



SAFETY RECALL 25TA16 (Remedy Notice)

Certain 2024-2025 Model Year Highlander and Highlander HV
Upper 3rd Row Center Seatbelt Anchor Bolt May be Cross Threaded

On December 17, 2025, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2024-2025 model year Highlander and Highlander HV vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2024-2025 Highlander and Highlander HV	Early September 2024- Early February 2025	40	0

Condition

The bolt that attaches the upper seatbelt anchor to the roof for the third-row center seat may not have been installed correctly and could loosen. This can lead to an increased risk of injury to an occupant in this seat in the event of a crash.

Remedy

For all involved vehicles, dealers will remove the upper seatbelt anchor bolt, clean the threads of the weld nut, replace the bolt with a new one, and torque to the proper specification, *FREE OF CHARGE*.

Owner Notification

Mail

Toyota will notify owners by mid-February 2026.

Head Unit Notification

Vehicle Head unit notifications will begin by mid-January 2026.

Toyota App

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

Tech Requirements

Master Diagnostic Technician

Inspection/Repair Time

Repair: 0.8

Parts Control at Launch

N/A

Parts Replacement Rate

100%

Owner Notification Date

FEB 2026

Salvage Title Eligible

Yes

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. A 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

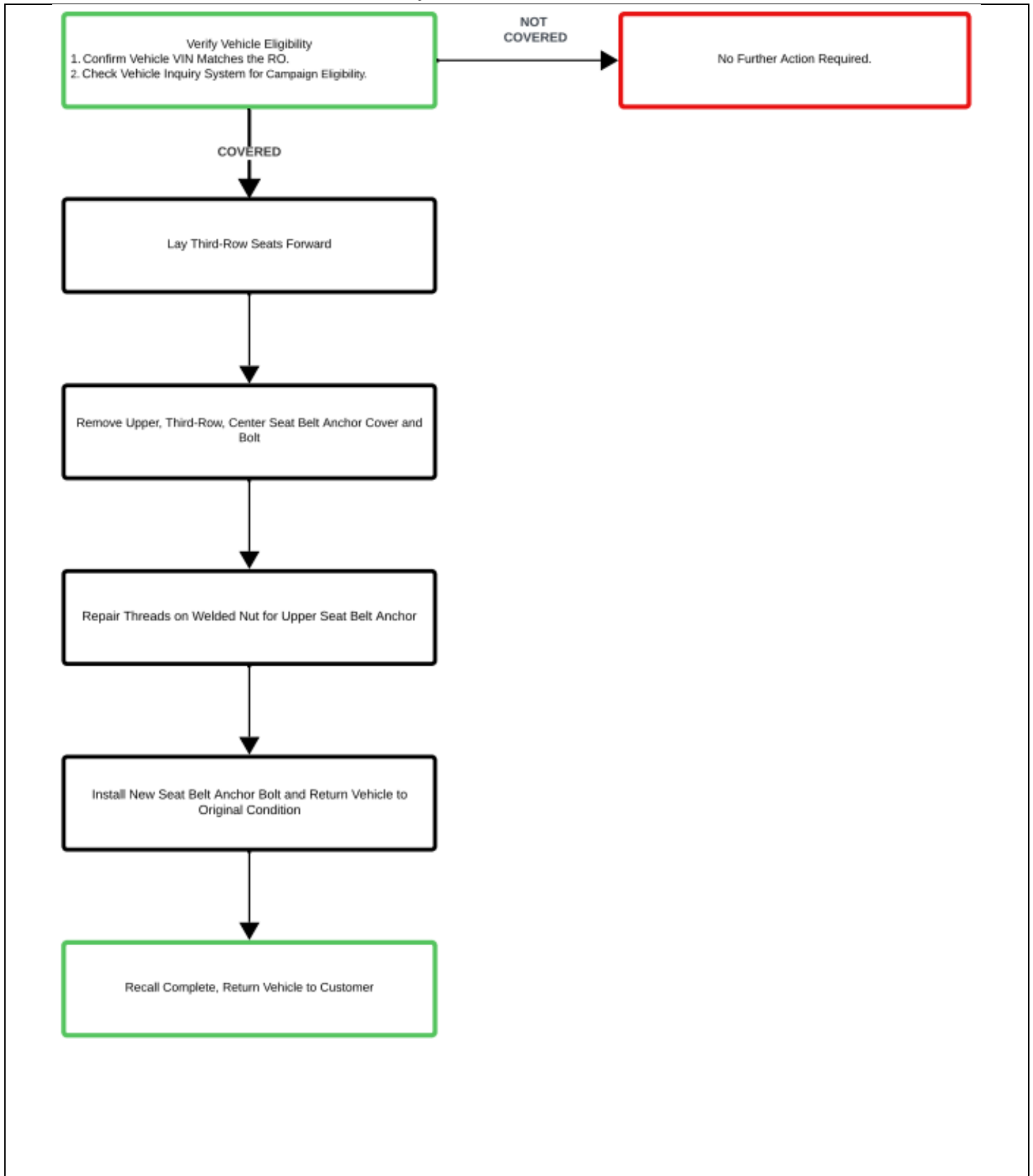
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Toyota Newsroom pressroom.toyota.com.

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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
*TBD	Repair Anchor Bolt Threads and Install New Anchor Bolt	0.8

*Op Code will be provided at later date.

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers will be reimbursed for the 7/16"x20 NF bottoming tap up to \$35.00 to be used for this repair. These costs are to be claimed as sublet type 'ZZ' on the warranty claim.

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 the following certification level:

- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://toyotacertification.com> It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Parts Department

Parts Information

Please check the CPOR/MAC 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.

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
90105-A0088	Seatbelt Anchor Bolt	1

Sales Department

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

Frequently Asked Questions

Frequently Asked Questions

Original Publication Date: December 17, 2025

Q1: *What is the condition?*

A1: The bolt that attaches the upper seatbelt anchor to the roof for the third-row center seat may not have been installed correctly and could loosen. This can lead to an increased risk of injury to an occupant in this seat in the event of a crash.

Q1a: *Are there any steps I can take to mitigate this condition?*

A1a: No. Toyota recommends that no one use the third-row, center seat belt until the remedy can be performed.

Q2: *What is Toyota going to do?*

A2: For all involved vehicles, dealers will remove the upper seatbelt anchor bolt, clean the threads of the weld nut, replace the bolt with a new one, and torque to the proper specification, *FREE OF CHARGE*.

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

A3: There are approximately 40 vehicles covered by this Safety Recall.

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

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: *How long will the repair take?*

A4: The repair takes approximately 1 hour; 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.

Q7: *Are there any warnings that this condition exists?*

A7: No. There are no warnings that this condition exists.

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.

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.

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

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

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