

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
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(310) 468-4000

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

Subject: Safety (Noncompliance) Recall E0R – **Remedy Available**
Certain 2014 Model Year Highlander Vehicles
2nd Row Passenger-Side Inboard Seat Track for 60/40 Split Seat

Toyota will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2014 model year Highlander vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 207, "Seating Systems". As a result, new vehicles in dealer inventory must not be delivered until corrected.

Condition

In certain 2014 Model Year Highlanders, equipped with a 60/40 split second row seating configuration, the passenger side second row seat may not fully lock into the inboard seat track when the seat is adjusted forward to the first, second, or third 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 must perform an inspection of the Second Row Passenger-Side Inboard Seat Track for certain vehicles equipped with a 60/40 seating configuration. If the condition is found, the dealer will replace the seat assembly at **NO CHARGE** to the vehicle owner. For additional information on inspection and repair procedures, please refer to TIS.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in mid-June, 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

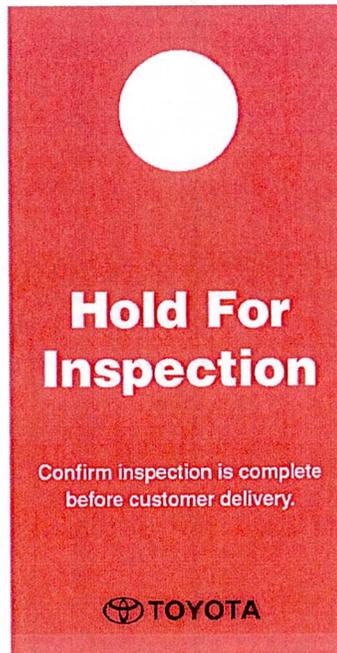


Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 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 noncompliance 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 TIS prior to performing repairs.)

6. Number and Identification of Covered Vehicles

There are approximately 230 Highlander vehicles covered by this Safety (Noncompliance) Recall in the US. A VIN list containing vehicles covered by this Safety (Noncompliance) Recall has been included at the end of this communication for your reference.

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.

7. Parts Ordering

The majority of vehicles will not require parts. However, if a vehicle does not pass the inspection procedure, the seat assembly will require replacement. Due to the limited number of vehicle that will require seat replacement and the various configurations of seat assemblies, the seats will be custom built as needed. If you have a vehicle that does not pass the inspection and requires a replacement seat assembly, please send an email to Quality_Compliance@toyota.com with the following information:

- Dealer Code
- Contact Person
- Contact Phone Number
- Contact Email Address
- VIN Number
- Seat Color (Interior Color Code)
- Fabric Type (Leather, Cloth, Perforated, Non Perforated, etc.)

A representative will confirm receipt of the information and place an order to the supplier for the specific seat required. Once the seat assembly has been built by the supplier, it will be shipped directly to your dealership.

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**

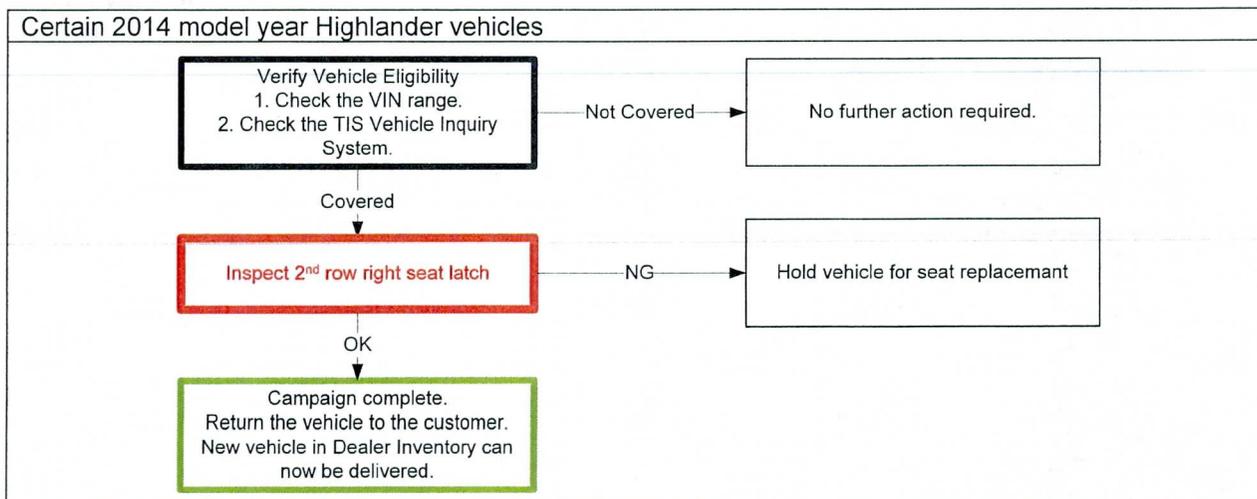
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

9. 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.

10. Warranty Reimbursement Procedure



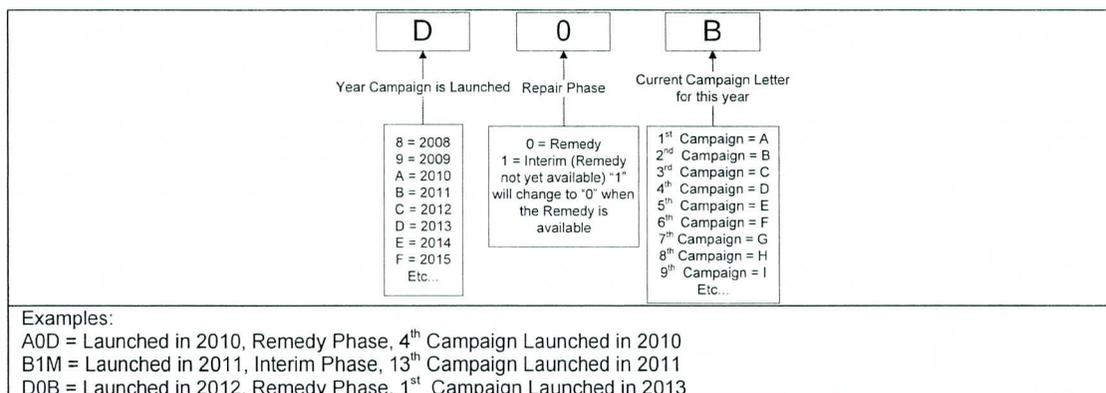
(Warranty Reimbursement Procedure Continued . . .)

Model	Op. Code	Description	Flat Rate Hour
Highlander	TBD	Inspect 2 nd Row Left Hand Inboard Seat Track - Pass	TBD hr/vehicle
	TBD	Inspect 2 nd Row Left Hand Inboard Seat Track and Replace Seat Assembly	TBD hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- If required, a replacement seat assembly will be shipped directly to your dealership free of charge; Operation Code QCE0R2 may claim sublet type "TBD" at a maximum rate of \$900.00 per vehicle for part handling and mark-up consideration.

Note: Warranty claim filing will be available in the near future, thank you for your patience.

Campaign Designation Decoder



11. 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.

12. 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.)

13. 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 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.