

# Overhead Console Sunglass Holder Difficult to Open or Close and/or Does Not Stay Closed

**Service Category** Vehicle Interior

**Section** Interior Panels/Trim

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012 – 2013	Highlander, Highlander HV	WMI(s): 5TD, JTE

## Introduction

Some 2012 – 2013 model year Highlander and Highlander HV vehicles may exhibit a condition where the overhead console sunglass holder is difficult to open or close, and/or the sunglass holder door will not stay closed. The sunglass holder latch (Retainer, Roof Console Box Hinge) has been updated to address this condition.

## Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	DRIVETRAIN	ENGINE	PRODUCTION CHANGE EFFECTIVE VIN
Highlander	2WD	2GR-FE	5TDZK3EH#DS110678
			5TDYK3EH#DS110678
	4WD		5TDBK3EH#DS216249
			5TDDK3EH#DS216249
Highlander HV	2WD	1AR-FE	5TDZA3EH#DS037001
	4WD	2GR-FXE	JTEDC3EH#D2014290
			JTEBC3EH#D2014294

## Parts Information

PART NUMBER	PART NAME	QTY
63663-48020	Retainer, Roof Console Box Hinge	1

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## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1311	R & R Sunglass Holder Latch	0.3	63663-48020	9A	13

### APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

## Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	<a href="#">00002-06020-01</a>	1

\* Essential SST.

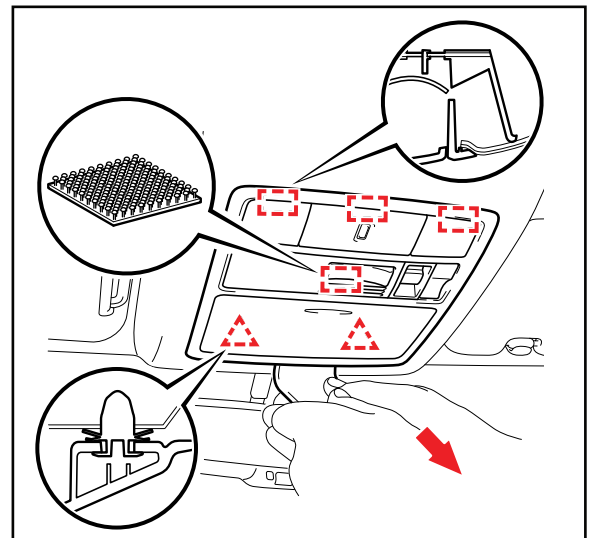
### NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

## Repair Procedure

1. Verify the condition as stated in the Introduction.
2. Remove the roof console box assembly.
  - A. Using the plastic pry tool, disengage the 2 clips, 3 guides, and fastener.
  - B. Disconnect the connector(s) and remove the roof console box assembly.

Figure 1.



## Overhead Console Sunglass Holder Difficult to Open or Close and/or Does Not Stay Closed

### Repair Procedure (Continued)

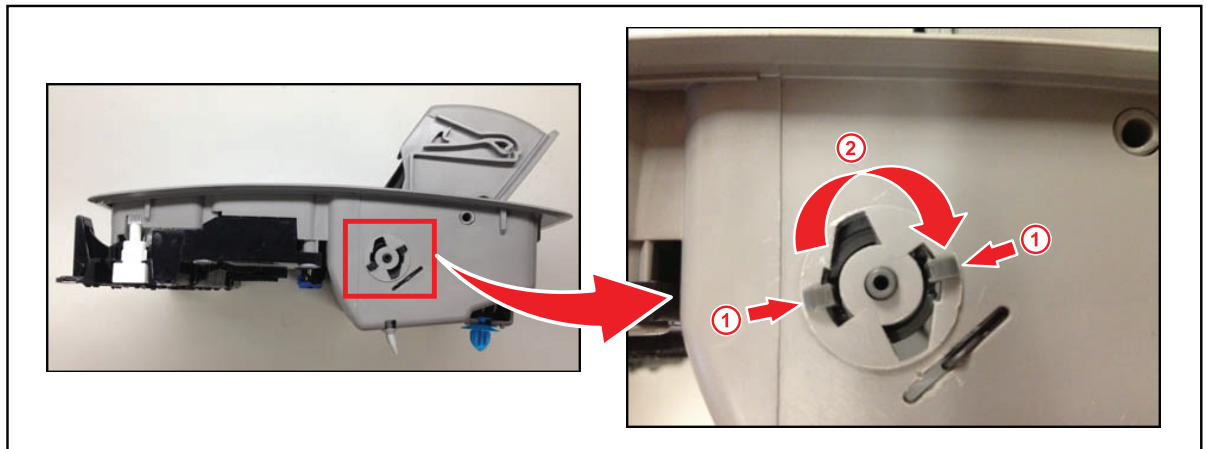
3. Remove the sunglass holder latch.
  - A. Open the sunglass holder to the fully open position.

**NOTE**

The overhead console may need to be held upside down to get the sunglass holder to open.

- B. Remove the sunglass holder latch by pushing the tabs inward (see 1 in Figure 2), rotating the latch clockwise (see 2 in Figure 2), and pushing the tabs through the opening.

Figure 2.



4. Install the NEW sunglass holder latch in the reverse order of removal.
5. Reinstall the overhead console in the reverse order of removal.
6. Verify proper operation of the sunglass holder and all the related components.