

Original Publication Date: June 20, 2024

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY (NONCOMPLIANCE) RECALL 24TA09 (*Interim Notice 24TB09*)

Certain 2024 Model Year Grand Highlander Certain 2024 Model Year Grand Highlander HV Driver Curtain Shield Airbag May Not Deploy As Intended

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	



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.

Condition

The curtain shield airbag on the driver's side may not deploy as intended during certain crashes if the driver's window is rolled down. If this occurs, the vehicles may not meet a federal safety standard, increasing the risk of injury during certain crashes.

Remedy

Toyota is currently developing the remedy for this issue. When the remedy is available, it will be provided **FREE OF CHARGE** by Toyota Dealers. At this time, Toyota is unable to provide an estimate of when the remedy will be available.

Covered Vehicles

There are approximately 111,700 vehicles covered by this Safety (Noncompliance) Recall. There are approximately 1,400 vehicles in Puerto Rico involved in this Safety (Noncompliance) Recall.

Owner Letter Mailing Date

Toyota will notify owners by mid-August 2024.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety (Noncompliance) Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 2800 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 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.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety (Noncompliance) Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety (Noncompliance) Recall and that the remedy is currently being prepared by Toyota.

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.

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.

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.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A 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.

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.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

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 the Toyota Newsroom <https://pressroom.toyota.com/>.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

Until the remedy is performed, Toyota recommends that customers keep their driver side window closed while driving. If this is not feasible for a customer, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$42 per day.

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days
TBD	Vehicle Rental 61-90 Days

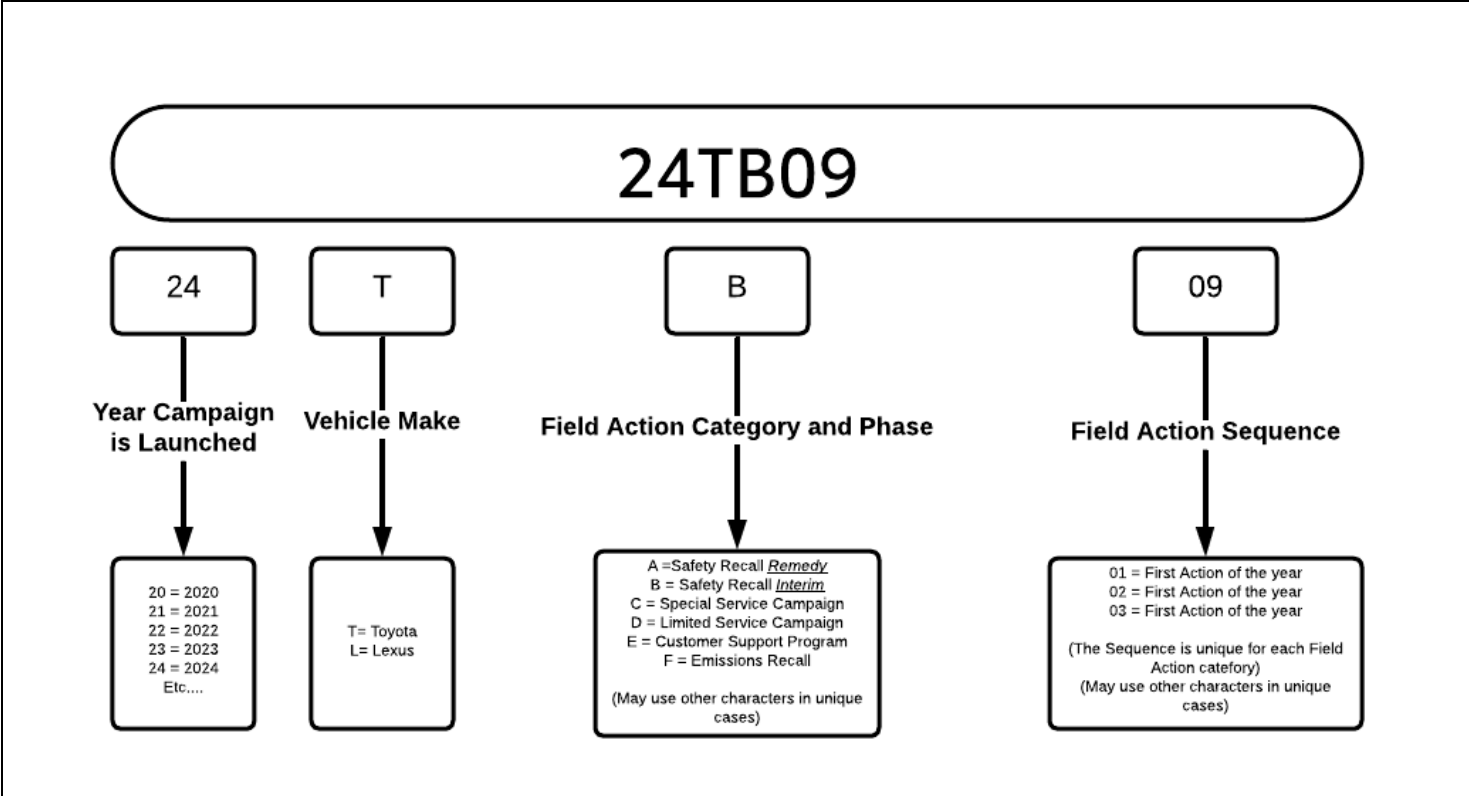
NOTE:

- 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 up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

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.



SAFETY (NONCOMPLIANCE) RECALL 24TA09 *(Interim Notice 24TB09)*

Certain 2024 Model Year Grand Highlander
Certain 2024 Model Year Grand Highlander HV
Driver Curtain Shield Airbag Deployment

Frequently Asked Questions

Original Publication Date: June 20, 2024

Q1: *What is the condition?*

A1: The curtain shield airbag on the driver's side may not deploy as intended during certain crashes if the driver's window is rolled down. If this occurs, the vehicles may not meet a federal safety standard, increasing the risk of injury during certain crashes.

Q1a: *What is the driver's side Curtain Shield Airbag (CSA)?*

A1a: The driver's CSA is activated in certain types of crashes. It deploys from the top of the door rail above the driver's side windows to help protect occupants and reduce the chance of being ejected from a vehicle.

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 their driver side window closed while driving.

Q2: *What is Toyota going to do?*

A2: Toyota is currently developing the remedy for this issue. When the remedy is available, it will be performed **FREE OF CHARGE** by a Toyota dealer.

Q3: *When will the remedy become available?*

A3: Toyota is currently developing the remedy. At this time, Toyota is unable to provide an estimate of when the remedy will be available.

Q4: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A4: 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

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A4a: Yes, certain 2024 Model Year Lexus TX350, TX500H, and TX550h+ are also involved in this Safety (Noncompliance) Recall.

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.