



Safety (Noncompliance) Recall E0R – **Remedy Notice**  
Certain 2014 Model Year Highlander Vehicles  
2<sup>nd</sup> 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 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> 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.