

Original Publication Date: December 21, 2023

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

## EQUIPMENT SAFETY RECALL 22TH01

### Defective Seatbelt Retractor Force Limiter

NHTSA Recall No. 22E-095

Equipment Production Period	Identified Vehicles
May 2022 – Mid September 2022	4

On November 10, 2022, Toyota filed an Equipment Safety Recall regarding certain front seat belt service parts distributed to Toyota dealers. Certain Highlander vehicles have been identified that could potentially have defective seatbelts installed. These vehicles are now included in Equipment Safety Recall 22TH01.

#### Condition

A component in the subject front seat belt assemblies may not have been manufactured properly and may cause the seat belt to not operate as designed. This can increase the risk of an injury in the event of certain types of crashes.

#### Remedy

Any authorized Toyota dealer will inspect the seat belt assembly and, if necessary, replace it **FREE OF CHARGE**.

#### Covered Equipment in Vehicles

This equipment recall involves 72 parts that were distributed to Toyota dealers. Toyota dealers previously identified these parts in their inventory and inspected vehicles that may have had these parts installed. The 4 Highlander vehicles now included in this recall have been identified as potentially receiving these suspect parts but have not been inspected as of the publication of this document.

#### Equipment Recall Status on TIS

Vehicles which could have received a potentially defective seatbelt retractor force limiter part covered under this Equipment Recall will be visible on TIS and Service Lane under the "Campaign" tab and designation 22TH01.

#### Owner Letter Mailing Date

Toyota will notify the owners of the identified vehicles directly in Early January 2024. A sample of the owner notification letter has been included for your reference.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Equipment 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 you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers complete this Equipment Safety Recall on any used vehicles currently in dealer inventory that are covered by this Equipment Recall prior to customer delivery. However, if the Equipment Recall cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form 22TH01" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non-SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

**Please be advised that it is a violation of Federal law for a dealer to sell any new or used item of motor vehicle equipment covered by this notification.**

## Customer Handling, Parts Ordering, and Remedy Procedures

### **Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Equipment Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### **Salvage Title Vehicles**

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

### **Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **Parts Ordering Process - Non-SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
73220-48040-A0	Driver Side Front Seat Outer Belt Assy	*1
73220-48110-A0	Driver Side Front Seat Outer Belt Assy	*1
73220-48110-B0	Driver Side Front Seat Outer Belt Assy	*1

\*Vehicles require Front Seat Outer Belt Assembly. VIN determines part number.

### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly: technicians performing this repair are required to have completed the following course:

- TIC206A – Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians who have completed the above course to perform this 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.

### **Remedy Procedures**

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### **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.

### **Parts Recovery Procedures**

All parts replaced as part of this Equipment Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

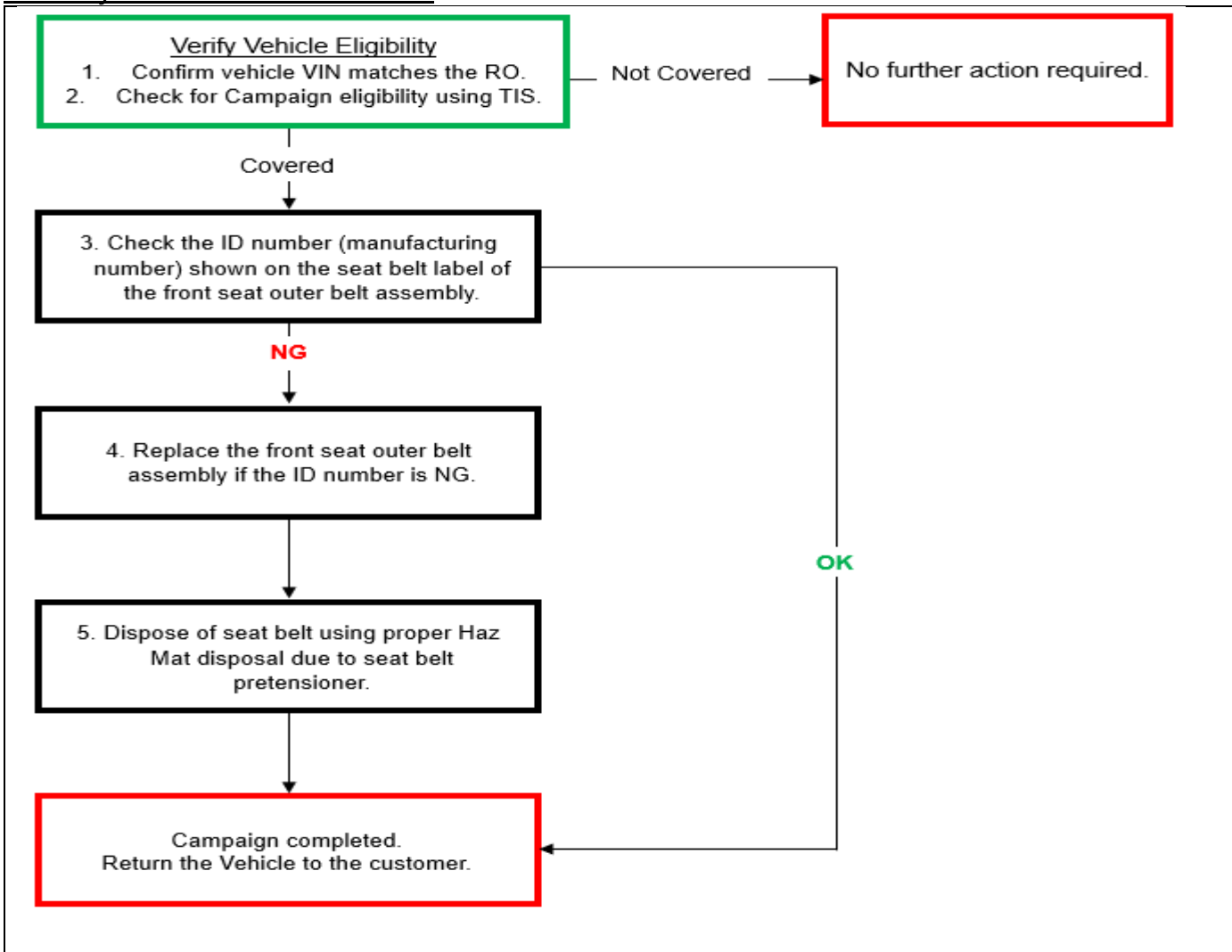
To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when Toyota pays the campaign claim.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3 and 9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



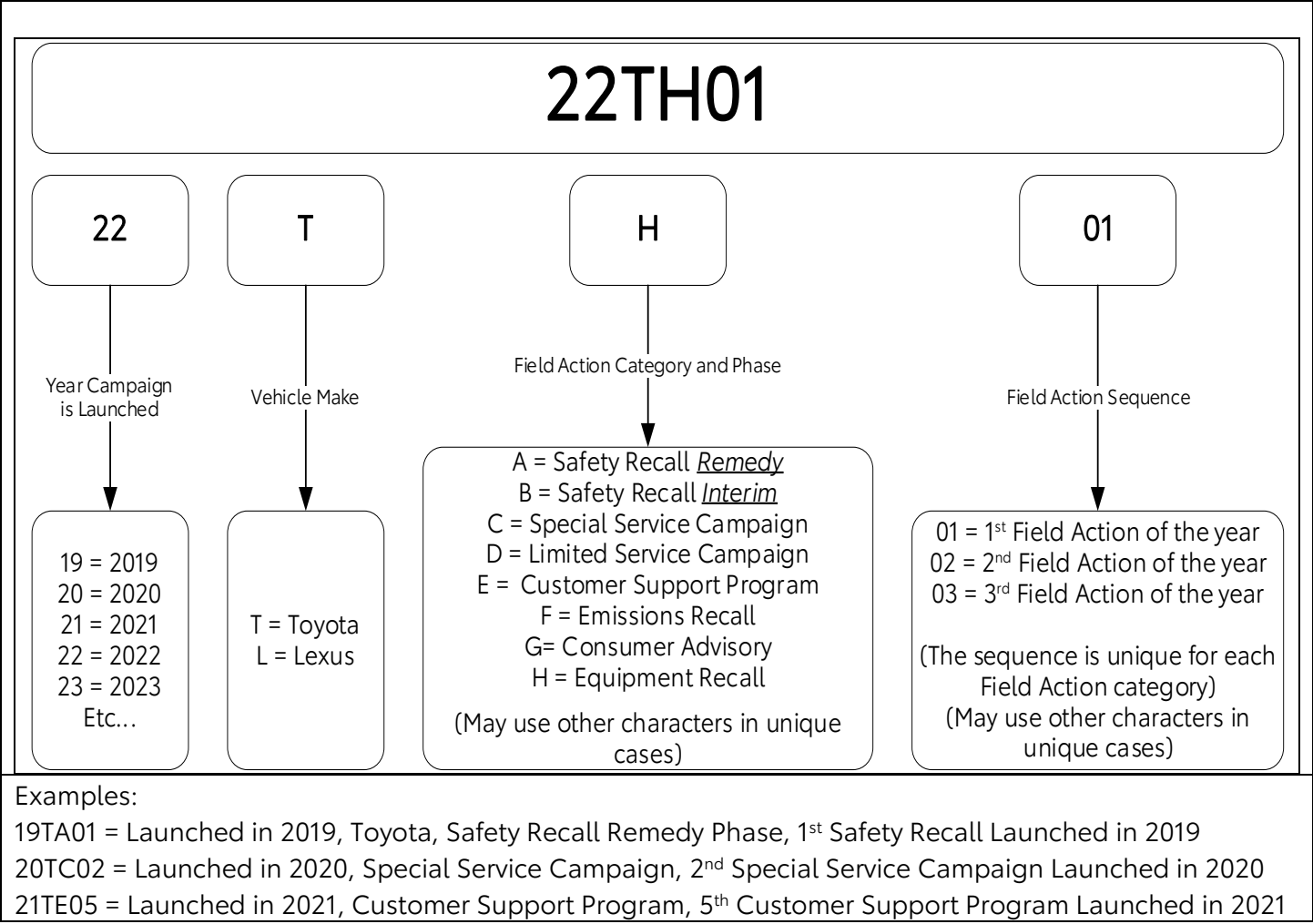
Op Code	Description	Flat Rate Hours
22TH01C1	Inspection of the front seatbelt assembly one side	0.2
22TH01R1	Inspection & Replacement of the front seatbelt assembly one side	0.8

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

### Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Equipment Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Campaign Designation / Phase Decoder**



***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 Special Service Campaign.***

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



## EQUIPMENT SAFETY RECALL 22TH01

### Coverage for Defective Seatbelt Retractor Force Limiter

#### Frequently Asked Questions

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**Q1: *What is the condition?***

A1: A component in the subject front seat belt assemblies may not have been manufactured properly and may cause the seat belt to not operate as designed. This can increase the risk of an injury in the event of certain types of crashes.

**Q1a: *Are there any warnings that this condition occurs?***

A1a: No, there are no warnings prior to the occurrence of this condition.

**Q2: *What is Toyota going to do?***

A2: Owners of the vehicles identified as potentially receiving parts covered by this Equipment Safety Recall will receive an owner notification letter via first class mail starting in Early December 2023. Any authorized Toyota dealer will inspect and replace the seat belt assembly, if necessary, **FREE OF CHARGE**.

**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.

**Q3: *Which and how many Toyota vehicles are covered?***

A3: This equipment recall involves 72 parts that were distributed to Toyota dealers. Toyota dealers previously identified these parts in their inventory and inspected vehicles that may have had these parts installed. The 4 Highlander vehicles now included in this recall have been identified as potentially receiving these suspect parts but have not been inspected as of the publication of this document.

[Affected Parts Number and Models in North America]

Affected parts No.	Model name	Number of the Affected Parts
73220-48110-A0 73220-48110-B0 73220-48040-A0	Highlander	4

Service parts produced during the suspect range were distributed after May of 2022; vehicles with service parts replacement prior to this date are not affected.

**Q3a:** *Are there any other Toyota/ Lexus models covered by this Equipment Safety Recall?*

A3a: Yes, certain Lexus SC430, RX330 and RX350 vehicles are covered by this Equipment Safety Recall in the U.S.

**Q3b:** *Why are other vehicles equipped with Seat belt service parts not covered by this Equipment Safety Recall?*

A3b: These affected service parts were only installed in specific vehicles.

**Q4:** *How long will the repair take?*

A4: To inspect and replace the seat belt assembly, if necessary, will take approximately 45 minutes. However, depending on the dealer's schedule, it may be necessary to make the vehicle available for a longer period.

**Q5:** *What if an owner has additional questions or concerns?*

A5: Owners with questions or concerns are asked to please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.