

**SSC 40B**  
**2001 THROUGH EARLY 2004 MODEL YEAR TOYOTA HIGHLANDER**  
**CHILD PROTECTION LOCK SYSTEM**  
**SPECIAL SERVICE CAMPAIGN**

May, 2004

Re: Safety Recall Notice for 2001 through Early 2004 Model Year Toyota Highlander Child Protection Lock System

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2001 through early 2004 Model Year Toyota Highlander vehicles.

**What is the problem?**

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 set to 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. In the worst case, an occupant may fall out of the vehicle sustaining injury.

**What will Toyota do?**

Any Toyota dealer will modify the CPL lever at **NO COST** to you in as convenient a manner as possible.

**What should you do?**

Please contact your authorized Toyota dealer and make an appointment to have the CPL lever modified at your earliest convenience. The labor time to repair the CPL levers is approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**Please present this notice to the Toyota Dealer when you bring the vehicle in for your service appointment.**

If you no longer own the vehicle or have changed addresses, please indicate so on the enclosed postage paid form, providing us with the updated name and address.

**What if you have other questions?**

Please contact any Toyota dealer or call the Toyota Customer Experience center at 1-888-270-9371.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

As always, Toyota wants to ensure you complete satisfaction with your vehicle and ownership experience. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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