

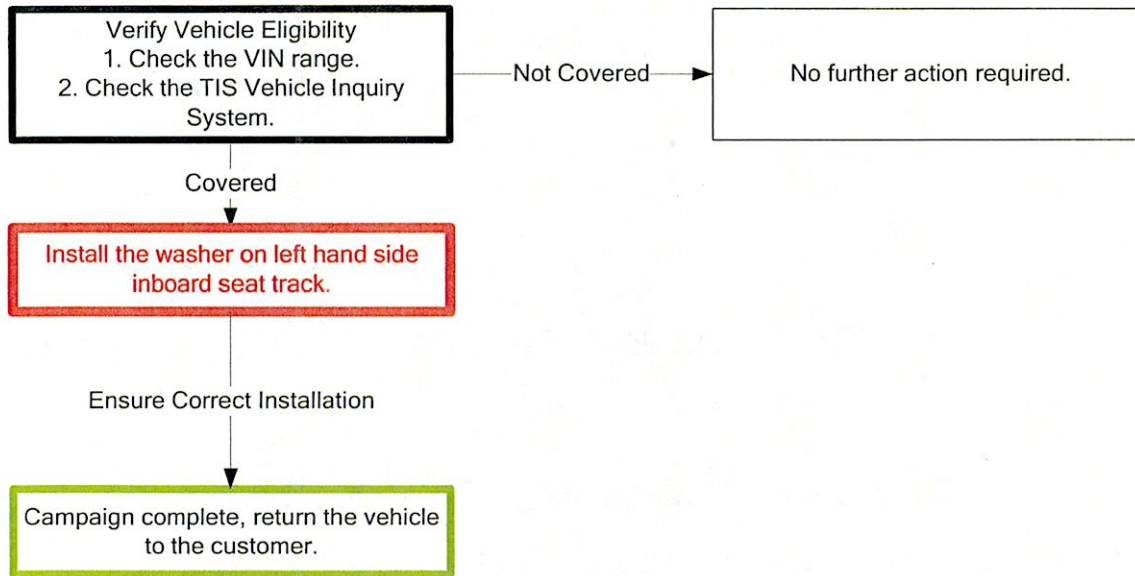
**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY (NONCOMPLIANCE) RECALL E0H**  
**2<sup>nd</sup> ROW LEFT HAND SEAT INBOARD SEAT TRACK**  
**CERTAIN 2013 MODEL YEAR HIGHLANDER**

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All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- Toyota Certified (any classifications)
- Toyota Expert (any classifications)
- Master
- Master Diagnostic Technicians

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. COVERED VIN RANGE

Model	WMI	MY	VDS	START SERIAL	FINISH SERIAL
HIGHLANDER	5TD	2013	BK3EH#	DS221419	DS252446
			DK3EH#	DS221487	DS252448
			YK3EH#	DS113323	DS130266
			ZA3EH#	DS037765	DS042526
			ZK3EH#	DS113575	DS130267

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety (Noncompliance) Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

### III. PREPARATION

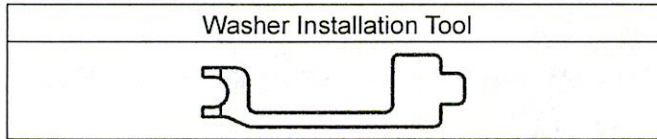
#### A. PARTS

Part Number	Part Description	Quantity
71788-0E010	Washer, FR seat back board setting	1

#### B. TOOLS & EQUIPMENT

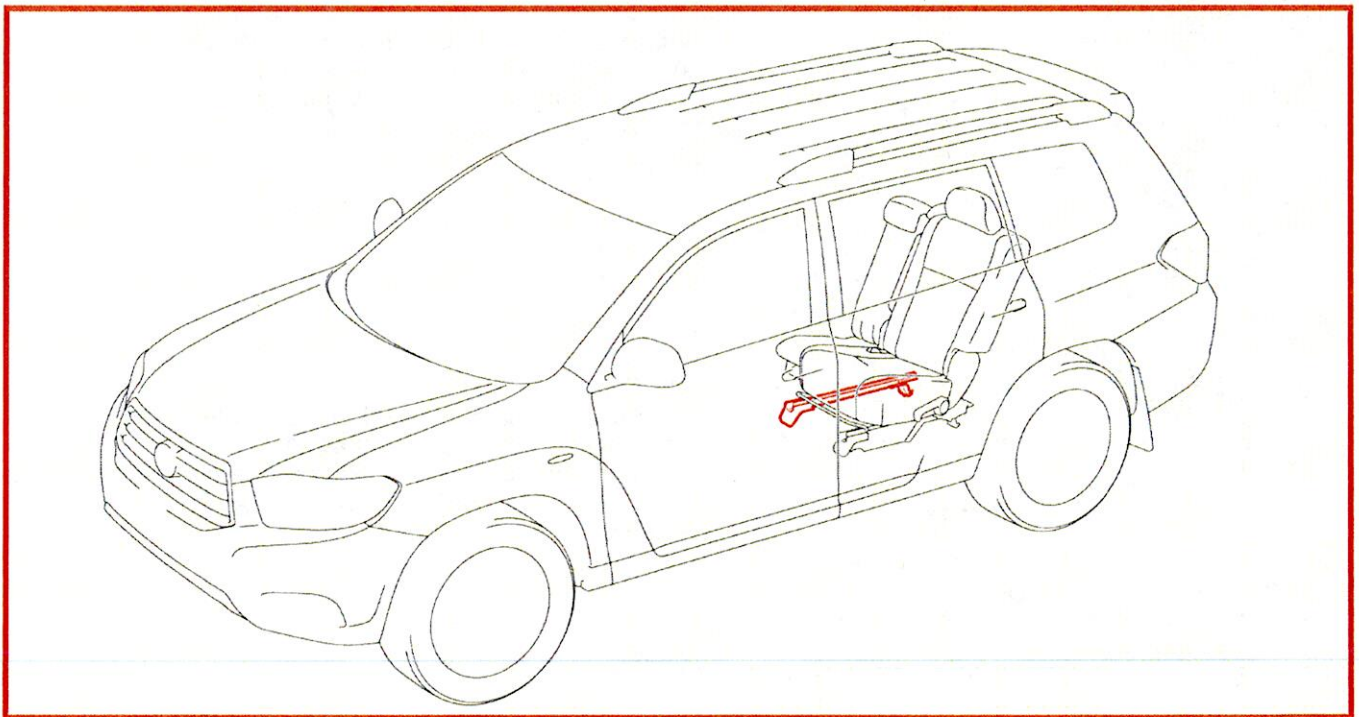
- Standard hand tools
- Flashlight
- Torque wrench
- 3/4" Blue Painters Tape
- Deep socket wrench 14 mm

**CAMPAIGN TOOL** – These tools are provided to the dealership. These tools are necessary when performing this repair.



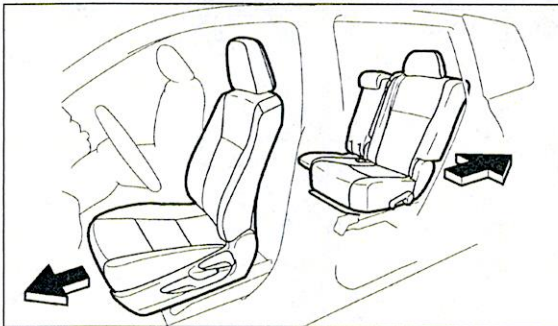
### IV. BACKGROUND

In these vehicles, the second row seat on the left (driver's side) of the vehicle may not fully lock into the inboard seat track. This condition only occurs when the seat is adjusted forward to the first or second adjusting positions. A seat in this condition does not conform to FMVSS No. 207 "Seating Systems". Under some conditions, this could increase the risk of injury to occupants in the event of a crash.



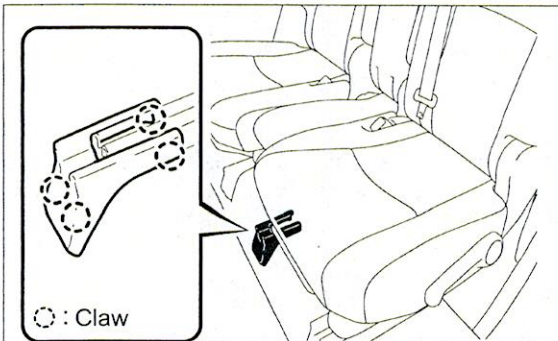
## V. WASHER INSTALLATION PROCEDURE

### WASHER INSTALLATION OVERVIEW VIDEO

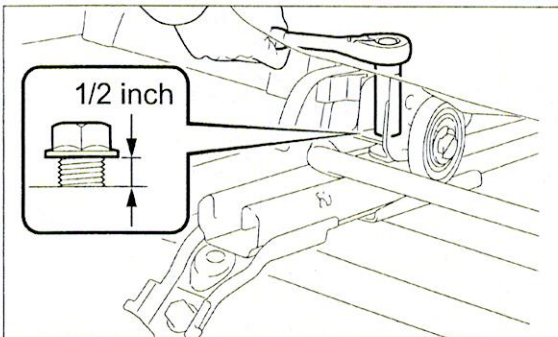


#### 1. ADJUST SEAT POSITIONS

- Record positions of the Driver's seat and the LH side 2<sup>nd</sup> row seat.
- Move the Driver's seat to the front most position.
- Move the LH side 2<sup>nd</sup> row seat to the rear most position.

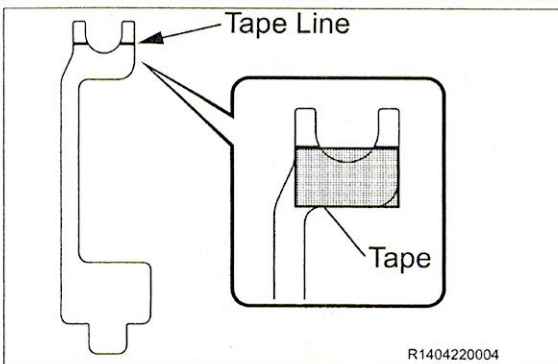


#### 2. REMOVE THE INNER REAR SEAT TRACK BRACKET COVER



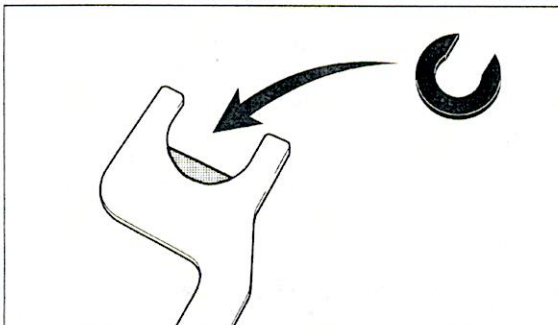
#### 3. LOOSEN THE NUT ON THE SEAT FRAME

- Using a 14mm deep socket, loosen the nut til approximately 1/2 inch (13mm) of threads are exposed on the seat track stud below the nut.



#### 4. INSTALL THE WASHER

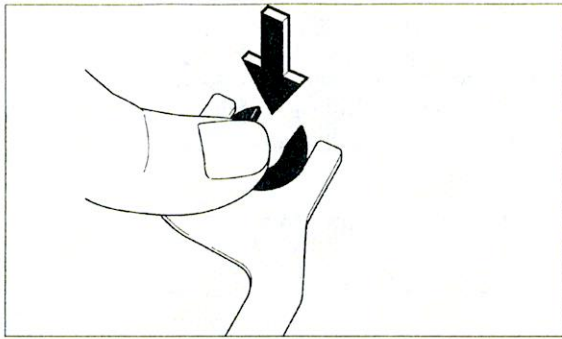
- Apply a piece of 3/4 inch blue painters tape onto the backside of the washer installation tool.
- Ensure to align the tape with the tape line on the tool so that correct amount of adhesive surface on the tape is exposed.



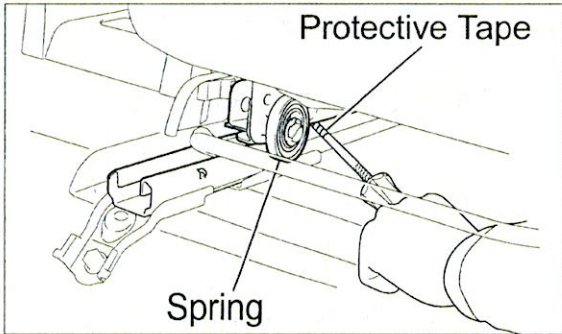
- Insert the washer into the slot of the washer installation tool with the opening facing out.

#### NOTE:

Either side of the washer can be facing up.  
There is no top or bottom.



d) Press the washer onto the tape to prevent it from falling off.



e) Raise and hold the seat frame using a screw driver wrapped with tape.

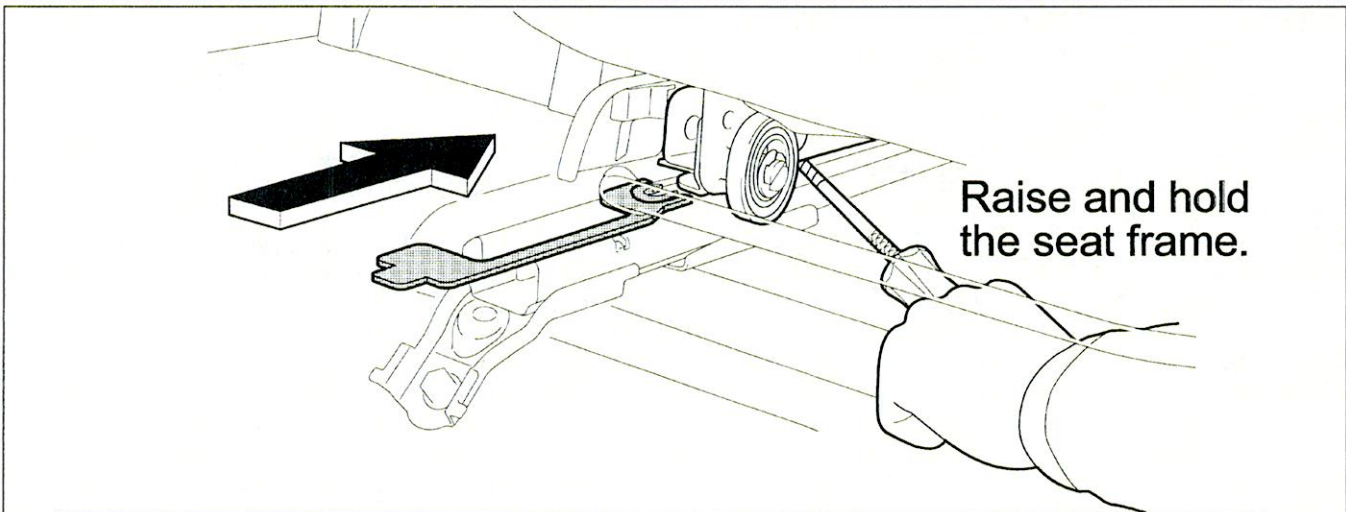
f) Ensure that the screwdriver is placed far enough behind the front seat track stud so that it will not interfere with the installation of the washer.

**STOP**

- Do not place your hands close to the rail while raising the seat frame.
- Take care not to damage the spring when raising the seat frame.

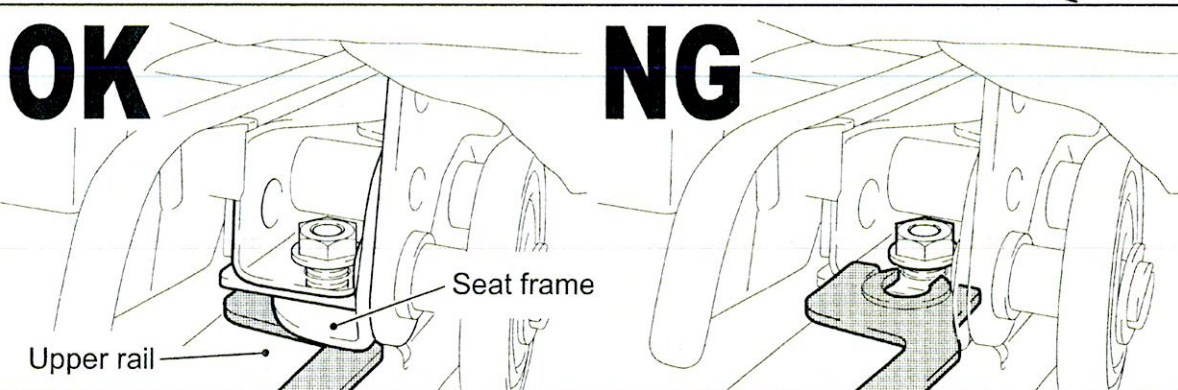
g) While raising the seat frame, insert the washer straight onto the stud between the seat frame and the upper seat track rail.

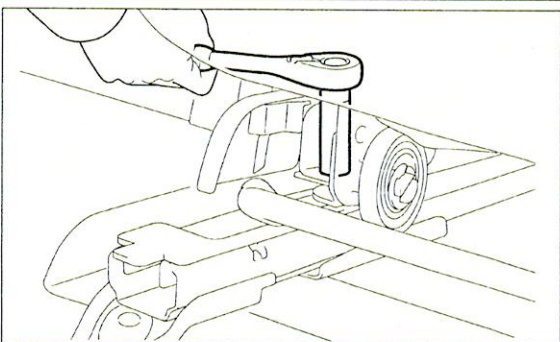
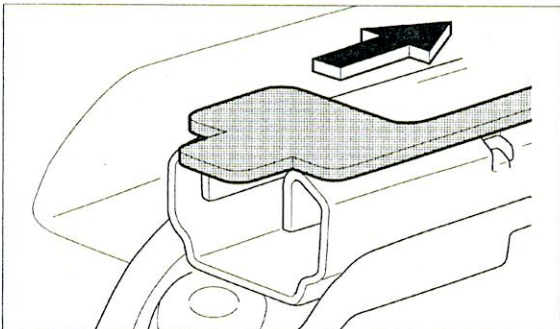
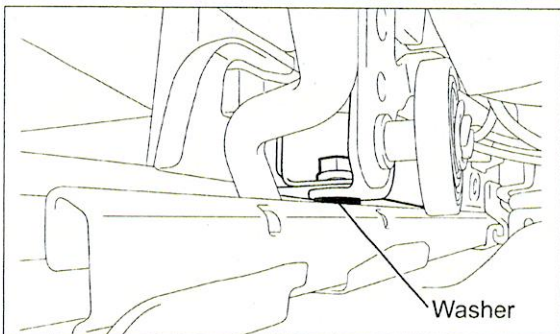
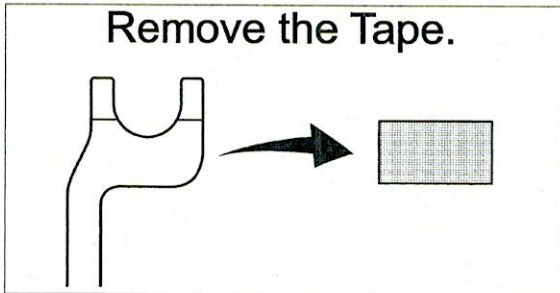
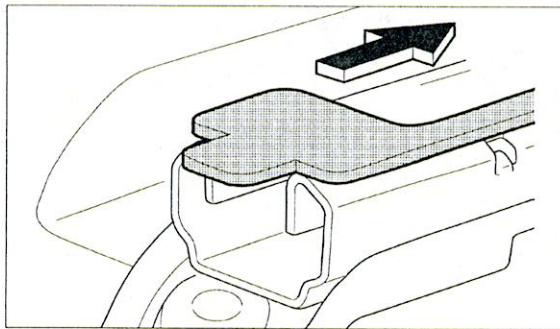
**STOP** Ensure the washer is installed in the correct position as shown below.



**OK**

**NG**





- h) Fully insert the washer installation tool until the washer is fully seated against the stud.
- i) The installation tool will be flush with the end of the seat track as shown when the washer is fully seated.
- j) Lower the seat frame assembly onto the washer and remove the screwdriver.

**STOP** Never hit the installation tool, or it may be damaged or deformed.

- k) Remove the washer installation tool from the seat track and remove the tape.

**NOTE:** Be sure to remove the tape before tightening the nut.

- l) Confirm that the washer is installed in the correct position and did not come off the stud.

- m) Reinsert the washer installation tool to secure the washer in place while tightening the nut.

**NOTE:** The installation tool is thinner than the washer and will not get stuck under the seat frame while tightening the nut.

- n) Using a 14mm deep socket, torque the nut to spec.

**Torque: 29 N\*m (296 kgf\*cm, 21 ft.\*lbf)**

- o) Remove the washer installation tool.

5. CHECK THE SEAT SLIDE LOCKING FUNCTION

a) Sit in the center seat. Check that the seat slide locks at the front most position.



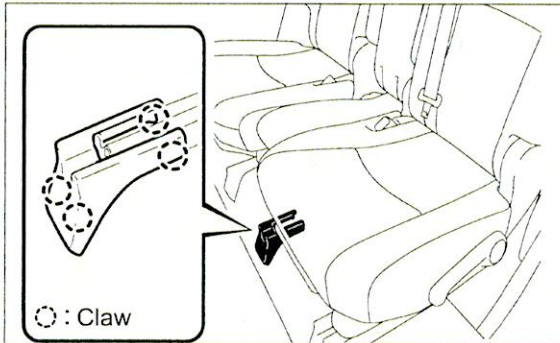
- Be sure to sit in the center seat so you are applying downward pressure on the inner seat rail.
- If the seat slide does not lock, loosen the nut and retry installation of the washer.

**OK**



Sit in the center seat.

**NG**



6. INSTALL THE INNER REAR SEAT TRACK BRACKET COVER

7. RESTORE THE SEAT POSITION

◀ **VERIFY REPAIR QUALITY** ▶

- Confirm that the washer is installed correctly.
- Confirm that the seat frame nut is torque to spec.
- Confirm that the LH 2<sup>nd</sup> row seat locks in the forward most position.

If you have any questions regarding this **Safety (Noncompliance) Recall**, please contact your regional representative.

## VI. APPENDIX

### A. CAMPAIGN PARTS DISPOSAL

Make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, *unless requested for parts recovery return.*

### B. CAMPAIGN DESIGNATION DECODER

