

# TOYOTA CUSTOMER SERVICES

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Date: 4/23/2004  
 Action  
 Retain  
 Information

## INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/  
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*  
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

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

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**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.**

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.

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

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in late April, 2004, along with a special tool (five per dealership) necessary for the repair.

2. **Owner Notification Mailing Date**

The owner notification will commence in early May, 2004. We have attached a copy of the owner notification letter for your reference.

If a dealer is contacted by an owner of an involved vehicle, who has not yet received a notification, please instruct them to verify eligibility through Dealer Daily or TIS. Dealers should perform repairs as outlined in the attached Technical Instructions.

3. **Number of Vehicles Involved**

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

4. **Region/District Summary Reports**

We have enclosed the following SSC 40B Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this campaign.
- District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

**5. Vehicles in Dealer Stock**

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.

**6. Parts Ordering**

No parts are required for the completion of this campaign. However, a special tool is required for the repair and will be provided in the Service Managers campaign notification package (five per dealership).

**7. Reimbursement Procedures**

Please refer to the Reimbursement Procedures found in the attached Dealer Letter.

Please review this entire Special Service Campaign package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

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 NACP General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

E. Bastien	J. Hanson	J. Press
J. Beseda	W. Hodge	M. Sandler
R. Broughman	N. Kawakami	D. Schutte
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. Walsh
B. Ertmann	T. Nagata	M. Yamaguchi
D. Esmond	D. Ogilvie	
G. Fogg	J. Olson	
Y. Funo	D. Pettitt	



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: SPECIAL SERVICE CAMPAIGN (SSC) – 40B  
(2001 TO EARLY 2004 MODEL YEAR TOYOTA HIGHLANDER CHILD PROTECTION  
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The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

**1. 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, please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs. Dealers should perform repairs as outlined in the attached Technical Instructions.

**2. Vehicles In Dealer Stock**

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.

**3. Dealer/Owner Lists**

Dealer/Owner Lists for this campaign have been distributed to each dealership's Service and Parts Managers. These lists are based on selling dealership. Dealerships which did not sell an affected vehicle, or do not have affected vehicles in stock, will receive a report indicating so.

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

AK	548
AL	4500
AR	2218
AZ	8989
CA	84668
CO	8472
CT	5247
DC	466
DE	1073
FL	27439

GA	10696
IA	1767
ID	702
IL	14701
IN	4055
KS	2303
KY	4244
LA	5471
MA	13079
MD	11696

ME	1228
MI	5031
MN	4668
MO	3963
MS	1621
MT	537
NC	11869
ND	381
NE	1158
NH	2714

NJ	13952
NM	1609
NV	3143
NY	20688
OH	11396
OK	2702
OR	3544
PA	13837
RI	1437
SC	4776

SD	407
TN	4867
TX	21049
UT	1709
VA	12330
VT	841
WA	5894
WI	5510
WV	1360
WY	358

**4. Repair Procedures**

Refer to the attached Technical Instructions.

### 5. 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 - 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. 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.**

### 6. Parts Ordering

No parts are required for the completion of this campaign. However, a special tool is required for the repair and will be provided in the Service Managers campaign notification package (five per dealership).

### 7. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this Special Service Campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
40B	4519C1	Repair the Child Protection Lock System	0.5 hr/vehicle

**NOTE:** The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

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.

**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.



## 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 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.

**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?**

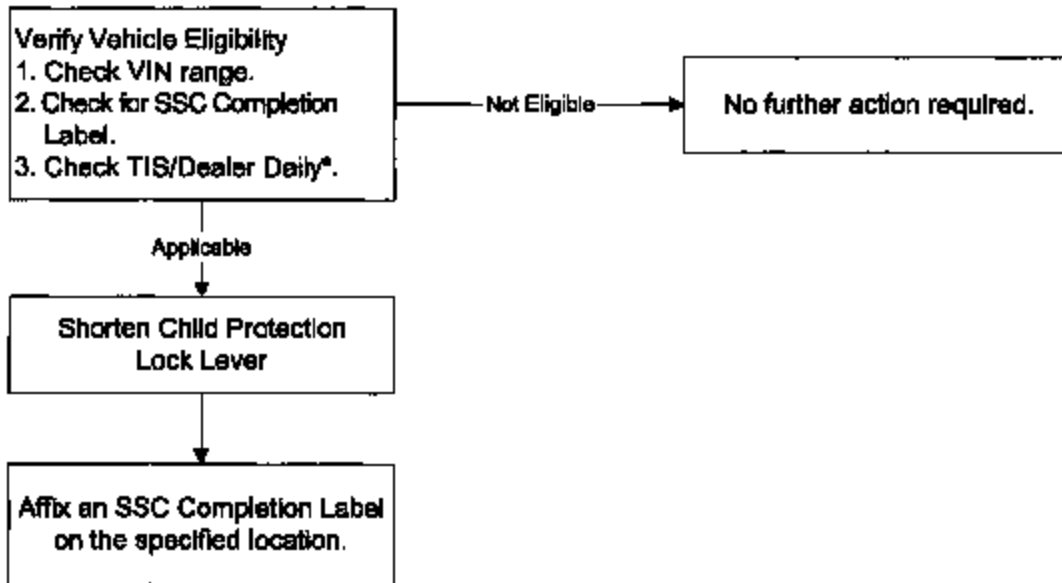
A10: The repair will take approximately thirty minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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.

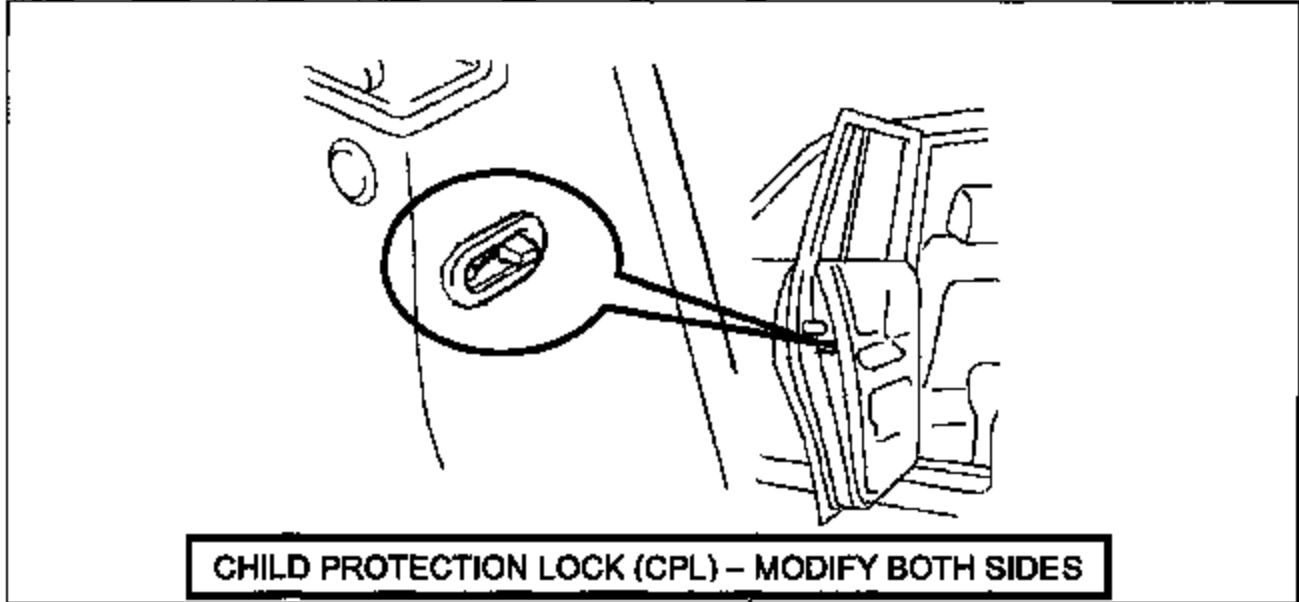
**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SPECIAL SERVICE CAMPAIGN 40B**  
**2001 – EARLY 2004 MY TOYOTA HIGHLANDER**  
**CHILD PROTECTION LOCK SYSTEM**

# I. OPERATION FLOW CHART





## II. LOCATION OF AFFECTED PARTS



### III. AFFECTED VIN RANGE

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 - 0029468

**NOTE: Not all vehicles in the VIN ranges are involved in this SSC. Always consult Dealer Dally or TIS to confirm VIN eligibility and to assure the SSC is applicable. 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

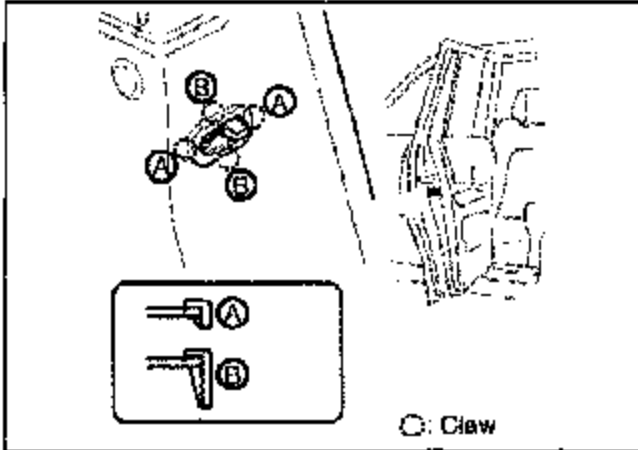
- Standard Tools
- Special Tool (5 pieces included in the Advanced Service Manager Notification Package and 5 pieces included in the Service Manager Notification Package)
- File or Dremel® Rotary Tool with #430 1/4" Drum Sander Bit or Equivalent
- Sand Paper (#2000 Grit or Higher) or Dremel® Rotary Tool with #511 Abrasive Buffs Bit or Equivalent

#### B. MATERIAL

- Protective Tape (Masking Tape) or Equivalent

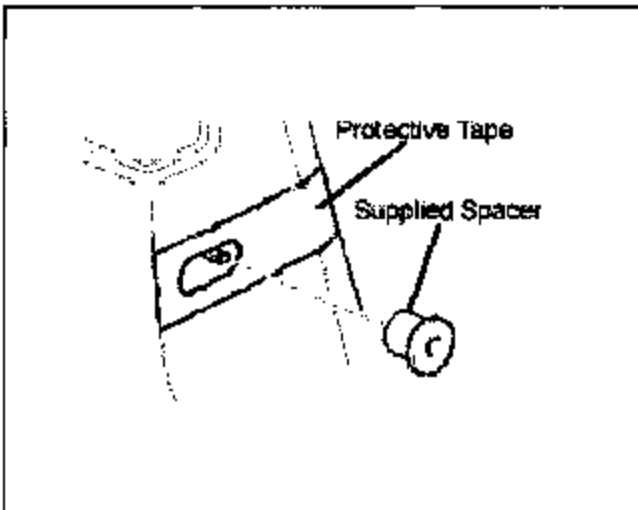
## V. WORK PROCEDURE

### A. CHILD PROTECTION LOCK REPAIR



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

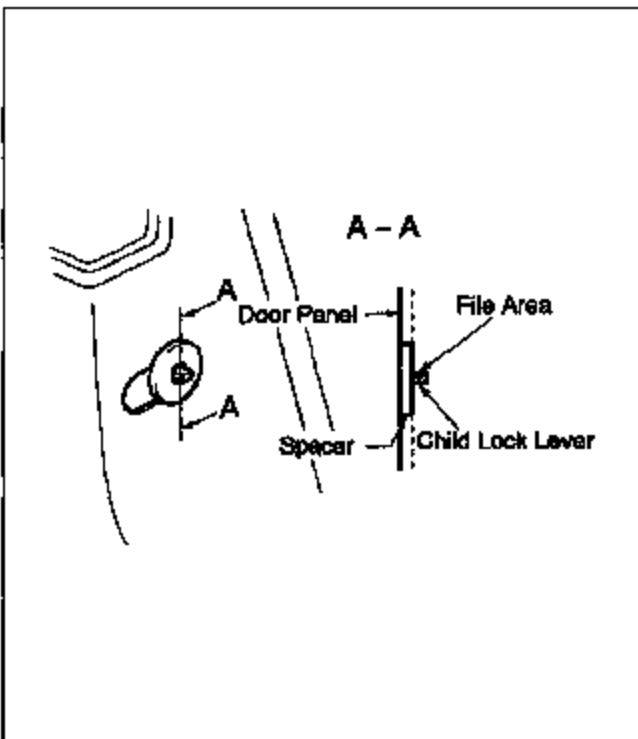
- Disengage the 4 claws and remove the protector cover.



#### 2. INSTALL SUPPLIED SPACER.

- Install protective tape on the door panel.
- Set the lock lever into the locked position.
- Install the provided spacer over the child protection lock lever as shown in the illustration.

**NOTE:** The supplied spacer may not fit flush against the door panel. The supplied spacer should bottom out on the lever.



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

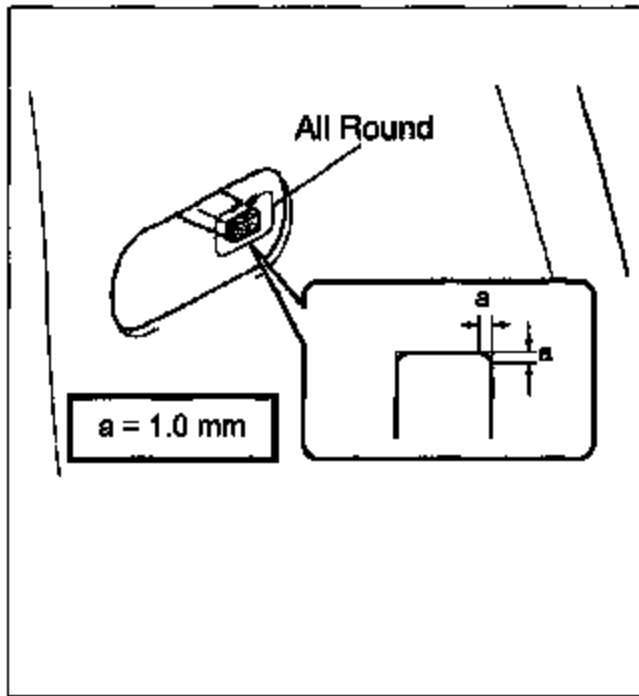
- Use a file or Dremel® to grind down the portion of the lever that protrudes from the spacer.

**NOTE:** The supplied spacer may not fit flush against the door panel. The supplied spacer should bottom out on the lever.

**NOTE:** If the lever is already flush or does not extend beyond the special tool (washer) the lever is okay and further modification for that particular lever is not necessary.

**NOTE:** Do not 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 Dremel® Rotary Tool with #511 Abrasive Buffs Bit 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 damage the door with the file or the sandpaper.**

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

## 6. REPEAT STEPS 1 THROUGH 5 ON THE OTHER REAR SIDE DOOR.

## VI. SSC COMPLETION LABEL INSTALLATION

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.	
BB-10-0197	

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.