



SAFETY 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

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.

On June 20, 2024, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on 2024 model year Grand Highlander and Grand Highlander HV vehicles.

On August 6, 2024 Toyota amended the previously filed Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA). The amended Noncompliance Information Report (NCIR) expanded the recall to include the passenger side curtain shield airbags on the involved vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2024 Grand Highlander	Mid June 2023 – Mid June 2024	76,700	2,800
2024 Grand Highlander HV	Mid June 2023 – Mid June 2024	35,000	

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.

Remedy

Any authorized Toyota dealer will replace the driver and passenger curtain shield airbags **FREE OF CHARGE**.

Tech Requirements TIC206B – Electrical Repair 2
Inspection/Repair Time Repair: 3.1 hours
Parts Control at Launch CPOR
Parts Replacement Rate 100%
Owner Notification Date Mid November
Salvage Title Eligible Yes

Owner Notification

Mail

Toyota will notify owners beginning in mid-November 2024.

Toyota App

Vehicles involved in this Safety Recall will be visible in the Toyota App at time of announcement.

Customer Contacts

Customers may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. An FAQ is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Media Contacts

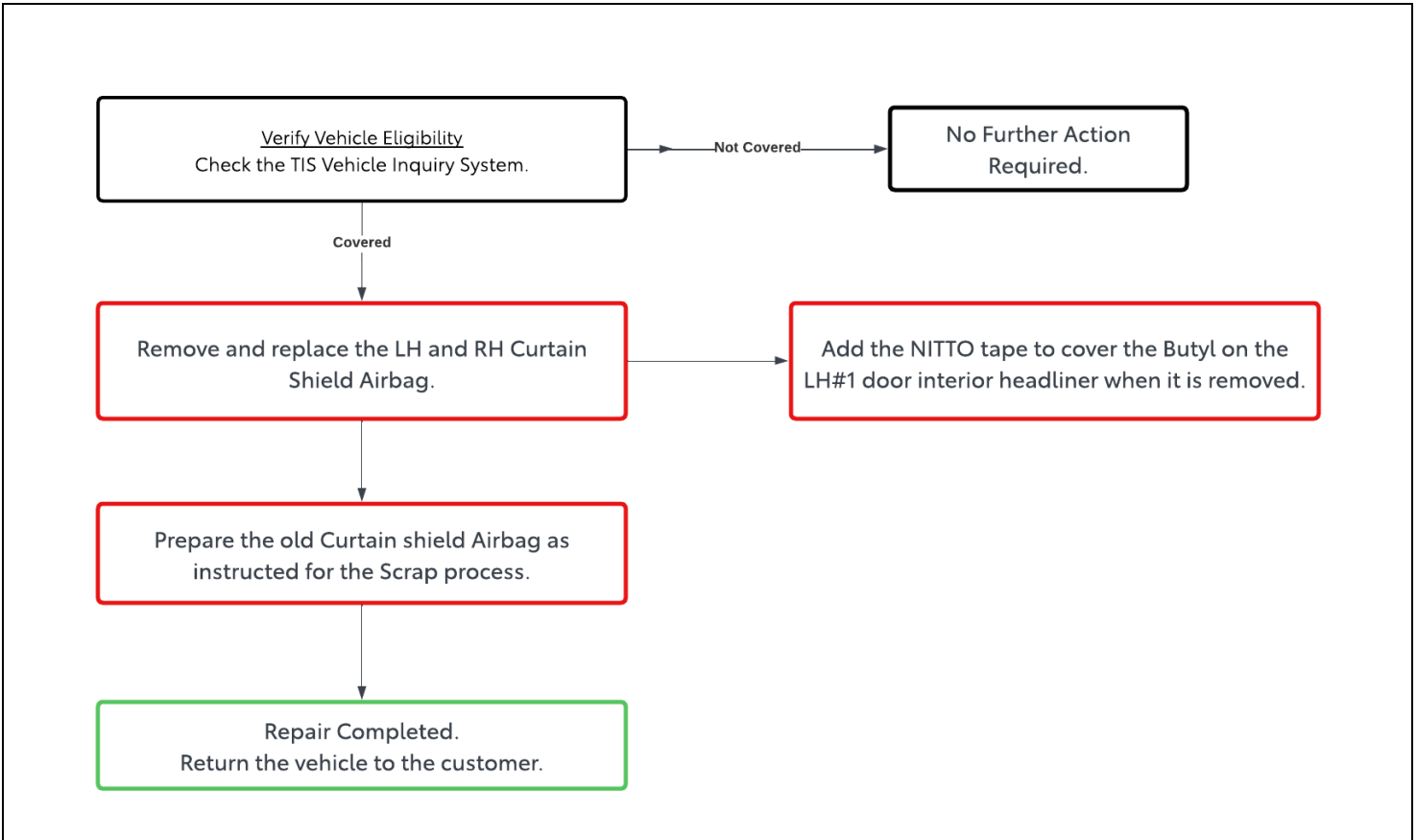
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to pressroom.toyota.com.

Recall Contents

Service Department	3
Parts Department	5
Sales Department	6
Frequently Asked Questions	7
Policies And Procedures	8

Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24TA09R1	Replace Driver and Passenger CSA	3.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at to have completed the following courses:

TIC206B – Electrical repair 2

Interim Period Loaner Vehicle or Alternative Transportation Reimbursement Procedure

A loaner vehicle or alternative transportation through Rent a Toyota can be claimed for \$42 per day.

Op Code	Description
24TB09V1	Vehicle Rental 1-30 days
24TB09V2	Vehicle Rental 31-60 days
24TB09V3	Vehicle Rental 61-90 days
24TB09V4	Vehicle Rental 91-120 days
24TB09V5	Vehicle Rental 121-150 days
24TB09V6	Vehicle Rental 151-180 days
24TB09V7	Vehicle Rental 181-183 days

NOTE:

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes until January 26, 2025 After that date, no claims for alternative transportation reimbursement will be accepted.
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Service Lane due to potential limited part availability. Please check the CPOR report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign. **Only order parts for customer vehicles by appointment only. Do not stock a surplus of parts. Parts ordering will be monitored daily.**

Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
04004-3810E	AIR BAG ASSY, CURTAIN SHIELD, LH	1
04004-3820E	AIR BAG ASSY, CURTAIN SHIELD, RH	1
62217-48020	CLIP, FR PILLAR GARNISH	4

Part Number	Description	Quantity
NITTOTAPE*	Nitto Tape (1 roll fixes 250 vehicles)	~200mm per vehicle Order as needed from the MDC

*1 roll will supply multiple repairs, order additional tape as needed. Each dealer was shipped a roll of tape prior to remedy launch to the dealer.

Sales Department

New Vehicles in Dealership Inventory

There are approximately 2,800 vehicles in new dealer inventory as of June 19, 2024.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- Dealers can identify if any of their new and used inventory have any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (Non SET and GST dealers: <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

[Policy for New Vehicles, TCUV, Pre-Owned Vehicles and Rent a Toyota](#)

Frequently Asked Questions

Q1: *What is the condition?*

A1: The curtain shield airbag on the driver's and passenger's sides may not deploy as intended during certain crashes if 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.

Q1a: *What are Curtain Shield Airbags?*

A1a: Curtain shield airbags are activated in the event of a side impact crash. They deploy from the top of the door rails above the side windows and provide cushioning between the driver's or passenger's head and the window.

Q1b: *Are there any warnings that this condition exists?*

A1b: No. There are no warnings that this condition exists.

Q1c: *Is there anything I can do to avoid this condition?*

A1c: Until the remedy is performed, Toyota recommends that customers keep the driver and front passenger side windows closed while driving.

Q2: *What is Toyota going to do?*

A2: Any authorized Toyota dealer will replace the driver and passenger curtain shield airbags **FREE OF CHARGE**.

Q3: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A3: There are approximately 111,700 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Grand Highlander	2024	Mid June 2023 – Mid June 2024
Grand Highlander HV	2024	Mid June 2023 – Mid June 2024

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A3a: Yes, certain 2024 Model Year Lexus TX350, TX500H, and TX550h+ are also involved in this Safety (Noncompliance) Recall.

Q4: *How long will the repair take?*

A4: The repair takes approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *How does Toyota obtain my mailing information?*

A5: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Policies And Procedures

New Vehicles in Dealership Inventory - Reminder

Below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available. Keep the completed form on file at the dealership.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Rent a Toyota & Service Loaners

Toyota requests that dealers remove all Rent a Toyota and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Claim Filing Accuracy and Correction Requests

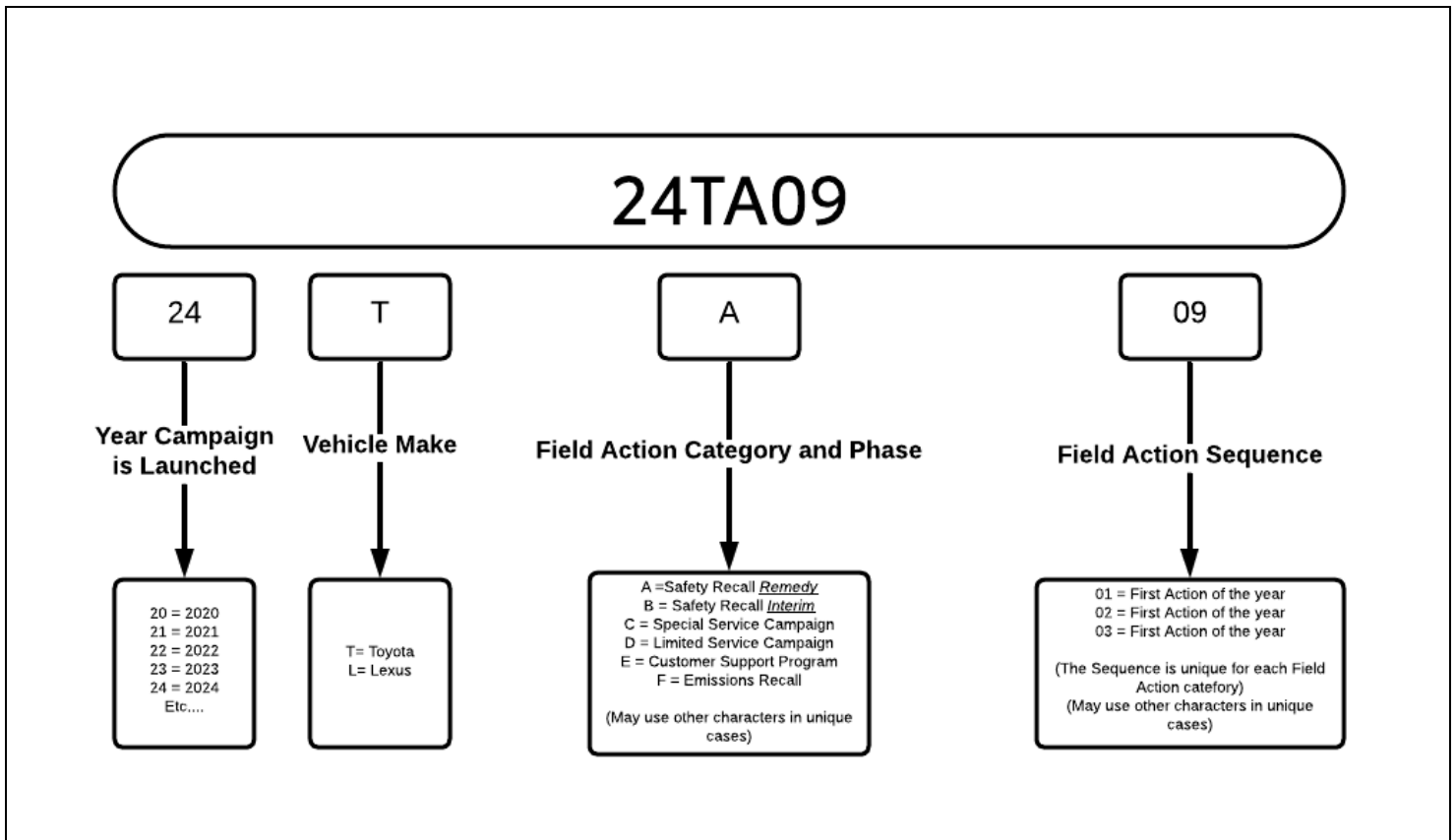
It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Parts Recovery Procedures

Curtain Shield Airbags replaced as part of this Safety Recall must be prepared for transport to New Leaf LLC to appropriately disposition. Refer to the [Job Aid on TIS](#) for more information.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

Campaign Designation / Phase Decoder



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019

20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020

21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety (Noncompliance) Recall.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.