

TMS-NTC-14085
May 28, 2014

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

Re: Toyota Safety Recall – Dealer Notification (Remedy)

To whom it may concern,

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

- Certain 2014 Model Year Highlander and Highlander Hybrid Vehicles (Passenger Seatbelt Selectable Force Limiter – Software Update)

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,



Quality Compliance Administrator

Attachments:

- Toyota **14V-XXX** (E0T) Dealer Notification (Remedy)

To: All Toyota Dealer Principals, Service Managers, and Parts Managers
Subject: Safety (Noncompliance) Recall E0T – **Remedy Available**
Certain 2014 Model Year Highlander and Highlander Hybrid Vehicles
Passenger Seatbelt Selectable Force Limiter – Software Update

Toyota will file a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2014 model year Highlander and Highlander Hybrid Vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208, “Occupant Crash Protection”.

Toyota has completed remedy preparations and will also begin mailing owner notification letter.

Condition

In certain 2014 model year Highlander and Highlander Hybrid vehicles, the seatbelt Selectable Force Limiter has two different settings (“low” and “high”) depending on the size classification of the occupant detected in the passenger seat. In the involved vehicles, the software for operation of the Selectable Force Limiter improperly sets the “low” load limit for any occupant, regardless of size, rather than for a small occupant as intended. Under some conditions, this could result in crash test performance that does not meet the requirements specified under FMVSS No. 208 “Occupant Crash Protection” for larger occupants and could increase the risk of an injury in the event of a crash.

Remedy

Toyota dealers are requested to perform a software update to the Supplemental Restraint System (SRS) Electronic Control Unit (ECU) 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. 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 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.

Vehicle completion can be verified through TIS.

Inspection Reminder Mirror Hang Tags for Covered Vehicles

To identify vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided by your Region/PD to identify new vehicles in dealer inventory involved in this Safety (Noncompliance) 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)

**Hold For
Inspection**

Confirm inspection is complete
before customer delivery.

TOYOTA

2. 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 (Noncompliance) Recall unless the vehicle has been remedied.

3. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in mid-June, 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 (Noncompliance) 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.

4. Dealer Summary Reports

Please note, 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. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

5. Number and Identification of Covered Vehicles

There are approximately 50,000 certain 2014 model year Highlander and Highlander Hybrid Vehicles covered by this Safety (Noncompliance) Recall in the US.

WMI	MY	VDS	Start	Finish
5TD	2014	BCRFH	S004280	S005128
		BKRFH	S004346	S048817
		DCRFH	S004274	S006263
		DKRFH	S004348	S048897
		JKRFH	S004372	S048640
		KKRFH	S004315	S027085
		YKRFH	S004309	S026987
		ZARFH	S004251	S007573
		ZKRFH	S004310	S027109

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.

6. Parts Ordering

Because this Safety (Noncompliance) Recall involves only a software update to the Airbag ECU, no service parts are required. Please refer to the Technical instructions, located on TIS, for additional details.

7. 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 Expert (any specialty)**
- **Master**
- **Master Diagnostic Technician**

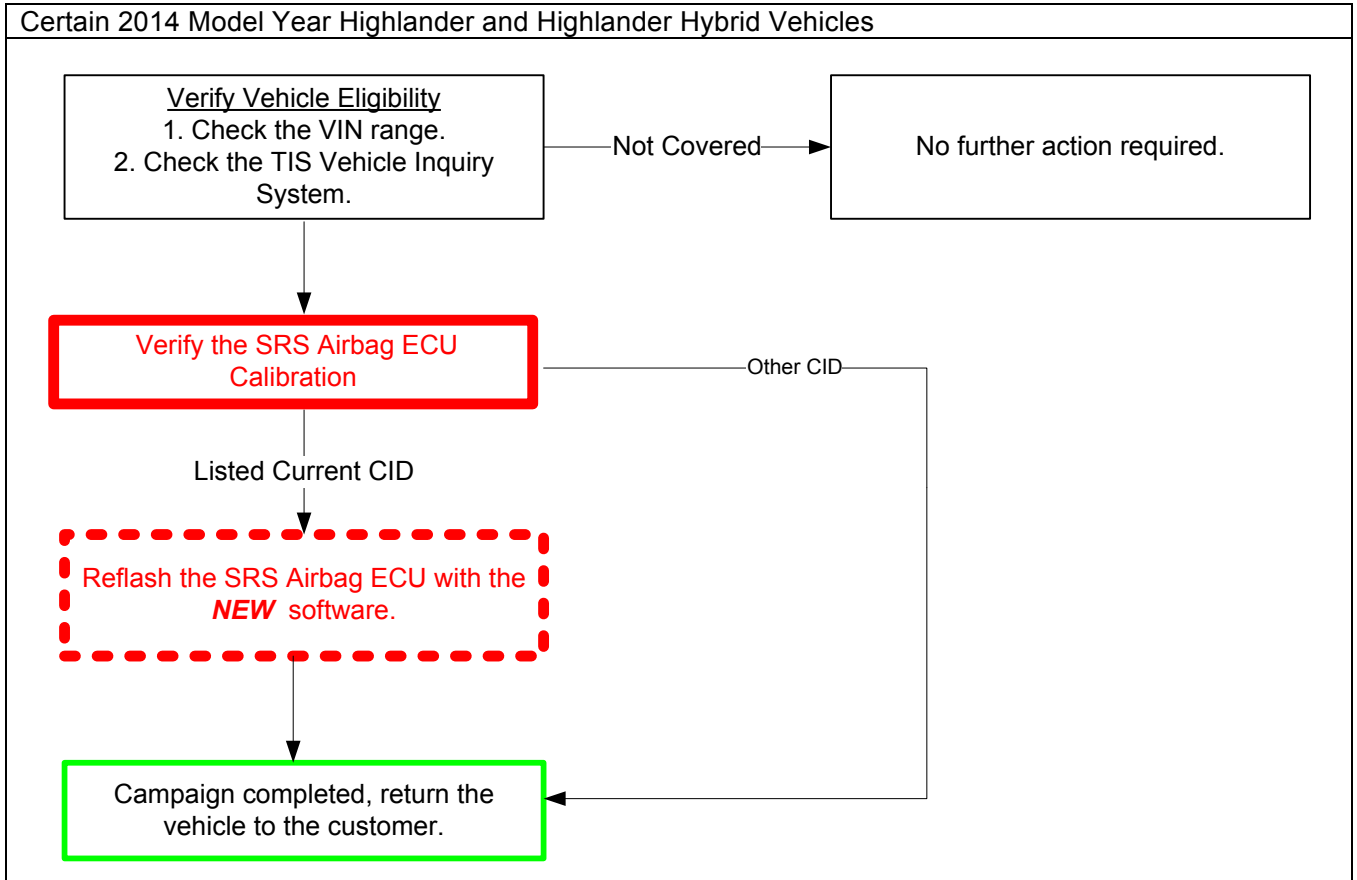
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider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

8. 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.

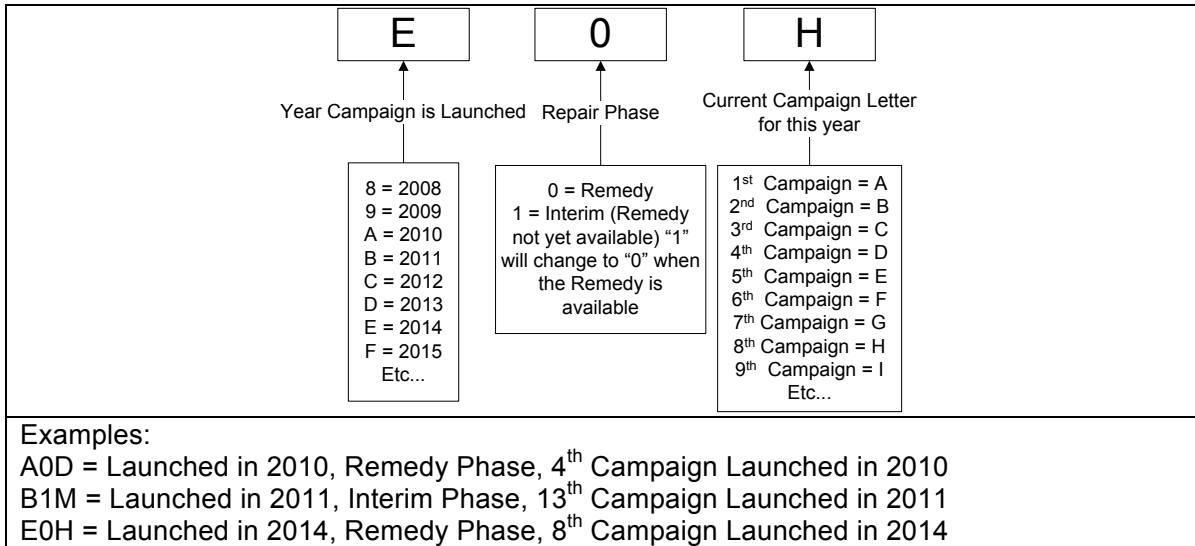
9. Warranty Reimbursement Procedure



Op. Code	Description	Flat Rate Hour
AGG45A	Software Update on Supplemental Restraint System ECU	0.6 hr/vehicle

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

10. Campaign Designation Decoder



11. 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.

12. 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)

13. 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 (Noncompliance) Recall.

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



Safety (Noncompliance) Recall E0T - Remedy Notice
Certain 2014 Model Year Highlander and Highlander Hybrid Vehicles
Passenger Seatbelt Selectable Force Limiter – Software Update

Customer Frequently Asked Questions

Published Late May, 2014

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

Q1: What is the condition?

A1: In certain 2014 model year Highlander and Highlander Hybrid vehicles, the seatbelt Selectable Force Limiter has two different settings (“low” and “high”) depending on the size classification of the occupant detected in the passenger seat. In the involved vehicles, the software for operation of the Selectable Force Limiter improperly sets the “low” load limit for any occupant, regardless of size, rather than for a small occupant as intended. Under some conditions, this could result in crash test performance that does not meet the requirements specified under FMVSS No. 208 “Occupant Crash Protection” for larger occupants and could increase the risk of an injury in the event of a crash.

Q1a: What is the Selectable Force Limiter?

A1a: The Selectable Force Limiter is designed to help reduce pressure on the occupant’s chest by determining the appropriate load applied by the seatbelt (i.e., high or low) during a crash based on detection of the occupant’s size by the Occupant Classification System.

Q2: What is Toyota going to do?

A2: In mid-June, 2014, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety (Noncompliance) Recall.

Any authorized Toyota dealer will perform a software update to the Supplemental Restraint System (SRS) Electronic Control Unit (ECU) at **no charge** to you.

Please see your local authorized Toyota dealer for additional details.

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 warnings or indicators of this condition?

A3: No, there are no warnings that this condition exists. Toyota requests that you contact an authorized Toyota dealer and schedule an appointment to have this Safety (Noncompliance) Recall completed as soon as possible.

Q3a: Can my vehicle be driven before the remedy is performed?

A3a: Yes, the vehicle can still be driven; however, please be aware of the following:

- There are no warnings that this condition exists.
- This condition could affect the functionality of the passenger side Seatbelt Pretensioner in the event of a severe frontal collision.

Q4: Which and how many vehicles are involved in this Safety (Noncompliance) Recall?

A4: There are approximately 50,000 certain 2014 Model Year Highlander and Highlander Hybrid Vehicles involved in this campaign Non-Compliance Recall.

Model Name	Model Year	Production Period	Appx. UIO
Highlander	Certain 2014	November 2013 through May 2014	50,000

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

A4a: No, there are no other Toyota, Lexus, or Scion vehicles involved in this Safety (Noncompliance) Recall.

Q5: How long will the repair take?

A5: The software updates will take approximately 45 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 previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: 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.

Wayne Hutchinson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
May 20, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety (Noncompliance) Recall E0T – Remedy Available
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New Vehicles in Dealership Inventory



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

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- **Toyota has completed remedy preparations and will also begin owner notifications in mid-June, 2014.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, etc.) has been posted on TIS.
- **Please refer to TIS for vehicle applicability and additional information.**

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- 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. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)