

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

Subject: Safety (Noncompliance) Recall E0H – **Remedy Available**
Certain 2013 Model Year Highlander
2nd 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. Owner Letter Mailing Date

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

Toyota makes significant effort 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



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. A VIN list that our records show to be in dealership inventory has been attached at the end of this communication. We ask your assistance to ensure these vehicles are not delivered prior to remedy.

3. 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)

4. 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.

5. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. *Please note, due to the small number of vehicles that our records indicate to be in dealer inventory, a VIN list has been attached to the end of this communication.* (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

6. 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.

WMI	VDS	MY	Serial Start	Serial Finish
5TD	BK3EH	2013	S221419	S252446
	DK3EH		S221487	S252448
	YK3EH		S113323	S130266
	ZA3EH		S037765	S042526
	ZK3EH		S113575	S130267

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.

(Number and Identification of Covered Vehicles Continued . . .)

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

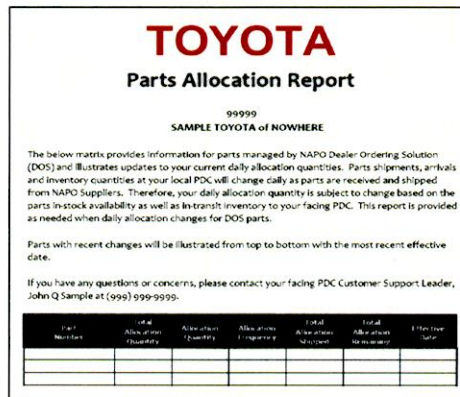
STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	100	HI	80	MI	388	NV	418	UT	252
AL	748	IA	502	MN	1,125	NY	3,040	VA	1,808
AR	518	ID	177	MO	654	OH	1,143	VT	130
AZ	954	IL	1,699	MS	466	OK	537	WA	872
CA	5,370	IN	697	MT	138	OR	454	WI	943
CO	939	KS	439	NC	1,542	PA	1,982	WV	319
CT	522	KY	576	ND	165	RI	153	WY	55
DC	65	LA	919	NE	275	SC	833		
DE	149	MA	1,598	NH	238	SD	111		
FL	2,490	MD	1,424	NJ	1,706	TN	735		
GA	1,399	ME	213	NM	201	TX	4,022		

7. Parts Ordering

Orders can be placed through the dealership’s facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
E0H	71788-0E010	Specialized Washer	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.



8. Technician Training Requirements

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

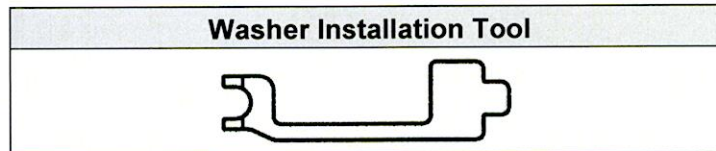
- **Toyota Certified (any specialty)**
- **Toyota Expert (any specialty)**
- **Master**
- **Master Diagnostic Technician**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign 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.

9. Campaign Special Service Tools

In a separate shipment scheduled to arrive May 22, 2014, your dealership was sent a padded envelope containing a Special Service Tool for this campaign. When received, the envelope will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

ATTN: Service Manager
SAFETY RECALL E0H
Campaign Tools

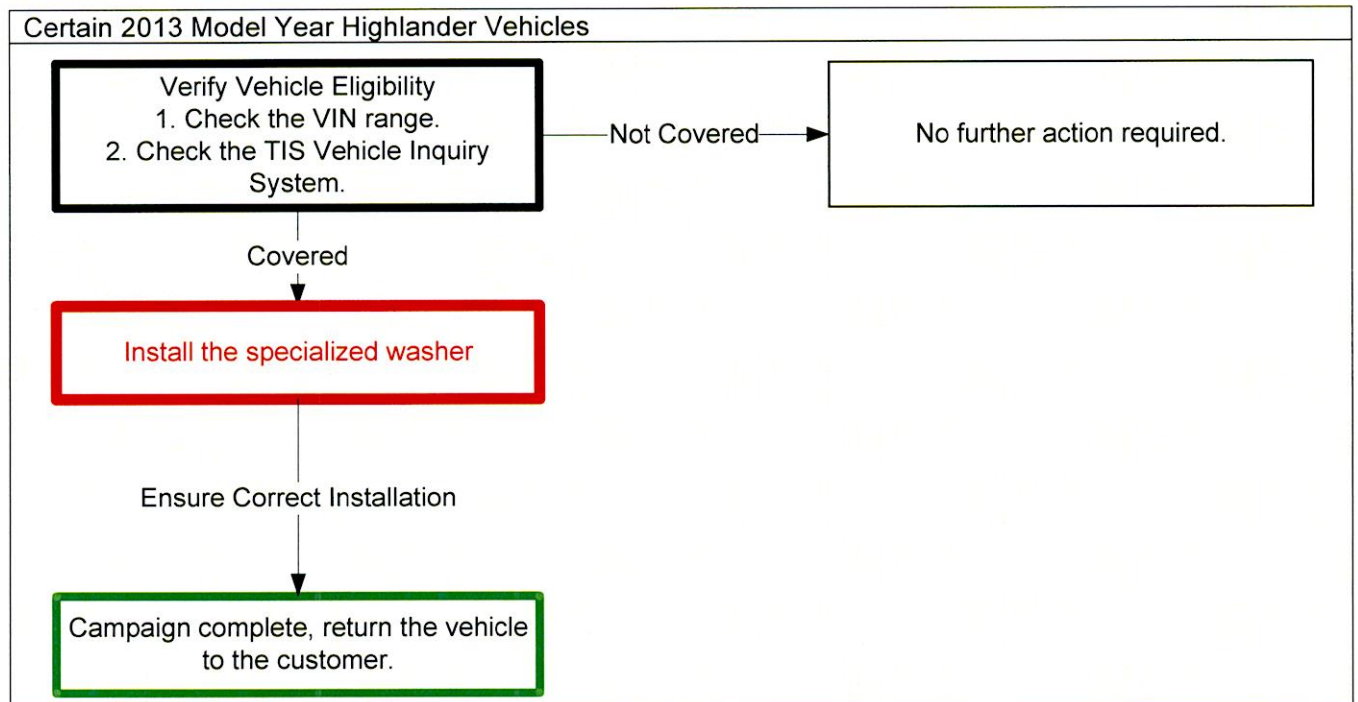


10. Remedy Procedures

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.

11. Warranty Reimbursement Procedure

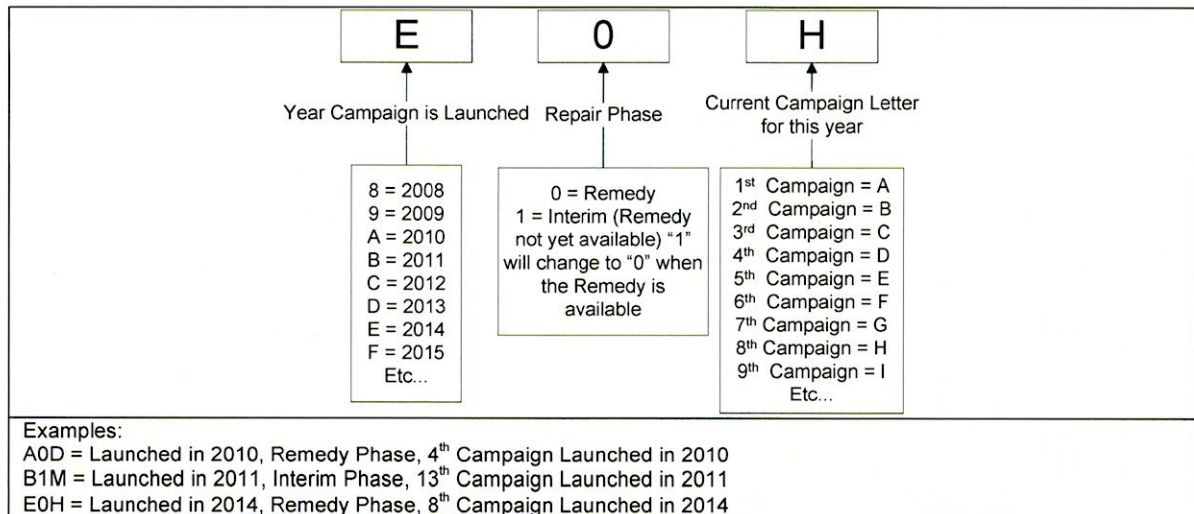


Model	Op. Code	Description	Flat Rate Hour
Highlander	AGG44A	Install Specialized Washer	0.6 hr/vehicle

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

(Warranty Reimbursement Procedure Continued . . .)

Campaign Designation Decoder



12. 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.

13. 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)

14. 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.

Certain 2013 Model Year Highlander Vehicles
2nd Row Left Hand Seat Inboard Seat Track
IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL
This is an important Safety
Recall.
The remedy will be
performed at **NO CHARGE**

Dear Toyota Owner:

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 2013 model year Highlander vehicles do not conform to Federal Motor Vehicles Safety Standard (FMVSS) No. 207 "Seating Systems".

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the 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.

What will Toyota do?

Any authorized Toyota dealer will repair the seat track with a specialized washer at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

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

Until the remedy is performed, we recommend that you do not try to lock the seat track in the first or second adjusting positions; make sure it is locked in one of the other positions available.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at 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 the repair.***

- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/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, D.C. 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.

SAMPLE