

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

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 Recall completion can be verified through TIS. A member of your Region/PD will provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered prior to correction. Additional information will be provided as it becomes available. Vehicle completion can be verified through TIS.

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 reference the VIN list provided by your Region/PD to identify new vehicles in dealer inventory involved in this Safety (Noncompliance) 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. 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 (Noncompliance) 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.

4. 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, a member of your Region/PD will also provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered prior to correction.* (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

5. 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.

WMI	MY	VDS	Start	Finish
5TD	2014	BCRFH	S004280	S005128
		BKRFH	S004346	S048817
		DCRFH	S004274	S006263
		DKRFH	S004348	S048897
		JKRFH	S004372	S048640
		KKRFH	S004315	S027085
		YKRFH	S004309	S026987
		ZARFH	S004251	S007573
		ZKRFH	S004310	S027109

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.

6. 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.

7. 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 Expert (any specialty)**
- **Master**
- **Master Diagnostic Technician**

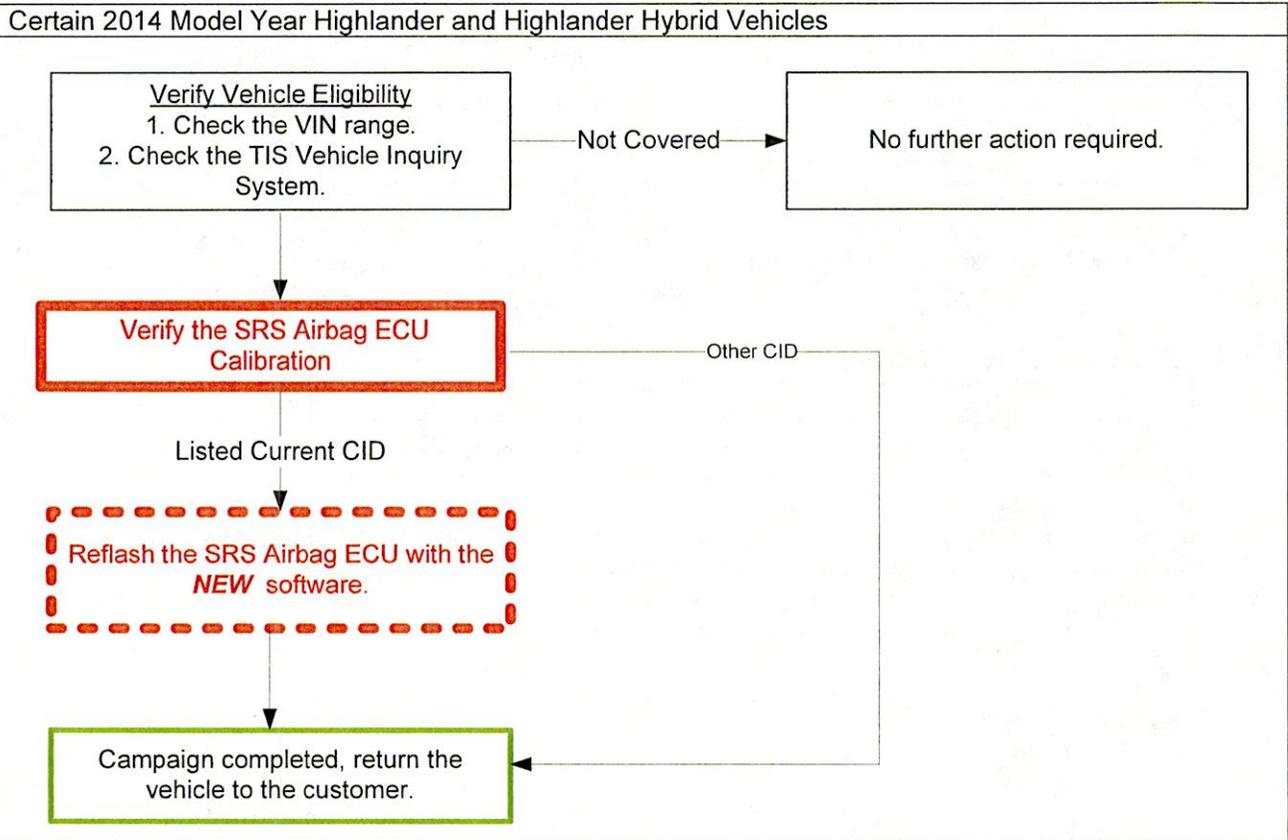
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider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

8. 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.

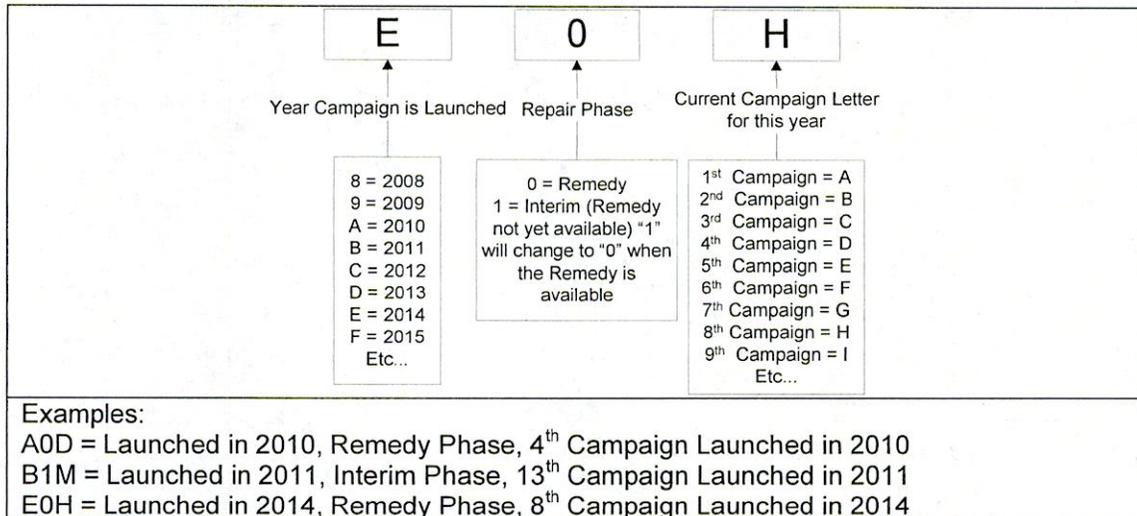
9. Warranty Reimbursement Procedure



Op. Code	Description	Flat Rate Hour
AGG45A	Software Update on Supplemental Restraint System ECU	0.6 hr/vehicle

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

10. 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 (Noncompliance) Recall.

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