

To: NHTSA Recall Management Division

From: Toyota Quality Compliance – Campaign Administration

Toyota has identified a problem with recall completion percentages reported under CFR 573.7 in the quarter 2015 Q3 for recall 14V-272 – 14MY Highlander and Highlander Hybrid - Passenger Seatbelt Selectable Force Limiter - Software Update. In these quarters, recall completions from countries outside of the United States and its Territories may have been inadvertently included in the calculation of completion rate. The following table summarizes the reported completion rate and the correct completion rate at the quarter with the largest variance, as well as the current completion rate as of 2016 Q3.

Quarters Affected	Quarter with the Largest Variance	Reported Completion Rate	Correct Completion Rate	Completion Rate at 2016 Q3
1	2015 Q3	92.09%	89.9%	93.52%

As agreed, Toyota will provide two additional quarterly reports (total of 8) for 14V-272.