

INTEROFFICE MEMORANDUM

Original Publication Date: June 20, 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 (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

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on June 20, 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.