

Door Panel Leather Insert Creased on Arm Rest Near Handle

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2016	Highlander, Highlander HV	WMI(s): 5TD

Introduction

Some 2014 – 2016 model year Highlander and Highlander HV vehicles may exhibit a condition in which the door handle material insert of the driver or passenger side door panels is creased, wrinkly, or has started peeling. This condition can occur on either the front or rear door panels and is NOT exclusive to any specific color code. This Service Bulletin ONLY applies to the door handle material insert. Follow the procedure in this bulletin to address this condition.

NOTE

This Service Bulletin does NOT apply to conditions where possible customer abuse is recognized.

Figure 1.





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Production Change Information

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

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Highlander	TMMI	2GR-FE	5TDKKRFH#GS157639
			5TDYKRFH#GS157639
			5TDZKRFH#GS157639
			5TDDKRFH#GS297086
			5TDDKRFH#0S297086
			5TDJKRFH#GS297086
			5TDBKRFH#GS297086
			5TDBKRFH#0S297086
		1AR-FE	5TDYARFH#0S020210
			5TDZARFH#GS020210
			5TDZARFH#0S020210
		Hybrid	5TDDCRFH#GS018376
			5TDJCRFH#GS018376
			5TDBCRFH#GS018378

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1612	R & R Front Door Panel Trim (One Side)	0.5	See "Parts Information"	67	13
BD1613	R & R Rear Door Panel Trim (One Side)	0.5	See "Parts Information"		

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.



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Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
67630-0E740-C0	67630-0E741-C0	Panel Assy, RR Door Trim, RH	1
67630-0E740-C1	67630-0E741-C1		
67630-0E740-C2	67630-0E741-C2		
67630-0E750-C0	67630-0E751-C0		
67630-0E750-C1	67630-0E751-C1		
67630-0E750-C2	67630-0E751-C2		
67630-0E760-C0	67630-0E761-C0		
67630-0E760-C1	67630-0E761-C1		
67630-0E760-C2	67630-0E761-C2		
67630-0E770-C1	67630-0E771-C1		
67630-0E770-C2	67630-0E771-C2		
67630-0E770-C0	67630-0E771-C0		
67640-0E740-C0	67640-0E741-C0		
67640-0E740-C1	67640-0E741-C1		
67640-0E740-C2	67640-0E741-C2		
67640-0E750-C1	67640-0E751-C1		
67640-0E750-C2	67640-0E751-C2		
67640-0E750-C0	67640-0E751-C0		
67640-0E760-C0	67640-0E761-C0		
67640-0E760-C1	67640-0E761-C1		
67640-0E760-C2	67640-0E761-C2		
67640-0E770-C0	67640-0E771-C0		
67640-0E770-C1	67640-0E771-C1		
67640-0E770-C2	67640-0E771-C2		



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Parts Information (Continued)

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
67610-0E580-C1	67610-0E581-C1	Panel Assy, FR Door Trim, RH	1
67610-0E580-C2	67610-0E581-C2		
67610-0E580-C0	67610-0E581-C0		
67610-0E590-C0	67610-0E591-C0		
67610-0E590-C1	67610-0E591-C1		
67610-0E590-C2	67610-0E591-C2		
67610-0E610-C2	67610-0E611-C2		
67610-0E610-C1	67610-0E611-C1		
67610-0E610-C0	67610-0E611-C0		
67620-0E540-C1	67620-0E541-C1		
67620-0E540-C2	67620-0E541-C2		
67620-0E540-C0	67620-0E541-C0		
67620-0E550-C0	67620-0E551-C0		
67620-0E550-C1	67620-0E551-C1		
67620-0E550-C2	67620-0E551-C2		
67620-0E570-C1	67620-0E571-C1		
67620-0E570-C2	67620-0E571-C2		
67620-0E570-C0	67620-0E571-C0		



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Repair Procedure

1. Confirm that the arm rest leather is showing a wrinkled or creased appearance.
2. Remove the front door panel.
Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:
 - 2014 – 2015 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Disassembly](#)”
 - 2014 – 2015 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Disassembly](#)”
 - 2016 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Disassembly](#)”
 - 2016 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Disassembly](#)”
3. Reinstall the NEW front door panel.
Refer to TIS, applicable model and model year Repair Manual:
 - 2014 – 2015 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Reassembly](#)”
 - 2014 – 2015 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Reassembly](#)”
 - 2016 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Reassembly](#)”
 - 2016 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Front Door: [Reassembly](#)”
4. Remove the rear door panel.
Refer to TIS, applicable model and model year Repair Manual:
 - 2014 – 2015 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Disassembly](#)”
 - 2014 – 2015 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Disassembly](#)”
 - 2016 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Disassembly](#)”
 - 2016 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Disassembly](#)”



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Repair Procedure (Continued)

5. Reinstall the NEW rear door panel.

Refer to TIS, applicable model and model year Repair Manual:

- 2014 – 2015 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Reassembly](#)”
- 2014 – 2015 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Reassembly](#)”
- 2016 Highlander:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Reassembly](#)”
- 2016 Highlander HV:
Vehicle exterior – Door/Hatch – “Door/Hatch: Rear Door: [Reassembly](#)”

6. Confirm the repair.