



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 25, 2024

Mr. Cory Hoffman  
General Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-107DC  
24V-461

**Subject:** Curtain Air Bag May Deploy Improperly/FMVSS 226

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

LEXUS/TX/2024  
LEXUS/TX HYBRID/2024  
TOYOTA/GRAND HIGHLANDER/2024  
TOYOTA/GRAND HIGHLANDER HYBRID/2024

**Mfr's Report Date:** June 20, 2024

**NHTSA Campaign Number:** 24V-461

**Components:**

AIR BAGS:SIDE/WINDOW:CURTAIN

**Potential Number of Units Affected:** 145,254

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2024 Toyota Grand Highlander, Grand Highlander Hybrid, Lexus TX350, TX500 Hybrid, and TX550 Hybrid+ vehicles. The driver's side curtain air bag may not unroll as intended and could partially deploy outside of an open window. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 226, "Ejection Mitigation."

**Consequence:**

An improper deployment of the side curtain air bag can reduce occupant protection during a crash, increasing the risk of injury.

**Remedy:**

The remedy is under development. Interim letters notifying owners of the safety risk are expected to be mailed between August 5, 2024 and August 19, 2024. A second notice will be sent once the remedy is available. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's numbers for this recall are 24TB09/24TA09 and Lexus' numbers are 24LB05/24LA05.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Toyota Motor Engineering & Manufacturing's contact for this recall will be Debora Crews who may be reached by email at [debora.crews@dot.gov](mailto:debora.crews@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement