

# TOYOTA

## PRODUCT SUPPORT DIVISION

Volume: XIX  
Number: TC14-021  
Date: 5/20/2014  
 Action  
 Retain  
 Information

### INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents  
From: Bob Waltz,   
Group Vice President, Product Quality and Service Support  
Subject: Safety (Noncompliance) Recall E0T – **Remedy Available**  
Certain 2014 Model Year Highlander and Highlander Hybrid Vehicles  
Passenger Seatbelt Selectable Force Limiter – Software Update

Toyota will file a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2014 model year Highlander and Highlander Hybrid Vehicles do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant Crash Protection".

**Toyota has completed remedy preparations and will also begin mailing owner notification letters.**

#### Condition

In certain 2014 model year Highlander and Highlander Hybrid vehicles, the seatbelt Selectable Force Limiter has two different settings ("low" and "high") depending on the size classification of the occupant detected in the passenger seat. In the involved vehicles, the software for operation of the Selectable Force Limiter improperly sets the "low" load limit for any occupant, regardless of size, rather than for a small occupant as intended. Under some conditions, this could result in crash test performance that does not meet the requirements specified under FMVSS No. 208 "Occupant Crash Protection" for larger occupants and could increase the risk of an injury in the event of a crash.

#### Remedy

Toyota dealers are requested to perform a software update to the Supplemental Restraint System (SRS) Electronic Control Unit (ECU) 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. 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 (Noncompliance) Recall completion can be verified through TIS. We have requested the assistance of the Region/PD associates in forwarding these lists to the dealership to ensure they are not delivered.

#### **Inspection Reminder Mirror Hang Tags for Covered Vehicles**

To identify vehicles involved in this Safety (Noncompliance) 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)



**2. 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 (Noncompliance) Recall unless the vehicle has been remedied.

**3. Dealer Letter Mailing Date**

The attached dealer letter will be sent to all Toyota dealers in late May, 2014.

**4. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in mid-June, 2014.

**5. Dealer/District Summary Reports**

We have enclosed the following Safety (Noncompliance) Recall E0T Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety (Noncompliance) Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety (Noncompliance) Recall.
- Vehicles in dealer stock (*this will also be provided electronically to the Region TSTMs and the PD's equivalent for electronic distribution to the dealers*).

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

There are approximately 50,000 certain 2014 model year Highlander and Highlander Hybrid Vehicles covered by this Safety (Noncompliance) Recall in the US.

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**

Because this Safety (Noncompliance) Recall involves only a software update to the Airbag ECU, no service parts are required. Please refer to the Technical instructions, located on TIS, for additional details.

**8. 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.)

**The attached Dealer Notification Letter contains additional details.**

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

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
Field Product Engineers