

◀ IMPORTANT UPDATE ▶

The attached Technical Instructions has been updated. Refer to the details below.

DATE	TOPIC
04/24/2024	Details added showing the location of the hog ring and a note about removing the headrest supports.

The most recent update in the attached Technical Instructions will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

TECHNICAL INSTRUCTIONS

FOR

SPECIAL SERVICE CAMPAIGN 24TA04

REAR SEAT HEAD REST PERFORMANCE

CERTAIN 2023-2024 MODEL YEAR CAMRY AND CAMRY HV

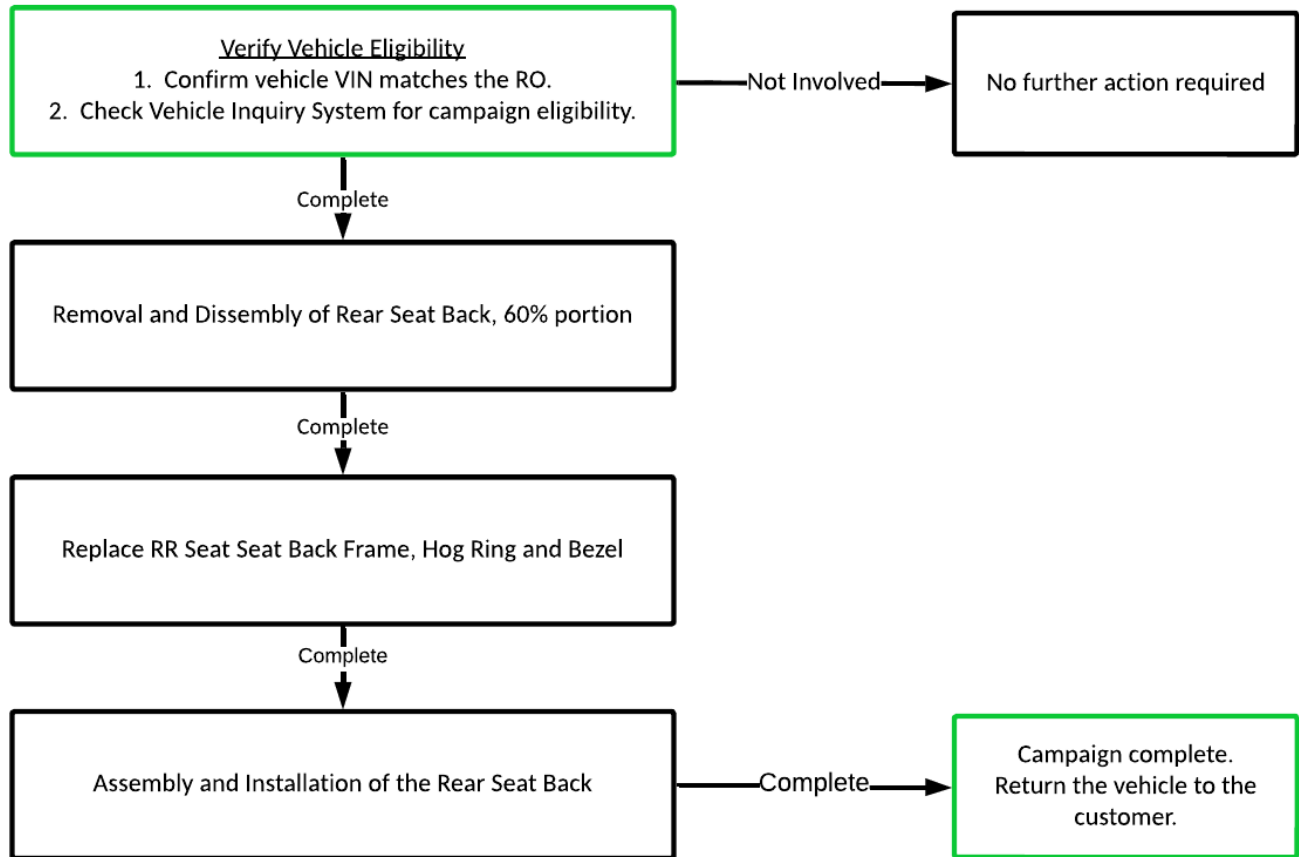
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently have completed all the following courses:

- TIC206A - Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician's skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

OPERATION FLOW CHART

The flowchart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



I. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- a. Compare the vehicle's VIN to the VIN listed on the Repair Order to ensure they match.
- b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

NOTE: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

II. PREPARATION

A. PARTS

XLE, XSE and Standard Grades

Part Number	Description	Quantity
71017-06210	FRAME SUB-ASSY, RR SEAT BACK, RH	1
72667-06060-C0	BEZEL, RR SEAT BACK LOCK, UPR	1
90468-16019	HOG RING	1

LE, SE and Nightshade Grades

Part Number	Description	Quantity
71017-06420	FRAME SUB-ASSY, RR SEAT BACK, RH	1
72667-06060-C0	BEZEL, RR SEAT BACK LOCK, UPR	1
90468-16019	HOG RING	1

B. TOOLS & EQUIPMENT

- Standard hand tools

III. WORK PROCEDURE TABLE OF CONTENTS

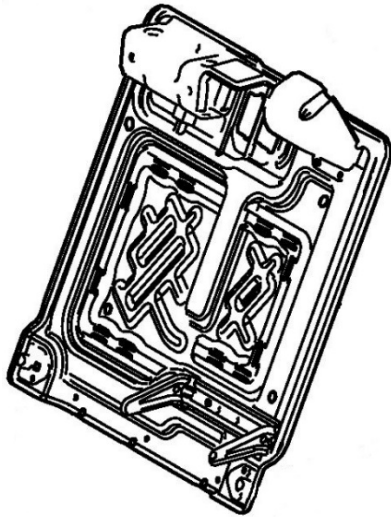
BACKGROUND	SECTION IV.
COMPONENTS	SECTION V.
REPLACE RR SEAT BACK FRAME	SECTION VI.
APPENDIX	SECTION VII.

IV. BACKGROUND

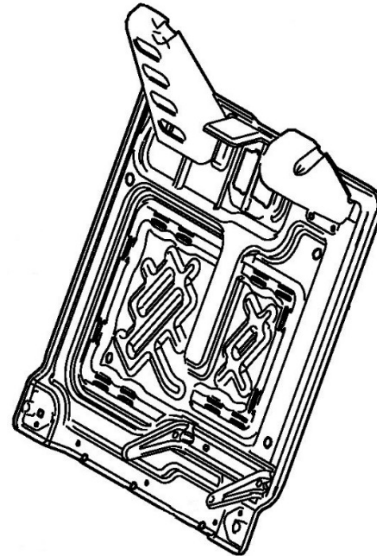
The two head restraints on the 60% portion of the rear, fold down seats in the involved vehicles may have poor welds on a bracket that can cause the vehicles not to comply with a federal safety standard. This can affect head restraint performance and increase the risk of injury during certain collisions.

V. COMPONENTS

Adjustable
71017-06210



Fixed
71017-06420



VI. REPLACE RR SEAT BACK FRAME

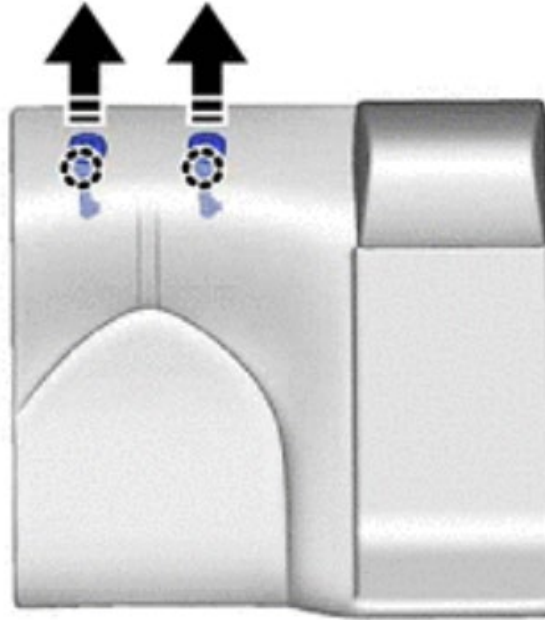
1. Removal and Disassembly of the RR Seat Back, (Camry and Camry HV Repair Manual links)
 - a. [SEAT: REAR SEAT ASSEMBLY \(for Fold Down Seat Type\): REMOVAL; 2021 - 2024 MY Camry \[10/2020 - \]](#)
 - b. [SEAT: REAR SEAT ASSEMBLY: REMOVAL; 2021 - 2024 MY Camry HV \[10/2020 - \]](#)
 - c. [SEAT: REAR SEAT ASSEMBLY \(for Fold Down Seat Type\): DISASSEMBLY; 2020 - 2024 MY Camry \[09/2019 - \]](#)
 - d. [SEAT: REAR SEAT ASSEMBLY: DISASSEMBLY; 2018 - 2024 MY Camry HV \[07/2017 - \]](#)

Please note the position of the single hog ring during disassembly. There is only one hog ring on this part of the assembly and is the only hog ring required to be replaced in this procedure.



Remove in this Direction

When removing the headrest supports from the adjustable seat, be sure to disengage the two claws to prevent breaking the plastic on these reusable parts.



2. Mark the old seat back frame, (1) hog ring, and bezel so as not to reinstall by accident.
3. Replace RR Seat Back Frame, (1) hog ring, and bezel with new parts.
4. Assembly and Installation of the RR Seat Back, (Camry and Camry HV Repair Manual links)
 - a. [SEAT: REAR SEAT ASSEMBLY \(for Fold Down Seat Type\): REASSEMBLY; 2020 - 2024 MY Camry \[09/2019 - \]](#),
 - b. [SEAT: REAR SEAT ASSEMBLY: REASSEMBLY; 2018 - 2024 MY Camry HV \[07/2017 - \]](#)
 - c. [SEAT: REAR SEAT ASSEMBLY \(for Fold Down Seat Type\): INSTALLATION; 2020 - 2024 MY Camry \[09/2019 - \]](#)
 - d. [SEAT: REAR SEAT ASSEMBLY: INSTALLATION; 2018 - 2024 MY Camry HV \[07/2017 - \]](#)

◀ VERIFY REPAIR QUALITY ▶

- Confirm quality of the repair by verifying the marking on the old seat back frame. If the marking is present, it ensures that the old part has not been reinstalled accidentally.
- If you have any questions regarding this Campaign, please contact your regional representative.

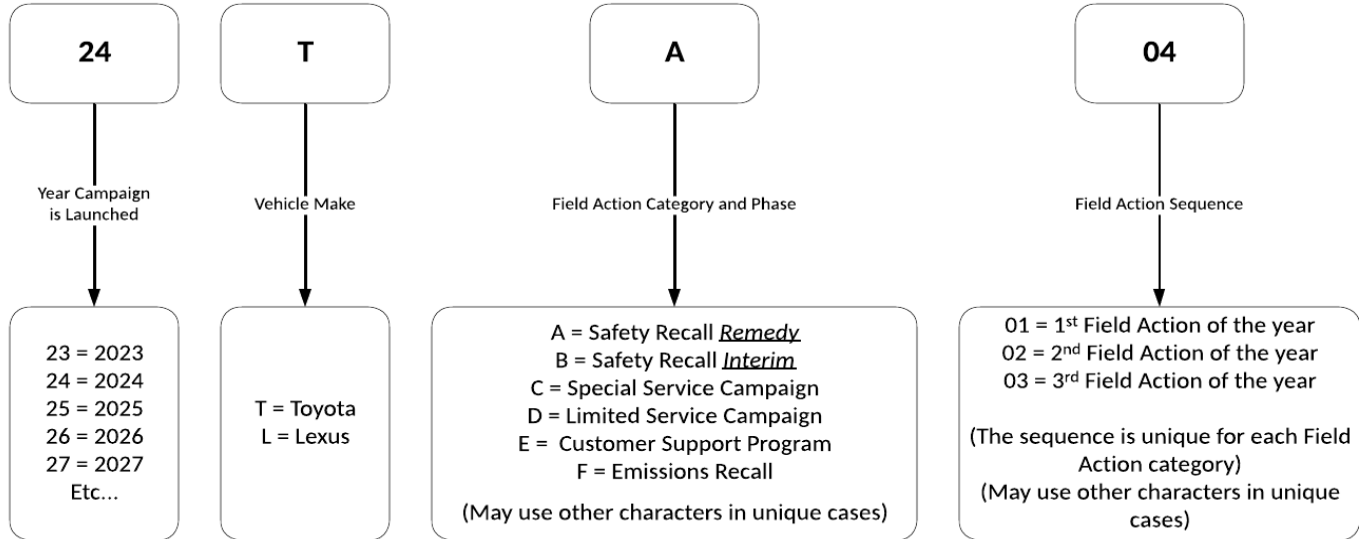
VIII. APPENDIX

A. PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled 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

24TA04



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019

20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020

21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021