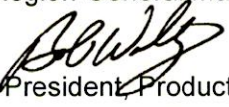
# TOYOTA

## PRODUCT SUPPORT DIVISION

### INTEROFFICE MEMORANDUM

Volume: XIX  
 Number: TC14-020  
 Date: 5/20/2014  
 Action  
 Retain  
 Information

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz,   
 Group Vice President, Product Quality and Service Support

Subject: Safety (Noncompliance) Recall E0H – **Remedy Available**  
 Certain 2013 Model Year Highlander  
 2<sup>nd</sup> Row Left Hand Seat Inboard Seat Track

As previously announced, on March 27, 2014 Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2013 model year Highlander vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 207, "Seating Systems".

**Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.**

#### Condition

In these vehicles, the second row seat on the left (driver's side) of the vehicle may not fully lock into the inboard seat track. This condition only occurs when the seat is adjusted forward to the first or second adjusting positions. A seat in this condition does not conform to FMVSS No. 207 "Seating Systems". Under some conditions, this could increase the risk of injury to occupants in the event of a crash.

#### Remedy

Toyota dealers will repair the seat track with a specialized washer at **NO CHARGE** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform you of the owner notification timing and your degree of involvement.

#### **1. Dealer Letter Mailing Date**

The attached dealer letter will be sent to all Toyota dealers in Late May, 2014.

#### **2. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in Late May, 2014.

#### **3. New Vehicles in Dealership Inventory**



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion can be verified through TIS. Please find attached at the end of this communication a VIN list that our records show to be in dealership inventory. We request the assistance of the Region/PD associates to ensure dealerships do not delivery these vehicles prior to performing the remedy.



**4. Inspection Reminder Mirror Hang Tags for Covered Vehicles**

To identify vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please have dealers reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle’s glove box are stickers containing the VIN, please have the dealership apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

**5. 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 vehicle has been remedied.

**6. Dealer/District Summary Reports**

We have enclosed the following Safety Recall E0H 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 Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.
- A VIN list containing dealer stock vehicles has been attached to the end of the dealer communication.

**7. Number and Identification of Covered Vehicles**

There are approximately 47,000 certain 2013 model year Highlander vehicles covered by this Safety (Non-Compliance) Recall in the US.

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.

**8. Parts Ordering**

Orders can be placed through the dealership’s facing PDC. The parts have been placed on Dealer Ordering Solutions.

Additional part ordering information can be found in the dealer communication.

**9. 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers.)

**The attached Dealer Notification Letter contains additional details.**

Please review this remedy 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  
Field Product Engineers