

TMS-NTC-14121
July 02, 2014

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

Re: Toyota Safety Recall 14V-272 Owner Notification Letter (Remedy)

To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 14V-272 on the following Toyota vehicles:

- Certain 2014 Model Year Highlander and Highlander Hybrid Vehicles

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

Sincerely,



Wayne Hutchinson
Quality Compliance Administrator

Attachments:

- Toyota 14V-272 (E0T) Owner Notification Letter (Remedy)



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

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

**Certain 2014 Model Year Highlander and Highlander Hybrid Vehicles
Passenger Selectable Force Limiter – Software Update**

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN ABCDEFGH987654321

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 and Highlander Hybrid Vehicles do not conform to Federal Motor Vehicles Safety Standard (FMVSS) No. 208 “Occupant Crash Protection.”

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 2014 model year Highlander and Highlander Hybrid vehicles, there is an error in the software for the front passenger seatbelt Selectable Force Limiter (*the force limiter is located in the seatbelt pretensioner housing*). As a result, some vehicles do not meet certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 208 “Occupant Crash Protection” for larger occupants. This could increase the risk of an injury to an occupant in the event of a crash.

What will Toyota do?

Any authorized Toyota dealer will perform a software update to the Supplemental Restraint System (SRS) Electronic Control Unit (ECU) 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 45 minutes. However, depending on the dealer’s work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. 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 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.

Recall 14V-272 (Toyota campaign E0T)
Dealer Notification and Owner Letter Mailing Schedule

Dealer Notification (Remedy)

Dealer Remedy Notification: May 20, 2014

Owner Notification (Remedy)

Owner Letter Start: June 27, 2014

Owner Letter Completion: July 21, 2014

Covers:

- Certain 2014 Model Year Highlander and Highlander Hybrid Vehicles