

TMS-NTC-14051
April 3, 2014

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall – Dealer Notification Preliminary

To whom it may concern,

Please find attached the Dealer Notification – Preliminary Letter for Toyota Safety Recall 14V-XXX on the following Toyota vehicles:

- Certain 2013 Model Year Highlander Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-4361.

Sincerely,

A handwritten signature in black ink, appearing to be 'J. M.', is written over a light gray rectangular background.

Quality Compliance Administrator

Attachments:

- Toyota 14V-XXX Dealer Notification (Preliminary)

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
March 27, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety (Non-Compliance) Recall E0H (E1H) *Preliminary Notification*
Certain 2013 Model Year Highlander
2nd Row Left Hand Seat Inboard Seat Track

On March 27, 2014 Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2013 model year Highlander vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 207, "Seating System".

This preliminary information is being provided to keep you informed of the filing. ***Toyota is currently preparing the remedy for this condition.*** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

Condition

In these vehicles, the second row seat on the left (driver's side) of the vehicle may not fully lock into the inboard seat track. This condition only occurs when the seat is adjusted forward to the first or second adjusting positions. A seat in this condition does not conform to FMVSS No. 207 "Seating Systems". Under some conditions, this could increase the risk of injury to occupants in the event of a crash.

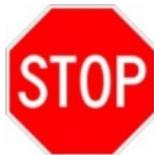
Covered Vehicles

There are approximately 47,000 certain 2013 model year Highlander vehicles covered by this Safety (Non-Compliance) Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Highlander	Certain 2013	Mid-March, 2013 through Early August, 2013	47,000

Status

- E0H ("E1H" until the remedy is launched) Preliminary Notification documents will be posted on TIS Thursday morning at approximately 9:30 A.M., March 27, 2014 (Pacific Time). ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Thursday morning, March 27, 2014 (Pacific Time).
- ***Toyota is currently preparing the remedy for this condition.***



New Vehicles in Dealership Inventory

Under Title 49, Section 30112(a) 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. In addition, 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 can be verified through TIS. A VIN list that our records show to be in dealership inventory has been attached at the end of this communication. We ask your assistance to ensure these vehicles are not delivered prior to remedy.

Inspection Reminder Mirror Hang Tags for Covered Vehicles

To identify vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list at the end of this communication to identify new vehicles in your dealer inventory that are involved in this Safety Recall. Inside the vehicle's glove box are stickers containing the VIN, please 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: Hang Tags can be ordered from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver un-remedied pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available

Media Contacts

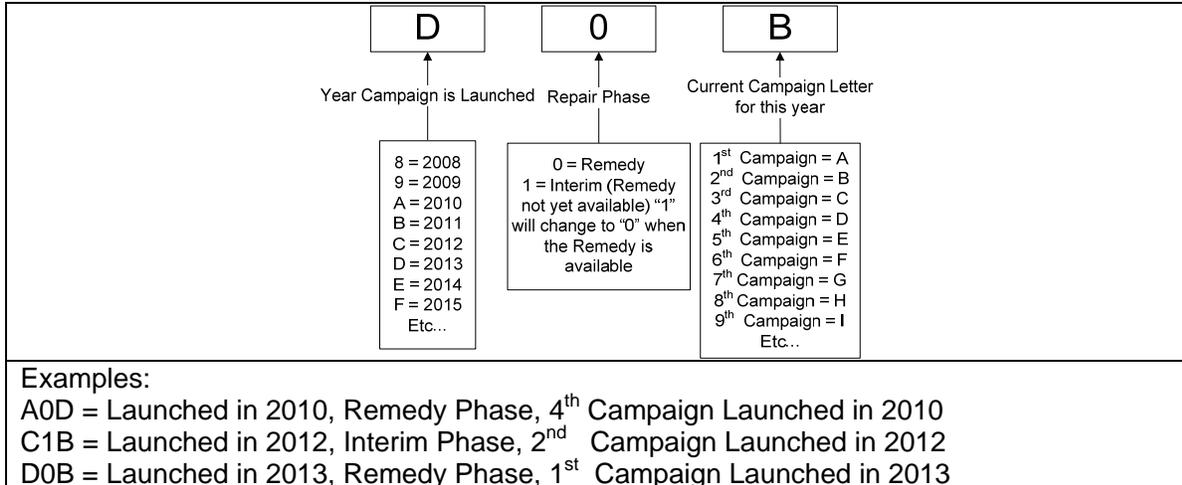
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A FAQ is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

Campaign Designation Decoder



Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

E0H Dealer Stock VIN List

Dealer	VIN	Dealer	VIN	Dealer	VIN
01019	5TDYK3EH	06024	5TDBK3EH	20053	5TDDK3EH
03049	5TDZA3EH	06024	5TDBK3EH	20093	5TDDK3EH
03049	5TDZA3EH	06032	5TDBK3EH	20111	5TDBK3EH
03049	5TDZK3EH	06032	5TDBK3EH	20111	5TDBK3EH
03060	5TDZA3EH	06032	5TDBK3EH	20111	5TDDK3EH
03067	5TDZK3EH	06043	5TDBK3EH	20121	5TDDK3EH
04006	5TDZK3EH	06047	5TDBK3EH	20126	5TDDK3EH
04050	5TDZA3EH	06047	5TDBK3EH	20132	5TDBK3EH
04050	5TDZK3EH	06051	5TDBK3EH	21112	5TDZA3EH
04052	5TDZK3EH	07012	5TDDK3EH	22041	5TDDK3EH
04075	5TDBK3EH	09030	5TDYK3EH	23063	5TDZA3EH
04075	5TDYK3EH	09061	5TDYK3EH	23076	5TDZK3EH
04075	5TDYK3EH	09095	5TDZA3EH	24052	5TDBK3EH
04075	5TDZK3EH	09107	5TDYK3EH	24052	5TDDK3EH
04075	5TDZK3EH	09140	5TDZK3EH	24053	5TDZK3EH
04075	5TDZK3EH	09216	5TDYK3EH	24059	5TDBK3EH
04075	5TDZK3EH	09226	5TDZA3EH	24079	5TDYK3EH
04108	5TDBK3EH	09226	5TDZA3EH	24079	5TDZA3EH
04108	5TDZA3EH	12085	5TDDK3EH	24080	5TDZA3EH
04108	5TDZK3EH	12135	5TDDK3EH	24081	5TDDK3EH
04108	5TDZK3EH	12140	5TDDK3EH	25056	5TDDK3EH
04134	5TDYK3EH	12145	5TDDK3EH	25060	5TDBK3EH
04134	5TDZK3EH	12154	5TDDK3EH	25060	5TDBK3EH
04154	5TDYK3EH	13042	5TDZA3EH	26015	5TDDK3EH
04160	5TDYK3EH	13053	5TDZK3EH	26030	5TDBK3EH
04167	5TDZK3EH	13070	5TDBK3EH	26030	5TDDK3EH
04169	5TDZK3EH	14044	5TDYK3EH	27015	5TDBK3EH
04187	5TDZK3EH	14046	5TDDK3EH	28021	5TDBK3EH
04215	5TDDK3EH	15010	5TDBK3EH	28027	5TDDK3EH
04283	5TDZK3EH	15039	5TDBK3EH	28035	5TDBK3EH
04283	5TDZK3EH	15047	5TDZA3EH	28036	5TDDK3EH
04301	5TDZA3EH	15053	5TDDK3EH	29031	5TDBK3EH
04301	5TDZK3EH	15054	5TDDK3EH	29037	5TDBK3EH
04308	5TDDK3EH	16060	5TDDK3EH	29037	5TDBK3EH
04308	5TDZK3EH	17057	5TDZA3EH	29037	5TDBK3EH
04335	5TDBK3EH	17062	5TDZA3EH	29059	5TDBK3EH
04426	5TDBK3EH	19043	5TDDK3EH	29059	5TDBK3EH
04528	5TDYK3EH	19043	5TDDK3EH	29059	5TDBK3EH
04554	5TDYK3EH	19043	5TDDK3EH	29070	5TDBK3EH
04583	5TDBK3EH	19043	5TDDK3EH	29081	5TDBK3EH
04583	5TDBK3EH	19043	5TDZK3EH	29085	5TDZK3EH
04649	5TDZK3EH	19043	5TDZK3EH	29096	5TDZK3EH
04649	5TDZK3EH	19044	5TDDK3EH	29098	5TDZA3EH
04706	5TDZA3EH	19056	5TDYK3EH	29101	5TDBK3EH
04763	5TDBK3EH	19062	5TDDK3EH	29101	5TDBK3EH
04763	5TDYK3EH	19062	5TDDK3EH	31076	5TDBK3EH
05049	5TDDK3EH	19069	5TDDK3EH	31076	5TDBK3EH
05063	5TDDK3EH	19069	5TDDK3EH	31076	5TDBK3EH
06015	5TDBK3EH	19069	5TDDK3EH	31097	5TDZK3EH
06024	5TDBK3EH	20016	5TDBK3EH	31113	5TDBK3EH
06024	5TDBK3EH	20049	5TDDK3EH	31130	5TDZK3EH
06024	5TDBK3EH	20053	5TDBK3EH	31135	5TDBK3EH

Dealer	VIN	Dealer	VIN	Dealer	VIN
31160	5TDZK3EH	39062	5TDZK3EH	45050	5TDDK3EH
31162	5TDBK3EH	40017	5TDDK3EH	45050	5TDDK3EH
31162	5TDDK3EH	40019	5TDYK3EH	45050	5TDYK3EH
31172	5TDBK3EH	41073	5TDBK3EH	45078	5TDDK3EH
31172	5TDBK3EH	42087	5TDZK3EH	45080	5TDBK3EH
31172	5TDBK3EH	42087	5TDZK3EH	45080	5TDDK3EH
31172	5TDBK3EH	42119	5TDYK3EH	46013	5TDBK3EH
31172	5TDBK3EH	42220	5TDZA3EH	46050	5TDBK3EH
31172	5TDBK3EH	42237	5TDYK3EH	46050	5TDDK3EH
31172	5TDBK3EH	42249	5TDZK3EH	46050	5TDDK3EH
31172	5TDBK3EH	42250	5TDZK3EH	46090	5TDDK3EH
31179	5TDZK3EH	42254	5TDZK3EH	46102	5TDBK3EH
32066	5TDYK3EH	42254	5TDZK3EH	47020	5TDZA3EH
32127	5TDDK3EH	42254	5TDZK3EH	48007	5TDDK3EH
33027	5TDDK3EH	42254	5TDZK3EH	48030	5TDZK3EH
34037	5TDBK3EH	42254	5TDZK3EH	48032	5TDZK3EH
34089	5TDDK3EH	42262	5TDZA3EH	48039	5TDBK3EH
35072	5TDZK3EH	42262	5TDZA3EH	48039	5TDDK3EH
35072	5TDZK3EH	42267	5TDZA3EH	48039	5TDZK3EH
36057	5TDBK3EH	42297	5TDZA3EH	48047	5TDDK3EH
36085	5TDBK3EH	42302	5TDZK3EH	48049	5TDDK3EH
36090	5TDBK3EH	42308	5TDZA3EH	48053	5TDZK3EH
37067	5TDDK3EH	42308	5TDZK3EH	48055	5TDZK3EH
37153	5TDZA3EH	42308	5TDZK3EH	50012	5TDDK3EH
37156	5TDBK3EH	42310	5TDZK3EH	50013	5TDBK3EH
37164	5TDDK3EH	42321	5TDZK3EH	50013	5TDBK3EH
37167	5TDZK3EH	45035	5TDZK3EH	50013	5TDDK3EH
37174	5TDDK3EH	45040	5TDDK3EH	57014	5TDDK3EH
37176	5TDBK3EH	45042	5TDDK3EH	57031	5TDDK3EH
37177	5TDDK3EH	45045	5TDBK3EH	57032	5TDDK3EH
38028	5TDBK3EH	45050	5TDDK3EH	57032	5TDZK3EH
39042	5TDZA3EH	45050	5TDDK3EH	57034	5TDDK3EH
39052	5TDZA3EH	45050	5TDDK3EH	57041	5TDZK3EH
39052	5TDZA3EH	45050	5TDDK3EH		



Safety (Non-Compliance) Recall E0H (E1H) - Preliminary Notice
Certain 2013 Model Year Highlander Vehicles
2nd Row Left Hand Seat Inboard Seat Track

Customer Frequently Asked Questions

Published Late March, 2014

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

Q1: What is the condition?

A1: In these vehicles, the second row seat on the left (driver's side) of the vehicle may not fully lock into the inboard seat track. This condition only occurs when the seat is adjusted forward to the first or second adjusting positions. A seat in this condition does not conform to FMVSS No. 207 "Seating Systems". Under some conditions, this could increase the risk of injury to occupants in the event of a crash.

Q1a: What is the cause of the condition?

A1a: This condition is caused by a manufacturing error at the supplier.

Q2: Are there any warnings or indicators before this condition occurs?

A2: Yes, if the condition is present, an occupant may notice the seat can pivot or move slightly from the set desired position.

Note: This condition is only present if the seat is set in the 1st or 2nd forward adjusting positions.

Q2a: What if I experience the condition before the remedy is available?

A2a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

Q3: Are there any steps I can take to minimize the occurrence of this condition?

A3: Yes, do not try to lock the seat track in the first or second adjusting positions; make sure it is locked in one of the other positions available.

Q4: What is Toyota going to do?

A4: **Toyota is currently preparing the remedy for this condition.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

The remedy, when available, will involve repair of the seat track with a specialized washer at **No Charge** to you.

Q4a: When does Toyota anticipate the remedy will be available?

A4a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota anticipates the remedy will be available in approximately 1 month.

Q4b: How does Toyota obtain my mailing information?

A4b: 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 47,000 certain 2013 Model Year Highlander vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Highlander (NAP)	Certain 2013	Mid-March, 2013 through Early August, 2013	47,000

Q5a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A5a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.