

TMS-NTC-14081  
May 21, 2014

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

Re: Toyota Safety Recall 14V-148 – Remedy Dealer Notification

To whom it may concern,

Please find attached the Remedy Dealer Notification Letter for Toyota Safety Recall 14V-148 on the following Toyota vehicles:

- Certain 2013 Model Year Highlander Vehicles (2<sup>nd</sup> Row Left Hand Seat Inboard Seat Track)

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

Sincerely,



Quality Compliance Administrator

Attachments:

- Toyota 14V-148 (E0H) Dealer Notification (Remedy)

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

Subject: Safety (Noncompliance) Recall E0H – **Remedy Available**  
Certain 2013 Model Year Highlander  
2<sup>nd</sup> Row Left Hand Seat Inboard Seat Track

As previously announced, 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 Systems".

**Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.**

### **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.

### **Remedy**

Toyota dealers will repair the seat track with a specialized washer at **NO CHARGE** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform you of the owner notification timing and your degree of involvement.

#### **1. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in Late May, 2014.

*Toyota makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety 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 a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

#### **2. 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.

**3. 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 have dealers reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle’s glove box are stickers containing the VIN, please have the dealership 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	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

**4. Pre-Owned Vehicles in Dealer Inventory**

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

**5. Dealer Summary Reports**

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. Please note, due to the small number of vehicles that our records indicate to be in dealer inventory, a VIN list has been attached to the end of this communication. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

**6. Number and Identification of Covered Vehicles**

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

WMI	VDS	MY	Serial Start	Serial Finish
5TD	BK3EH	2013	S221419	S252446
	DK3EH		S221487	S252448
	YK3EH		S113323	S130266
	ZA3EH		S037765	S042526
	ZK3EH		S113575	S130267

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

(Number and Identification of Covered Vehicles Continued . . .)

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

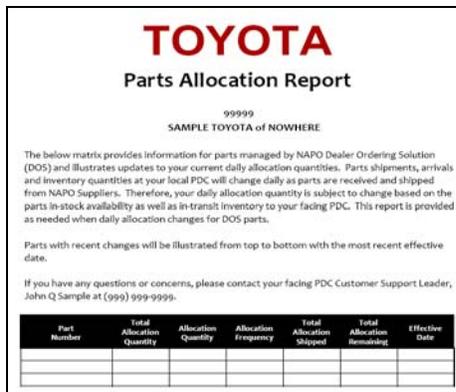
STATE	UIO								
AK	100	HI	80	MI	388	NV	418	UT	252
AL	748	IA	502	MN	1,125	NY	3,040	VA	1,808
AR	518	ID	177	MO	654	OH	1,143	VT	130
AZ	954	IL	1,699	MS	466	OK	537	WA	872
CA	5,370	IN	697	MT	138	OR	454	WI	943
CO	939	KS	439	NC	1,542	PA	1,982	WV	319
CT	522	KY	576	ND	165	RI	153	WY	55
DC	65	LA	919	NE	275	SC	833		
DE	149	MA	1,598	NH	238	SD	111		
FL	2,490	MD	1,424	NJ	1,706	TN	735		
GA	1,399	ME	213	NM	201	TX	4,022		

**7. Parts Ordering**

Orders can be placed through the dealership’s facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
E0H	71788-0E010	Specialized Washer	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.



**8. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified (any specialty)**
- **Toyota Expert (any specialty)**
- **Master**
- **Master Diagnostic Technician**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign 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.

**9. Campaign Special Service Tools**

In a separate shipment scheduled to arrive May 22, 2014, your dealership was sent a padded envelope containing a Special Service Tool for this campaign. When received, the envelope will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

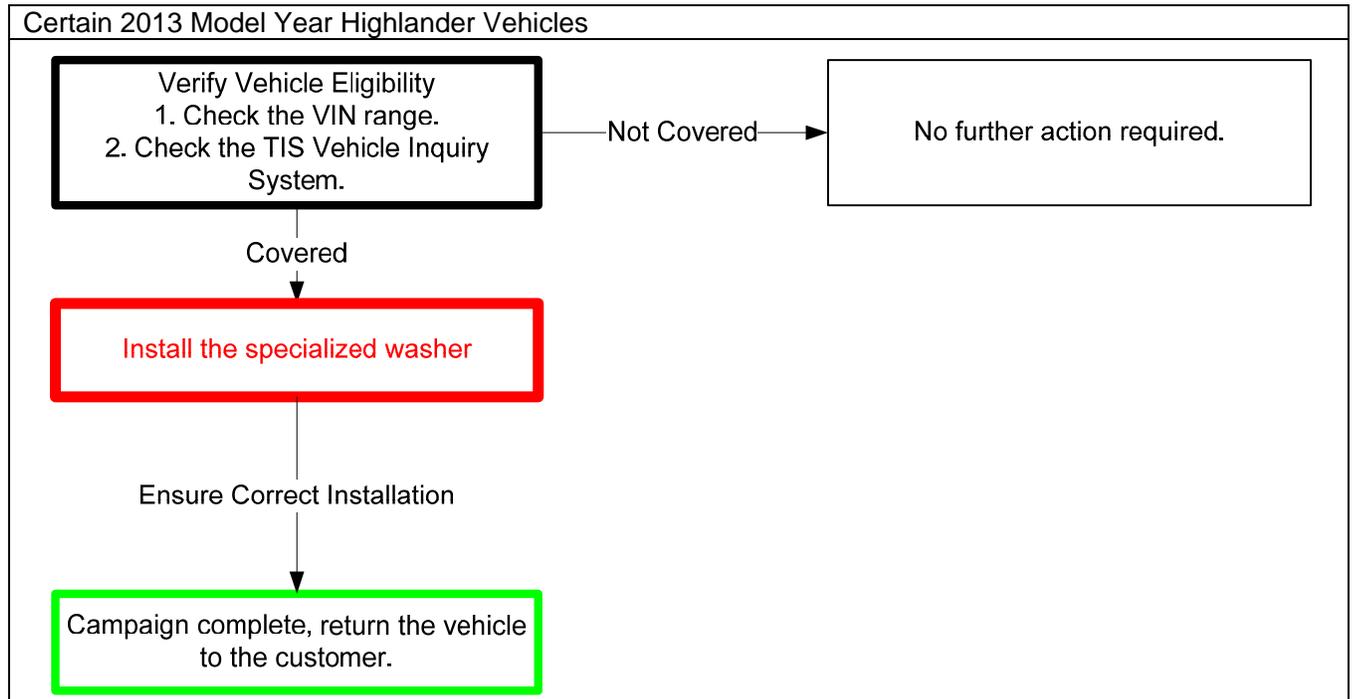


**10. Remedy Procedures**

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

**11. Warranty Reimbursement Procedure**

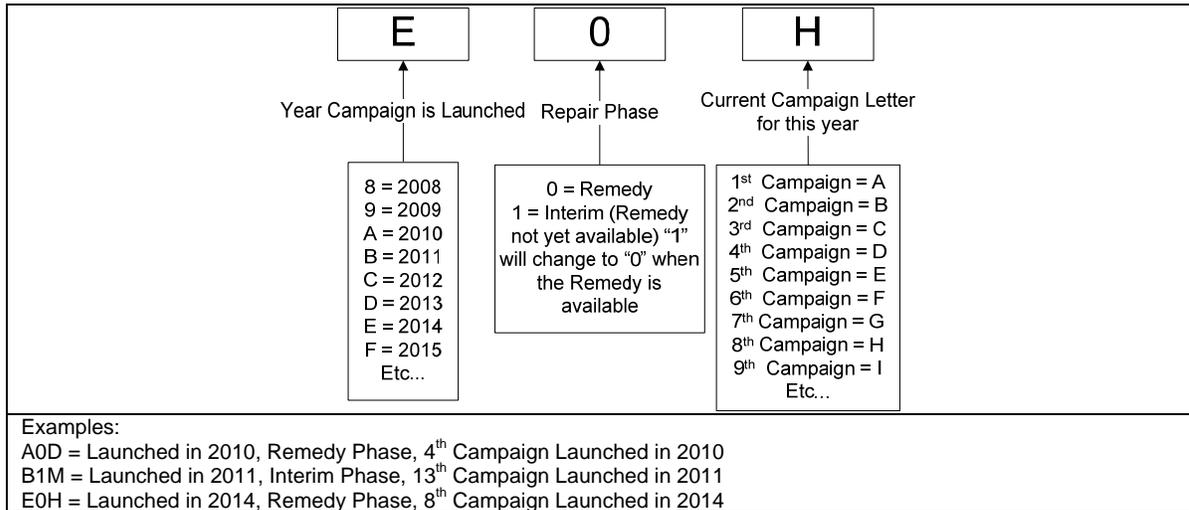


Model	Op. Code	Description	Flat Rate Hour
Highlander	AGG44A	Install Specialized Washer	0.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

(Warranty Reimbursement Procedure Continued . . .)

**Campaign Designation Decoder**



**12. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**13. Media Contacts**

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, 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)

**14. Customer Contacts**

A FAQ is attached to help 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](http://www.Toyota.com) website for customer viewing.*

***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 Recall.***

Thank you for your cooperation.  
 TOYOTA MOTOR SALES, U.S.A., INC.

## 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 (Noncompliance) Recall E0H – Remedy Notice**  
**Certain 2013 Model Year Highlander Vehicles**  
**2<sup>nd</sup> Row Left Hand Seat Inboard Seat Track**

**Customer Frequently Asked Questions**

Published Late May, 2014

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

**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: What is Toyota going to do?**

A2: In Late May, 2014 Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will repair the seat track with a specialized washer at **No Charge** to you.

**Q2a: How does Toyota obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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.

**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.

**Q3a: Are there any warnings or indicators if this condition occurs?**

A3a: 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 1<sup>st</sup> or 2<sup>nd</sup> forward adjusting positions.

**Q3b: What if I experience the condition described above?**

A3b: 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

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

A4: 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 Late August, 2013	47,000

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

A4a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety (noncompliance) Recall.

**Q5: How long will the repair take?**

A5: The repair will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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.

Certain 2013 Model Year Highlander Vehicles  
2<sup>nd</sup> Row Left Hand Seat Inboard Seat Track  
**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [VIN]

**URGENT SAFETY RECALL**

This is an important Safety Recall.

The remedy will be performed at **NO CHARGE**

[VIN]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that certain 2013 model year Highlander vehicles do not conform to Federal Motor Vehicles Safety Standard (FMVSS) No. 207 "Seating Systems".

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the 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.

**What will Toyota do?**

Any authorized Toyota dealer will repair the seat track with a specialized washer at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

The repair will take approximately 30 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we recommend that you 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.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any

inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,  
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE