

TECHNICAL INSTRUCTIONS

FOR

SPECIAL SERVICE CAMPAIGN E0R

2nd ROW PASSENGER SEAT FRAME LATCH

CERTAIN

2014 MODEL YEAR HIGHLANDER

UPDATED JULY 15, 2014

Updated 7/15/14

- 2nd row seat replacement and part information has been added

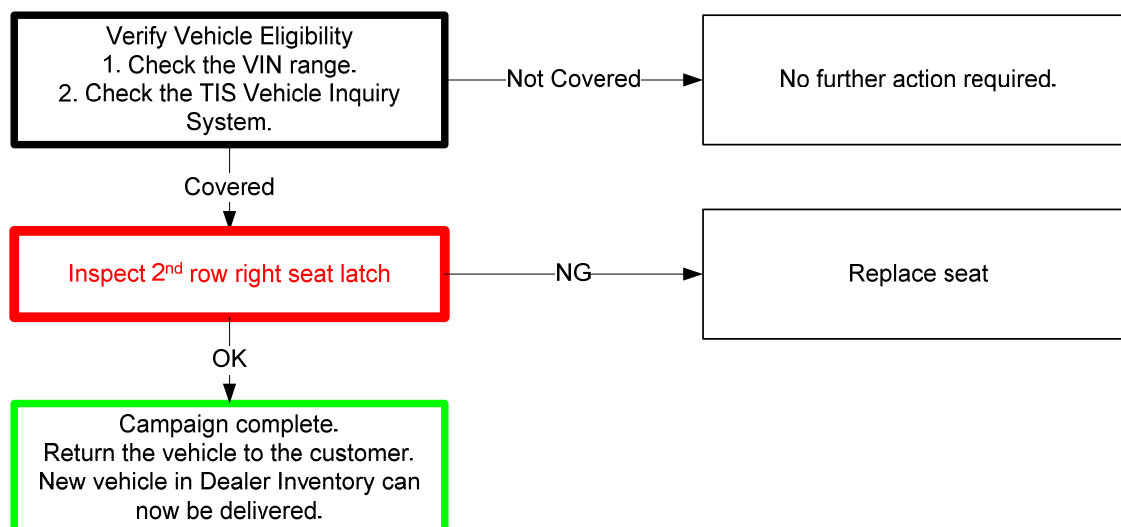
Updated 5/15/14

- The Materials list has an addition, the TI inspection procedure has been updated and an inspection video has been added.
(Section V, Step 2 and 4)

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

OPERATION FLOW CHART



I. IDENTIFICATION OF COVERED VEHICLES

A. VIN LIST (Dealer Stock)

VIN		
5TDBKRFH1ES040659	5TDJKRFH5ES041468	5TDKKRFH6ES023162
5TDBKRFH2ES042209	5TDJKRFH6ES040507	5TDKKRFH6ES023226
5TDBKRFH5ES040955	5TDJKRFH6ES040605	5TDKKRFH6ES023291
5TDBKRFH6ES040740	5TDJKRFH7ES041035	5TDKKRFH6ES023775
5TDBKRFH6ES040821	5TDJKRFH7ES041102	5TDKKRFH8ES023535
5TDBKRFH9ES040781	5TDJKRFH7ES041133	5TDKKRFH8ES023731
5TDBKRFH9ES041803	5TDJKRFH8ES040623	5TDKKRFH9ES023317
5TDJKRFH0ES040874	5TDJKRFH8ES040802	5TDKKRFH9ES023348
5TDJKRFH1ES041631	5TDJKRFHXES041031	5TDKKRFH9ES023480
5TDJKRFH1ES042696	5TDKKRFH0ES023240	5TDKKRFH9ES023687
5TDJKRFH2ES040679	5TDKKRFH0ES023643	5TDKKRFH9ES023740
5TDJKRFH2ES041928	5TDKKRFH0ES023853	5TDKKRFHXES023357
5TDJKRFH2ES041962	5TDKKRFH1ES023179	5TDZARFH1ES007128
5TDJKRFH3ES040478	5TDKKRFH1ES023487	5TDZARFH1ES007145
5TDJKRFH3ES040528	5TDKKRFH1ES023537	5TDZKRFH0ES023057
5TDJKRFH3ES041467	5TDKKRFH2ES023059	5TDZKRFH0ES023463
5TDJKRFH4ES041025	5TDKKRFH2ES023742	5TDZKRFH2ES023173
5TDJKRFH4ES041249	5TDKKRFH3ES023071	5TDZKRFH3ES023117
5TDJKRFH4ES041509	5TDKKRFH3ES023152	5TDZKRFH4ES023837
5TDJKRFH4ES042031	5TDKKRFH4ES023077	5TDZKRFH5ES023197
5TDJKRFH5ES040837	5TDKKRFH4ES023113	5TDZKRFH6ES023337
5TDJKRFH5ES040935	5TDKKRFH4ES023452	5TDZKRFH9ES023476
5TDJKRFH5ES041177	5TDKKRFH5ES023623	5TDZKRFHXES023874

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety 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 covered or were completed by another dealer.**

II. PREPARATION

A. PARTS

The majority of vehicles will not require parts. However, if a vehicle does not pass the inspection procedure, the seat assembly will require replacement. Refer to the Dealer letter for seat ordering information.

Part Number	Part Description	Color	Fabric	Quantity
71300-0E570-B5	Seat Assy., Right Rear	Gray	Fabric	1
71300-0E570-C4	Seat Assy., Right Rear	Black	Fabric	1
71300-0E580-A9	Seat Assy., Right Rear	Flaxen	Softex®/Cloth	1
71300-0E580-B7	Seat Assy., Right Rear	Gray	Softex®/Cloth	1
71300-0E580-C7	Seat Assy., Right Rear	Black	Softex®/Cloth	1
71300-0E590-A7	Seat Assy., Right Rear	Flaxen	Leather	1
71300-0E590-B6	Seat Assy., Right Rear	Gray	Leather	1
71300-0E590-C6	Seat Assy., Right Rear	Black	Leather	1

B. TOOLS, SUPPLIES & EQUIPMENT

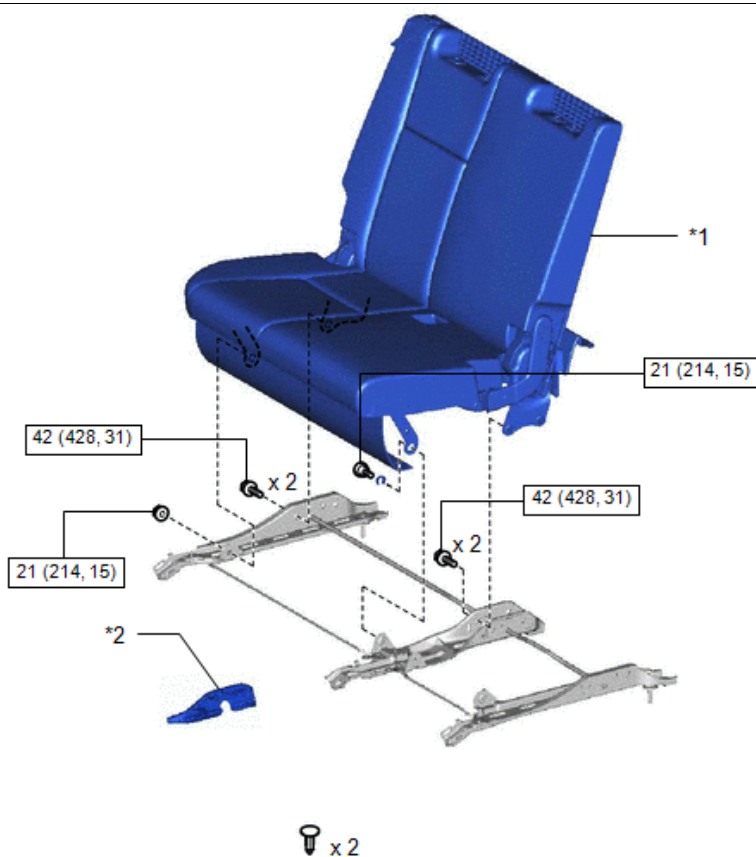
- No tools required

C. MATERIALS

- Painters tape (3M Scotch Blue 2" or equivalent for cloth seats)
- Masking tape (3M Scotch 2" or equivalent for leather seats)

III. BACKGROUND

In certain 2014 Model Year Highlanders, equipped with a 60/40 split second row seating configuration, the passenger side second row seat may not fully lock into the inboard seat track when the seat is adjusted forward to the first, second, or third 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.



IV. 2nd ROW SEAT LATCH INSPECTION

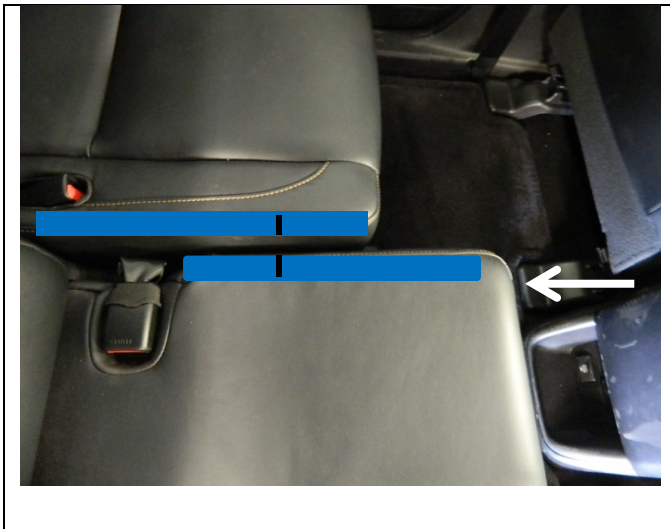
1. VEHICLE PREP

- a) Park the vehicle as follows:
 - Level paved ground
 - Engine off
- b) Slide the front passenger seat fully forward.



2. PASSENGER 2nd ROW SEAT INSPECTION

- a) Fully lift the for-aft adjustment bar.
- b) Slide the seat all the way forward.
- c) Release the adjustment bar.
- d) Slide seat to the rear until the seat latches in the number 1 (full forward) position.
- e) Slide the driver's side 2nd row seat fully rearward.



- f) Place a strip of tape on the edge of the left and right seat as shown.

Note:

- The blue painters tape works well for fabric covered seats.
- Standard masking tape works well for leather covered seats.

- g) Place a light pencil mark across the 2 pieces of tape.

Note:

Do not use any ink based product to mark the tape as it could stain the seats.

[2nd Row Seat Latch Inspection Video](#)

- h) From the right rear door. Using the tape or pencil mark as a reference, push the lower right seat cushion at the inner corner towards the rear until the seat latches.
- i) If the front inner corner of the right seat **MOVES** proceed to step 3.

If the front inner corner of the right seat **DOES NOT MOVE** proceed to step 4.



3. SEAT MOVEMENT IDENTIFIED

- a) From the left rear door. Move the seat forward and back by the backrest to verify if the seat will lock into position.
- b) Seat locks into position proceed to step 4.
- c) Seat **does not lock** into position. The seat frame/latch is not operating properly. Proceed to step 5 for seat replacement.

4. NO SEAT MOVEMENT, POSTION ONE

- a) Repeat step 2 for each of the 10 remaining seat adjustment positions.

Note:

There are a total of 11 seat adjustment positions.

- b) Make additional alignment marks on the tape affixed to the left 2nd row seat as you check each seat position.

Note:

At the end of the inspection you should have 11 evenly spaced lines.

- c) Ensure that at each seat position, the seat latch locks fully into position.
- d) If the seat passes the inspection at all positions release the vehicle.
- e) Return the front passenger seat to its original position.

5. RIGHT 2nd ROW SEAT REPLACEMENT

Refer to the Technical Information System (TIS), using the applicable vehicle and model year for right 2nd row seat replacement.

Highlander

[Right 2nd row seat removal](#)

[Right 2nd row seat installation](#)

◀ VERIFY REPAIR QUALITY ▶

- Ensure each seat position latches correctly
- Ensure that the seat covers are not damaged
- If you have any questions regarding this recall, please contact your regional representative

V. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

