

INTEROFFICE MEMORANDUM

Original Publication Date: October 28, 2024

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service Support**SAFETY (NONCOMPLIANCE) RECALL 24TA09** *Remedy Notice*

Certain 2024 Model Year Grand Highlander
Certain 2024 Model Year Grand Highlander HV
Curtain Shield Airbags May Not Deploy As Intended
NHTSA Recall No. 24V-461

Specific information for Region support is provided below.

Condition

The curtain shield airbags on both the driver's and passenger's sides may not deploy as intended during certain crashes when the driver or front passenger windows are rolled down. If this occurs, the vehicles may not meet a federal safety standard, increasing the risk of injury during certain crashes.

Campaign Parts:

To launch this recall as soon as possible, parts stocking levels are lower than typical. It is essential that our dealers order parts based on customer request and appointments and do not order parts for stock. Please communicate with your dealers that parts should be ordered based on customer request and not for stock.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on October 28, 2024

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.