

# TOYOTA CUSTOMER SERVICES

04V-181

## INTEROFFICE MEMORANDUM

To: Region/Private Distributor General Managers & Vice Presidents

April 8, 2004  
TMS-NTC-04041

From: Dave Zellers *Dave*  
Vice President Product Quality & Service Support

Subject: 2001 to Early 2004 Model Year Toyota Highlander Child Protection Lock System

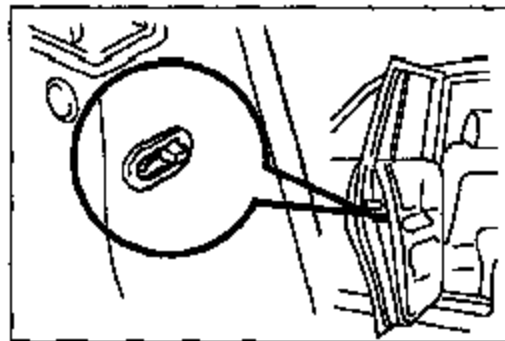
In late April 2004, Toyota will initiate a voluntary Special Service Campaign (SSC) to repair the Child Protection Lock (CPL) system on certain 2001 to early 2004 Model Year (MY) Toyota Highlander vehicles.

### BACKGROUND

- On April 7, 2004, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the CPL system on approximately 370,000 Highlander vehicles, with the intent to initiate an SSC.

### CONDITION

- The 2001 to early 2004 Model Year Highlander vehicles have a CPL system in both of the rear side doors. When an operator of the vehicle closes the door very hard with the CPL lever being in the lock position, there is a possibility that the lock lever may contact the body panel, causing the CPL lever to move into the unlock position. This condition could allow the door to be opened with the inside door handle while the operator believes that the CPL was activated.



### STATUS

- An SSC to repair the CPL lever will be launched in late April 2004. Owner notifications will commence in early May, 2004.
- The attached Dealer Daily message will be sent to all dealers informing them of the issue and SSC launch timing.
- As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.
- An advanced dealer notification package will be sent by overnight delivery on April 9<sup>th</sup>, which will include a list of vehicles we currently show in their inventory, draft technical instructions and a special tool (five per dealership). No replacement parts are required for this campaign. Dealer reimbursement instructions will be provided in the official SSC announcement communication which will be mailed in late April, however the Flat Rate Time for the repair is approximately 0.5 hours/vehicle (this includes 0.1 hours/vehicle administrative cost for the dealer).
- If your staff should receive any contacts from owners experiencing issues with the Child Protection Lock system, please direct the owner to their local Toyota dealer for diagnosis and/or repair.
- A Q&A has been attached for your reference.

Please review this preliminary 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
- All NAPC General Managers
- All TMS Sales Administration Managers
- All TMS Product Quality & Service Support Managers
- All Field Product Engineers

- |              |             |               |
|--------------|-------------|---------------|
| J. Besada    | J. Hanson   | J. Press      |
| E. Bastien   | W. Hodge    | M. Sandler    |
| R. Broughman | N. Kawakami | D. Schuttee   |
| G. Bryan     | J. Lang     | D. Stephenson |
| D. Camden    | K. Masumoto | E. Taira      |
| D. Cecconi   | E. Matsuda  | T. Takada     |
| D. Cleveland | R. McPhail  | J. Tetherow   |
| R. Daly      | M. Michels  | M. Tomozoe    |
| A. DeCarr    | I. Miller   | A. Vaish      |
| B. Ertmann   | T. Nagata   | M. Yamaguchi  |
| D. Esmond    | D. Ogilvie  |               |
| G. Fogg      | J. Olson    |               |
| Y. Funo      | D. Pettit   |               |



**Special Service Campaign (SSC)**

**2001 to Early 2004 Model Year Toyota Highlander Child Protection Lock System Q&A**

**Q1: What is the condition?**

**A1:** The 2001 to early 2004 Model Year Highlander vehicles have a Child Protection Lock (CPL) system in both of the rear side doors. When an operator of the vehicle closes the door very hard with the CPL lever being in the lock position, there is a possibility that the lock lever may contact the body panel, causing the CPL lever to move into the unlock position. This condition could allow the door to be opened with the inside door handle while the operator believes that the CPL was activated.

**Q2: What is the cause of this condition?**

**A2:** There is an insufficient amount of clearance between the CPL lever and the body panel.

**Q3: Are there any warnings that this condition has occurred?**

**A3:** No, there are no specific warnings for when this condition will occur. However, owners can minimize the chance of the CPL lever moving from the locked to the unlocked position by not closing the rear side doors very hard. Also, after activating the CPL system and closing the door, the owner should confirm the rear side doors will not open using the inside door handle(s).

**Q4: Which and how many vehicles are involved?**

**A4:** Only certain 2001 to early 2004 Model Year Highlander vehicles are involved. There are approximately 370,000 vehicles in the U.S.

**Q5: What is the production period of the affected vehicles?**

**A5:** The affected Toyota Highlander vehicles were produced from mid-November, 2000 through late January, 2004.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

**A6:** No, this condition only affects 2001 through early 2004 Model Year Highlander vehicles.

**Q7: How many incidents of this condition have been reported?**

**A7:** There have been a few reported cases of this condition in the affected Highlander vehicles.

**Q8: Have there been any accidents reported?**

**A8:** There have been no reported cases of accidents related to this condition.

**Q9: What is Toyota going to do?**

**A9:** Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in early May, 2004. Toyota dealers will modify the CPL lever at NO COST to the vehicle owners.

**Q10: How long will the repair take?**

**A10:** The repair will take approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What should an owner do if they experience the condition?**

**A11:** Owners are requested to contact their local Toyota dealer for diagnosis and repair.

Shaun Yzquierdo/ TMS Customer Services Division  
April 9, 2004  
Approved By: David Zellert

To: All Toyota Dealers  
From: Toyota Customer Services

**2001 to Early 2004 Model Year Toyota Highlander Child Protection Lock System**

**\*\*\*\*\*URGENT\*\*\*\*\***

On April 7, 2004, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the Child Protection Lock (CPL) system on approximately 370,000 Highlander vehicles, with the intent to initiate a Special Service Campaign (SSC).

The 2001 to early 2004 Model Year Highlander vehicles have a Child Protection Lock (CPL) system in both of the rear side doors. When an operator of the vehicle closes the door very hard with the CPL lever being in the lock position, there is a possibility that the lock lever may contact the body panel, causing the CPL lever to move into the unlock position. This condition could allow the door to be opened with the inside door handle while the operator believes that the CPL was activated.

This new SSC involves the diagnosis and repair of the child protection lock system. A dealer package including technical instructions, additional special tools and reimbursement procedures will be mailed to dealers in late April. Owner notifications will commence in early May, 2004.

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed. An advanced dealer notification package will be sent by overnight delivery on April 9<sup>th</sup>, which will include a list of vehicles we currently show in your inventory, draft technical instructions and a special tool (five per dealership). No replacement parts are required for this campaign.

The following Q&A has been provided for your reference. All media inquiries should be directed to Julie Alfonso at (310) 468-4625, Sam Butto at (310) 468-7728 or Ming-Jou Chen at (310) 468-4782 in Toyota Corporate Communications.

Please contact your District Service/Parts Manager if you have any further questions.

**Special Service Campaign (SSC)  
2001 to Early 2004 Model Year Toyota Highlander Child Protection Lock System Q&A**

**Q1: What is the condition?**

**A1:** The 2001 to early 2004 Model Year Highlander vehicles have a Child Protection Lock (CPL) system in both of the rear side doors. When an operator of the vehicle closes the door very hard with the CPL lever being in the lock position, there is a possibility that the lock lever may contact the body panel, causing the CPL lever to move into the unlock position. This condition could allow the door to be opened with the inside door handle while the operator believes that the CPL was activated.

**Q2: What is the cause of this condition?**

**A2:** There is an insufficient amount of clearance between the CPL lever and the body panel.

**Q3: Are there any warnings that this condition has occurred?**

**A3:** No, there are no specific warnings for when this condition will occur. However, owners can minimize the chance of the CPL lever moving from the locked to the unlocked position by not

closing the rear side doors very hard. Also, after activating the CPL system and closing the door, the owner should confirm the rear side doors will not open using the inside door handle(s).

**Q4: Which and how many vehicles are involved?**

A4: Only certain 2001 to early 2004 Model Year Highlander vehicles are involved. There are approximately 370,000 vehicles in the U.S.

**Q5: What is the production period of the affected vehicles?**

A5: The affected Toyota Highlander vehicles were produced from mid-November, 2000 through late January, 2004.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this condition only affects 2001 through early 2004 Model Year Highlander vehicles.

**Q7: How many incidents of this condition have been reported?**

A7: There have been a few reported cases of this condition in the affected Highlander vehicles.

**Q8: Have there been any accidents reported?**

A8: There have been no reported cases of accidents related to this condition.

**Q9: What is Toyota going to do?**

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in early May, 2004. Toyota dealers will modify the CPL lever at **NO COST** to the vehicle owners.

**Q10: How long will the repair take?**

A10: The repair will take approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What should an owner do if they experience the condition?**

A11: Owners are requested to contact their local Toyota dealer for diagnosis and repair.



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

TO: ALL TOYOTA DEALER PRINCIPALS,  
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: **ADVANCED NOTIFICATION** – SPECIAL SERVICE CAMPAIGN (SSC) – 40B  
(2001 TO EARLY 2004 MODEL YEAR TOYOTA HIGHLANDER CHILD PROTECTION  
LOCK SYSTEM)

**Toyota will initiate a Special Service Campaign (SSC) to repair the Child Protection Lock (CPL) system on certain 2001 to early 2004 Model Year Highlander vehicles. This advanced notification is being provided to inform your dealership of the upcoming SSC and request your assistance in correcting any in-stock dealer vehicles.**

**Another official communication will be sent to you in late April which will contain the dealer reimbursement procedures as well as the dealer/owner list reports.**

The 2001 to early 2004 Model Year Highlander vehicles have a CPL system in both of the rear side doors. When an operator of the vehicle closes the door very hard with the CPL lever being in the lock position, there is a possibility that the lock lever may contact the body panel, causing the CPL lever to move into the unlock position. This condition could allow the door to be opened with the inside door handle while the operator believes that the CPL was activated.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. **Official Dealer Notification Date**

**A second dealer communication will be sent to you in late April, 2004 which will contain additional details of the campaign such as the dealer reimbursement procedures and the dealer/owner list reports.**

2. **Owner Notification Letter Mailing Date**

The owner notification will commence in early May, 2004.

If you are contacted by an owner of an involved vehicle, who has not yet received a notification, or want to verify an in stock vehicle please note that setup of **VIN visibility on Dealer Daily/TIS will not be completed until late April, 2004**. In the meantime please refer to the VIN range in section four to verify eligibility prior to performing repairs. Perform repairs as outlined in the attached draft Technical Instructions.

3. **Customer Vehicles and Vehicles in Dealer Inventory**

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

This advanced dealer notification package has been sent to provide you with a listing of vehicles which we currently show in your inventory, draft technical instructions and a special tool (five per dealership) to assist you in repairing any vehicles belonging to customers that may have learned of this campaign as well as those vehicles remaining in your dealership's inventory.

Reimbursement instructions will be provided in the official SSC announcement communication which will be mailed in late April, 2004, however the Flat Rate Time for the repair is anticipated to be 0.5 hours/vehicle (this includes 0.1 hours/vehicle administrative cost for the dealership).

4. **Identification of Involved Vehicles**

Nationally, there are approximately 370,000 Model Year 2001 to early 2004 Highlander vehicles involved in this campaign.

Model	Year	VIN Range*	
		VDS	Ranges
HIGHLANDER	2001	GD21A	0001024 - 0020971
		GF21A	0001020 - 0028493
		HD21A	0001016 - 0010592
		HF21A	0001034 - 0041273
	2002	GD21A	0020972 - 0046738
		GF21A	0028494 - 0072227
		HD21A	0010594 - 0018856
		HF21A	0041275 - 0097704
	2003	GD21A	0046739 - 0073654
		GF21A	0072228 - 0121685
		HD21A	0018859 - 0025429
		HF21A	0097705 - 0158393
	2004	DD21A	0073058 - 0091021
		DP21A	0001001 - 0021862
		ED21A	0026374 - 0029380
		EP21A	0001008 - 0031338
GD21A		0073656 - 0091034	
GP21A		0001008 - 0021860	
HD21A		0025363 - 0029469	
HD21A		0025363 - 0029469	

**NOTE: Not all vehicles in the VIN ranges are involved in this SSC. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. Setup of VIN visibility on Dealer Daily/TIS will not be completed until late April, 2004. This will verify the vehicle is involved and has not already been completed by another dealer or prior to dealer delivery. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.**

5. **Repair Procedures**

Refer to the attached DRAFT Technical Instructions.

6. **Parts Ordering**

There are no parts required for the completion of this campaign.

Please review this entire advanced notification with your Service and Parts staff to familiarize them with the proper step-by-step procedures to aid in implementing this Special Service Campaign.

Thank you for your cooperation.

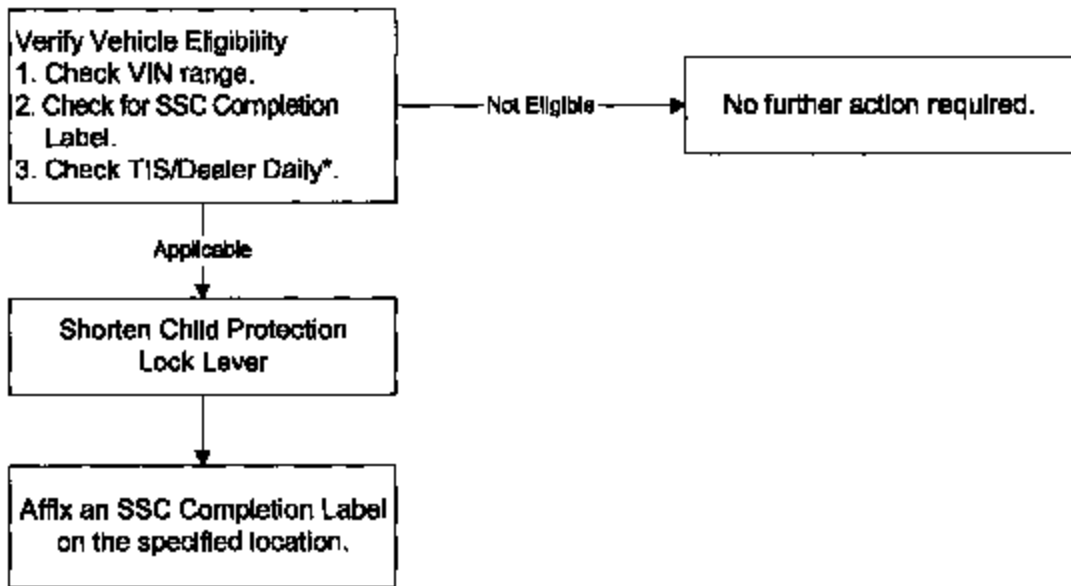
TOYOTA MOTOR SALES, U.S.A., INC.

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SPECIAL SERVICE CAMPAIGN 40B**  
**2001 - 2004 MY TOYOTA HIGHLANDER**  
**CHILD PROTECTION LOCK SYSTEM**



# I. OPERATION FLOW CHART

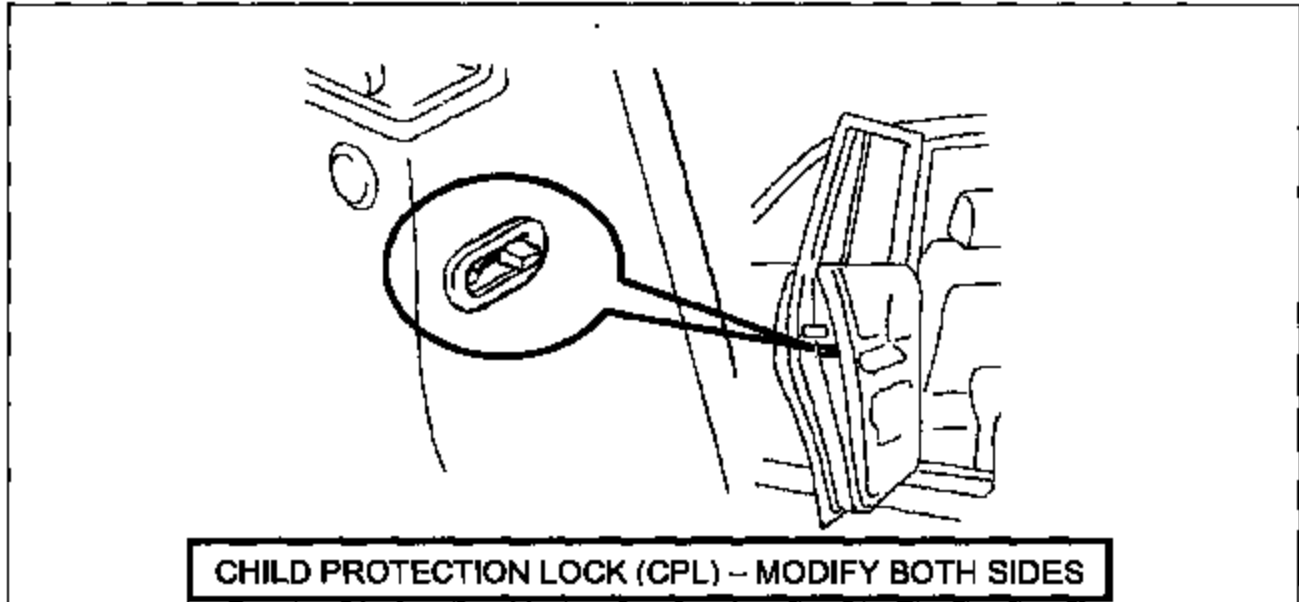
**DRAFT**



\* Please note that the setup of **VIN visibility on Dealer Daily/TIS will not be completed until late April, 2004.** In the meantime please refer to the VIN range in section three to verify eligibility prior to performing repairs.

## II. LOCATION OF AFFECTED PARTS

DRAFT



### III. AFFECTED VIN RANGE

DRAFT

Model	Year	VIN Range*	
		VDS	Ranges
HIGHLANDER	2001	GD21A	0001024 - 0020971
		GF21A	0001020 - 0028493
		HD21A	0001016 - 0010592
		HF21A	0001034 - 0041273
	2002	GD21A	0020972 - 0046738
		GF21A	0028494 - 0072227
		HD21A	0010594 - 0018656
		HF21A	0041275 - 0097704
	2003	GD21A	0046739 - 0073654
		GF21A	0072228 - 0121685
		HD21A	0018659 - 0025429
		HF21A	0097705 - 0158393
	2004	DD21A	0073058 - 0091021
		DP21A	0001001 - 0021862
		ED21A	0026374 - 0029380
		EP21A	0001008 - 0031338
GD21A		0073656 - 0091034	
GP21A		0001006 - 0021860	
		HD21A	0025363 - 0029469

**NOTE: Not all vehicles in the VIN ranges are involved in this SSC. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. Setup of VIN visibility on Dealer Daily/TIS will not be completed until late April, 2004. This will verify the vehicle is involved and has not already been completed by another dealer or prior to dealer delivery. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.**

### IV. PREPARATION

#### A. TOOLS

- Standard Tools
- Special Tool (included in the Advanced Dealer Notification Package)
- File or Dremel® Rotary Tool with #430 1/4" Drum Sander Bit or Equivalent
- Sand Paper (#2000 Grit or Higher) or #511 Abrasive Buffs Bit or Equivalent

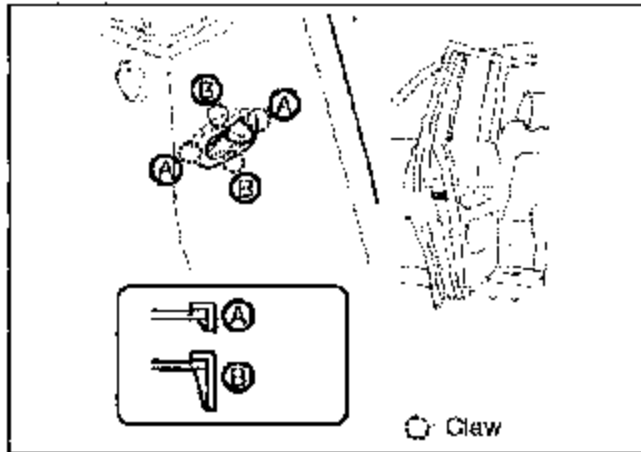
#### B. MATERIAL

- Protective Tape (Masking Tape) or Equivalent

## V. WORK PROCEDURE

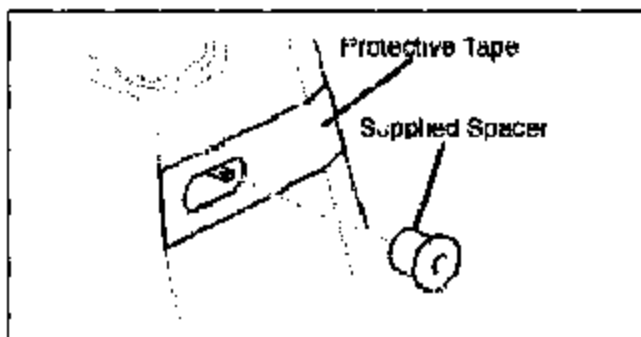
**DRAFT**

### A. CHILD PROTECTION LOCK REPAIR



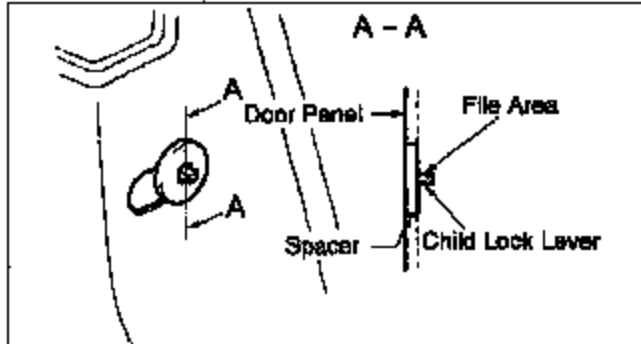
#### 1. REMOVE REAR DOOR CHILD PROTECTION LOCK COVER.

- (a) Disengage the 4 claws and remove the protector cover.



#### 2. INSTALL SUPPLIED SPACER.

- (a) Install protective tape on the door panel.
- (b) Install the provided spacer over the child protection lock lever as show in illustration.

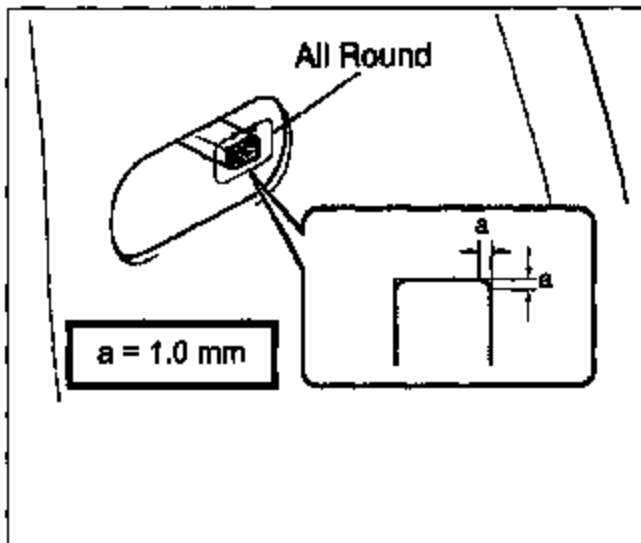


#### 3. SHORTEN THE CHILD PROTECTION LOCK LEVER.

- (a) Use a file or Dremel® to grind down the portion of the lever that protrudes from the spacer.

**NOTE: Do not to damage the body.**

#### 4. REMOVE THE SUPPLIED SPACER.



#### 5. ROUND OUT THE EDGES ON CHILD PROTECTION LOCK LEVER

- (a) Use high grit sandpaper (# 2000 or higher) or equivalent to round off and smooth the sharp edges on the child protection lock lever.

**Dimension: Approximately 1.0 mm (0.0039 in.)**

**NOTE: Do not to damage the door with the file or the sandpaper.**

- (b) Reinstall the Rear Door Child Protection Lock Protector Cover.

## VI. SSC COMPLETION LABEL INSTALLATION

**DRAFT**

1. After completing the repair and before returning the vehicle to the owner, an SSC completion label that is enclosed in the owner's notification letter must be affixed to the left front door hinge post near the check strap.

2. The label is to be filled out as follows:

- Write in SSC 40B.
- Write in the date the repair was performed.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
OM 10-01917	

3. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.