



SAFETY RECALL 26TA06 (Interim Notice 26TB06)

Certain 2021–2024 Model Year Highlander, and Highlander HV
Seat Back Recliner Assembly May Not Securely Lock
NHTSA Recall No. 26V128

 **STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.** 
[Refer to Dealer Inventory Procedures section for more details.](#)

On March 5, 2026, 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 2021–2024 model year Highlander and Highlander HV vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2021 – 2024 Highlander and Highlander HV	Late March 2021 – Early November 2023	555,000	95

Condition

The recliner assemblies in the second-row seats may not fully lock after seat back adjustment. A seat back that has not been secured in a locked position may fail to properly restrain occupants, increasing the risk of injury in the event of a crash at higher speeds.

<u>Interim Rental Available</u> Available see instruction in letter
<u>Owner Notification Date</u> Early May

Remedy (Not Available)

Toyota is currently preparing the remedy for this issue. When available, Toyota dealers will replace the return springs in the recliner assemblies with improved ones FREE OF CHARGE.

Owner Notification

Mail

Toyota will notify owners by Early May 2026.

Toyota App

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

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

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

Toyota recommends that customers of vehicles affected by 26TA06 (Interim 26TB06) ensure that no one sits in any second-row seat while the vehicle is in motion, as described in the FAQ. If this recommendation is not feasible for the customer's personal or business needs, a loaner vehicle or alternative transportation through Rent a Toyota can be claimed for \$42 per day.

Op Code	Description
26TB06V1	Vehicle Rental 1-30 Days
26TB06V2	Vehicle Rental 31-60 Days
26TB06V3	Vehicle Rental 61-90 Days
26TB06V4	Vehicle Rental 91-120 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).
- Rental claims for this recall are required to be filed every 30 days by the dealer. Claim filing must be filed in sequential rental opcode order based on the number of days that a customer has been in a rental vehicle.

Sales Department

New Vehicles in Dealership Inventory

There are approximately 95 vehicles in dealer inventory vehicles in new dealer inventory as of March 3, 2026.



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 within 30 days of remedy launch. 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 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

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

Frequently Asked Questions

Q1: What is the condition?

A1: The recliner assemblies in the second-row seats may not fully lock after seat back adjustment. A seat back that has not been secured in a locked position may fail to properly restrain occupants, increasing the risk of injury in the event of a crash at higher speeds.

Q1a: Are there any symptoms/warnings that this condition exists?

A1a: In some cases, after seat adjustment, the seat back may not remain in a locked position.

Q1b: Is there anything I can do to avoid this condition?

A1b: Toyota recommends no one sit in or use the second-row seats while the vehicle is moving until the remedy is performed on the vehicles.

Q2: What is Toyota going to do?

A2: When the remedy is available, Toyota dealers will replace the return springs in the recliner assemblies with improved ones **FREE OF CHARGE**.

Q3: When will the remedy become available?

A3: Toyota is currently preparing the remedy and will notify dealers and customers once it is available.

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

A4: There are approximately 550,000 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
Highlander	2021 - 2024	Late March 2021 – Early November 2024
Highlander HV	2021 - 2024	Late March 2021 – Early November 2024

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

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this safety 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.

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

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety 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 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.

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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.