



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 22, 2020

Mr. Cory Hoffman
General Manager
Toyota Motor Engineering & Manufacturing
19001 South Western Ave
Torrance, CA 90501

NEF-150SS
20V-633

Subject: Seat Trim Can Interfere with Air Bag Deployment

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/HIGHLANDER/2020
TOYOTA/HIGHLANDER HYBRID/2020

Mfr's Report Date: October 14, 2020

NHTSA Campaign Number: 20V-633

Components:

AIR BAGS
SEATS

Potential Number of Units Affected: 3,121

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2020 Highlander and Highlander hybrid vehicles. Incorrect seat trim covers on one or both of the front seats can prevent the seat-mounted side air bag from deploying properly.

Consequence:

Improper deployment of the seat-mounted side air bag increases the risk of injury in the event of a crash.

Remedy:

Toyota will notify owners, and dealers will inspect the front seats and replace the seat trim covers as necessary, free of charge. The recall is expected to begin December 13, 2020. Owners may contact Toyota customer service at 1-800-442-8696. Toyota's number for this recall is 20TB14 / 20TA14.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Toyota's proposed owner notification letter and approved it for distribution.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement