



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
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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 Vehicles
2nd Row Passenger-Side Inboard Seat Track for 60/40 Split Seat**

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 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 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.