

7/15/2014: Update of Operation Code and Part Numbers

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Safety (Noncompliance) Recall E0R – **Remedy Available**
Certain 2014 Model Year Highlander Vehicles
2nd Row Passenger-Side Inboard Seat Track for 60/40 Split Seat

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. 207, “Seating Systems”. As a result, new vehicles in dealer inventory must not be delivered until corrected.

Condition

In certain 2014 Model Year Highlanders, equipped with a 60/40 split second row seating configuration, the passenger side second row seat may not fully lock into the inboard seat track when the seat is adjusted forward to the first, second, or third 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 must perform an inspection of the Second Row Passenger-Side Inboard Seat Track for certain vehicles equipped with a 60/40 seating configuration. If the condition is found, the dealer will replace the seat assembly at **NO CHARGE** to the vehicle owner. For additional information on inspection and 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 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 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 noncompliance 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 TIS prior to performing repairs.)

6. Number and Identification of Covered Vehicles

There are approximately 230 Highlander vehicles covered by this Safety (Noncompliance) Recall in the US. A VIN list containing vehicles covered by this Safety (Noncompliance) Recall has been included at the end of this communication for your reference.

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.

7. Parts Ordering

If you have a vehicle that does not pass the inspection and requires a replacement seat assembly, one of the following parts should be ordered. The seat assemblies will be built to order and may take several weeks to receive. *Please note a very limited number of vehicles will require a replacement seat assembly.*

Part Number	Part Name	Color	Fabric	Qty.
71300-0E570-B5	SEAT ASSY, RR RH	GRAY	Fabric	1 (As needed)
71300-0E570-C4		BLACK		
71300-0E580-A9	SEAT ASSY, RR RH	FLAXEN	Mixed-Fabric	1 (As needed)
71300-0E580-B7		GRAY		
71300-0E580-C7		BLACK		
71300-0E590-A7	SEAT ASSY, RR RH	FLAXEN	Leather	1 (As needed)
71300-0E590-B6		GRAY		
71300-0E590-C6		BLACK		

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**

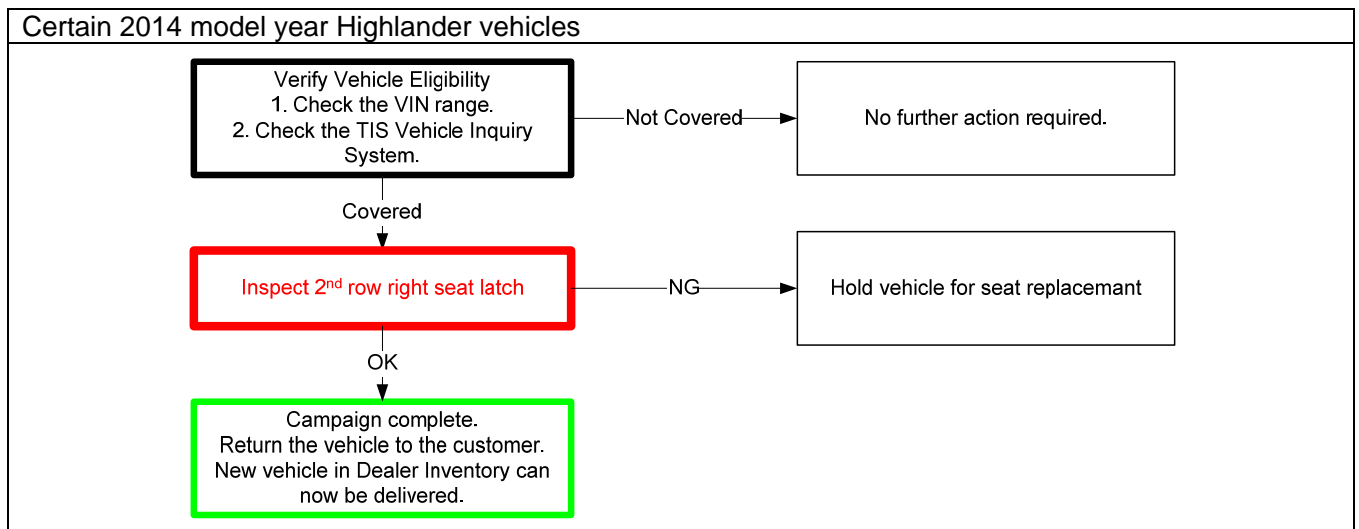
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider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

9. 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.

10. Warranty Reimbursement Procedure

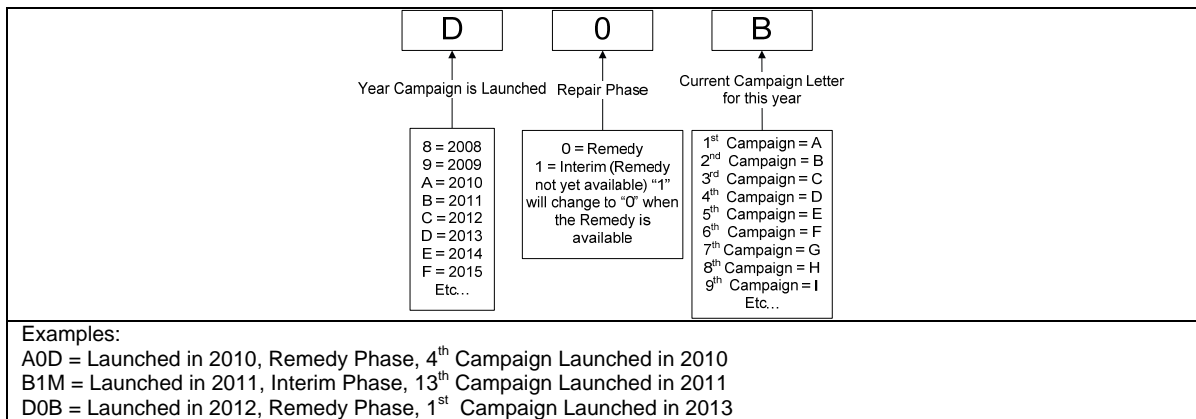


(Warranty Reimbursement Procedure Continued . . .)

Model	Op. Code	Description	Flat Rate Hour
Highlander	QCE0R1	Inspect 2 nd Row Left Hand Inboard Seat Track - Pass	0.5 hr/vehicle
	QCE0R2	Inspect 2 nd Row Left Hand Inboard Seat Track and Replace Seat Assembly	1.0 hr/vehicle

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

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 Recall.

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

EOR Dealer Stock VIN List

VIN	Dealer Code	VIN	Dealer Code
5TDKKRFH1ES023537	01053	5TDKKRFH9ES023740	21039
5TDZKRFH2ES023173	02044	5TDJKRFH4ES042031	24022
5TDKKRFH3ES023152	04079	5TDJKRFH5ES040837	24036
5TDZKRFH0ES023057	04388	5TDJKRFH3ES040478	24074
5TDKKRFH4ES023113	09108	5TDJKRFH3ES040528	27022
5TDKKRFH4ES023077	09158	5TDJKRFH4ES041249	32001
5TDZKRFH4ES023837	09159	5TDKKRFH9ES023687	32106
5TDKKRFH1ES023179	09198	5TDKKRFH0ES023240	32118
5TDKKRFH9ES023480	09223	5TDKKRFH9ES023317	32126
5TDKKRFH2ES023059	09913	5TDKKRFH6ES023775	32132
5TDKKRFH4ES023452	09913	5TDKKRFH0ES023643	32134
5TDKKRFHXES023357	09913	5TDKKRFH8ES023535	34044
5TDZKRFH5ES023197	10094	5TDKKRFH8ES023731	34044
5TDZKRFH0ES023463	10099	5TDJKRFH3ES041467	34078
5TDKKRFH3ES023071	10960	5TDJKRFH1ES042696	34089
5TDKKRFH6ES023162	10960	5TDJKRFH4ES041509	34089
5TDKKRFH6ES023226	10960	5TDKKRFH5ES023623	34089
5TDKKRFH6ES023291	10960	5TDJKRFH8ES040623	34115
5TDZKRFH9ES023476	10960	5TDJKRFH7ES041035	34120
5TDKKRFH0ES023853	12074	5TDKKRFH9ES023348	35061
5TDJKRFH2ES040679	12142	5TDBKRFH1ES040659	37067
5TDJKRFH5ES041468	12148	5TDJKRFH8ES040802	37125
5TDJKRFH2ES041962	13022	5TDBKRFH6ES040821	37150
5TDJKRFH7ES041102	13058	5TDZARFH1ES007128	39031
5TDJKRFH2ES041928	13060	5TDKKRFH1ES023487	41026
5TDJKRFH5ES040935	13067	5TDBKRFH5ES040955	41061
5TDBKRFH9ES041803	13069	5TDZKRFH3ES023117	42264
5TDJKRFH5ES041177	14045	5TDJKRFH6ES040605	43020
5TDJKRFH0ES040874	15050	5TDJKRFH4ES041025	45072
5TDZKRFH6ES023337	16005	5TDJKRFH6ES040507	45082
5TDBKRFH9ES040781	16017	5TDKKRFH2ES023742	47017
5TDBKRFH6ES040740	16050	5TDJKRFH1ES041631	48007
5TDJKRFHXES041031	16050	5TDZARFH1ES007145	48030
5TDJKRFH7ES041133	16051	5TDBKRFH2ES042209	48032
5TDZKRFHXES023874	16051		

EOR Retailed VIN List

VIN	VIN	VIN	VIN	VIN
5TDBKRFH1ES040628	5TDJKRFH2ES041024	5TDJKRFH6ES042077	5TDKKRFH0ES023156	5TDZARFH3ES007096
5TDBKRFH1ES040886	5TDJKRFH2ES041279	5TDJKRFH6ES042404	5TDKKRFH2ES023160	5TDZARFH4ES007091
5TDBKRFH1ES041357	5TDJKRFH2ES041461	5TDJKRFH7ES040581	5TDKKRFH2ES023501	5TDZARFH4ES007110
5TDBKRFH2ES040847	5TDJKRFH2ES041671	5TDJKRFH7ES040614	5TDKKRFH2ES023725	5TDZARFH5ES007083
5TDBKRFH2ES040928	5TDJKRFH2ES041816	5TDJKRFH7ES040855	5TDKKRFH3ES023121	5TDZARFH5ES007097
5TDBKRFH2ES041710	5TDJKRFH2ES041959	5TDJKRFH7ES040967	5TDKKRFH3ES023345	5TDZARFH6ES007075
5TDBKRFH2ES041755	5TDJKRFH3ES040688	5TDJKRFH7ES041570	5TDKKRFH3ES023491	5TDZARFH6ES007089
5TDBKRFH4ES040672	5TDJKRFH3ES042506	5TDJKRFH7ES041648	5TDKKRFH4ES023094	5TDZARFH6ES007092
5TDBKRFH5ES042205	5TDJKRFH4ES040554	5TDJKRFH7ES041701	5TDKKRFH4ES023256	5TDZARFH9ES007099
5TDBKRFH7ES040696	5TDJKRFH4ES040649	5TDJKRFH7ES041844	5TDKKRFH5ES023170	5TDZARFH9ES007118
5TDBKRFH7ES041203	5TDJKRFH4ES040716	5TDJKRFH7ES041956	5TDKKRFH5ES023248	5TDZKRFH0ES023141
5TDBKRFH8ES040903	5TDJKRFH4ES041137	5TDJKRFH7ES042248	5TDKKRFH5ES023251	5TDZKRFH1ES023102
5TDBKRFH8ES042229	5TDJKRFH4ES041512	5TDJKRFH7ES042475	5TDKKRFH5ES023346	5TDZKRFH1ES023181
5TDBKRFHXES040580	5TDJKRFH4ES041901	5TDJKRFH8ES040640	5TDKKRFH6ES023100	5TDZKRFH1ES023276
5TDBKRFHXES040675	5TDJKRFH4ES042272	5TDJKRFH8ES040718	5TDKKRFH6ES023565	5TDZKRFH2ES023075
5TDJKRFH0ES040664	5TDJKRFH5ES040921	5TDJKRFH8ES040735	5TDKKRFH7ES023283	5TDZKRFH3ES023070
5TDJKRFH0ES040731	5TDJKRFH5ES040952	5TDJKRFH8ES040766	5TDKKRFH7ES023395	5TDZKRFH3ES023084
5TDJKRFH0ES040745	5TDJKRFH5ES041163	5TDJKRFH8ES041125	5TDKKRFH7ES023493	5TDZKRFH3ES023151
5TDJKRFH0ES041118	5TDJKRFH5ES041244	5TDJKRFH8ES041173	5TDKKRFH7ES023638	5TDZKRFH4ES023093
5TDJKRFH0ES041748	5TDJKRFH5ES041969	5TDJKRFH8ES041657	5TDKKRFH8ES023244	5TDZKRFH5ES023149
5TDJKRFH0ES041751	5TDJKRFH5ES042054	5TDJKRFH9ES040887	5TDKKRFH8ES023602	5TDZKRFH5ES023233
5TDJKRFH0ES041765	5TDJKRFH5ES042135	5TDJKRFH9ES040999	5TDKKRFH9ES023110	5TDZKRFH5ES023328
5TDJKRFH0ES041894	5TDJKRFH5ES042152	5TDJKRFH9ES041344	5TDKKRFH9ES023124	5TDZKRFH6ES023175
5TDJKRFH0ES042141	5TDJKRFH5ES042636	5TDJKRFH9ES041425	5TDKKRFH9ES023205	5TDZKRFH6ES023631
5TDJKRFH1ES040432	5TDJKRFH6ES040541	5TDJKRFH9ES041666	5TDKKRFH9ES023222	5TDZKRFH6ES023922
5TDJKRFH1ES040513	5TDJKRFH6ES040569	5TDJKRFHXES040607	5TDKKRFH9ES023401	5TDZKRFH7ES023315
5TDJKRFH1ES040561	5TDJKRFH6ES040748	5TDJKRFHXES040784	5TDKKRFHXES023231	5TDZKRFH8ES023128
5TDJKRFH1ES040575	5TDJKRFH6ES040801	5TDJKRFHXES040820	5TDKKRFHXES023312	5TDZKRFH8ES023369
5TDJKRFH1ES041869	5TDJKRFH6ES040961	5TDJKRFHXES042020	5TDKKRFHXES023360	5TDZKRFH9ES023199
5TDJKRFH2ES040536	5TDJKRFH6ES040992	5TDJKRFHXES042132	5TDKKRFHXES023472	5TDZKRFHXES023132
5TDJKRFH2ES040603	5TDJKRFH6ES041429	5TDJKRFHXES042390	5TDZARFH0ES007105	
5TDJKRFH2ES040634	5TDJKRFH6ES041592	5TDKKRFH0ES023089	5TDZARFH0ES007122	
5TDJKRFH2ES040701	5TDJKRFH6ES041883	5TDKKRFH0ES023111	5TDZARFH2ES007087	



Safety (Noncompliance) Recall E0R – Remedy Notice
Certain 2014 Model Year Highlander Vehicles
2nd Row Passenger-Side Inboard Seat Track for 60/40 Split Seat

Customer Frequently Asked Questions

Published mid-May, 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: In certain 2014 Model Year Highlanders, equipped with a 60/40 split second row seating configuration, the passenger side second row seat may not fully lock into the inboard seat track when the seat is adjusted forward to the first, second, or third 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.

Q1a: What is the cause of the condition?

A1a: This condition is caused by a manufacturing error at the supplier.

Q2: What is Toyota going to do?

A2: In mid-June, 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 Second Row Passenger-Side Inboard Seat Track for certain vehicles equipped with a 60/40 seating configuration. If necessary, the dealer will replace the seat assembly at **NO CHARGE** to the vehicle owner.

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, do not try to lock the seat track in the first, second, or third adjusting positions; make sure it is locked in one of the other positions available.

Q3a: Are there any warnings or indicators if this condition occurs?

A3a: Yes, if the condition is present, an occupant may notice the seat can pivot or move slightly from the set desired position.

Note: This condition is only present if the seat is set in the 1st, 2nd, or 3rd forward adjusting positions.

Q3b: What if I experience the condition described above?

A3b: 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 230 certain 2014 Model Year Highlander vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Highlander	Certain 2014	April 23, 2014 through April 29, 2014	230

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 inspection will take approximately 15 minutes. If the dealer determines your vehicle requires a replacement seat assembly, the dealer will need to order the seat assembly, and you will be requested to return at a later date once the seat has arrived. 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.

Certain 2014 Model Year Highlander Vehicles
2nd Row Passenger-Side Inboard Seat Track for 60/40 Split Seat

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**

[VIN]

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 2014 model year Highlander vehicles fail to 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 certain 2014 Model Year Highlanders equipped with a 60/40 split second row seating configuration, the passenger-side second row seat may not fully lock into the inboard seat track when the seat is adjusted forward to the first, second, or third adjusting positions. A seat in this condition does not conform to FMVSS No. 207 "Seating Systems". If the seat does not fully lock, the seat could move, increasing the risk of injury to occupants in the event of a crash.

What will Toyota do?

Any authorized Toyota dealer will perform an inspection of the Second Row Passenger-Side Inboard Seat Track, and if necessary, replace the Seat Assembly 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 inspection will take approximately 15 minutes. If the dealer determines your vehicle requires a replacement seat assembly, the dealer will need to order the seat assembly, and you will be requested to return at a later date once the seat has arrived. 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, second, or third forward 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