

Subject

**Front Seat Side Shield is Loose or Separating - 8/10
way Power Seat**

Market

USA

Service Category

Vehicle Interior

Section

Seat

Applicability

14-16MY Highlander/HV

APPLICABLE VEHICLES

2014-2016

Highlander

2014-2016

Highlander HV

CONDITION

Some vehicles may exhibit a condition in which the front corner mounting point of the side shield would separate from the lower frame assembly. This condition may occur when the customer enters or exits the vehicle and significant downward pressure is placed directly on the seat cushion shield. This condition could also potentially show a significant gap at the top of the shield to the cushion, or complete separation from either the front or rear retainer/engagement points.

RECOMMENDATIONS

When performing the lower frame side shield replacement per Repair Manual instructions, please use the following hint to ease installation of this part:

1. Remove the seat from the vehicle. Use the Repair Manual instructions if necessary.

NOTE: It's best to perform this process with the seat upside down. However, this process is possible with the seat upright. Pick the position that works best with the work space provided, taking precautions to keep the seat clean.

All included photos were taken with the seat upside down to easily show and document the type of retainer for each included step.

2. Disassemble and remove the lower frame shield per Repair Manual instructions (Link included below).

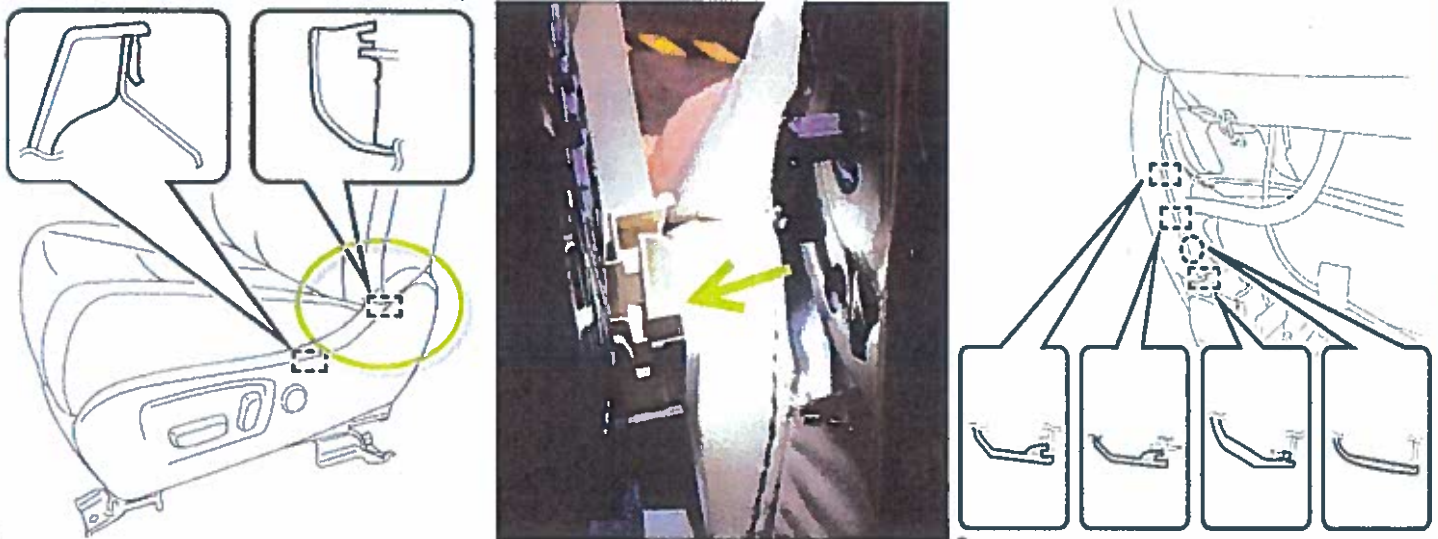
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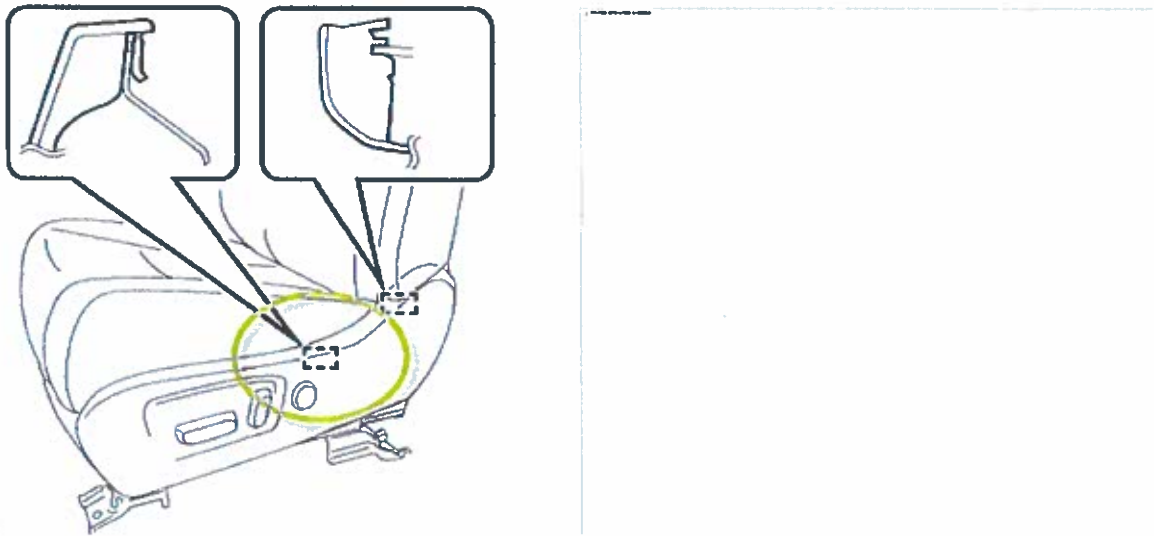
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RECOMMENDATIONS

3. Install the lower frame side shield.
 - a. Follow Repair Manual instructions until Step 35 – G.
 - b. Skip to step 35 – J & K and install the rear lower frame side shield locating tab as shown in the Figure below. Install only the rear locating tab of Step 35 – J and all retainers on Step 35 – K. This is very difficult since the locating tab and the rear engagement points will need to be done in 1 overall step.



- c. Proceed with the second retainer of Step 35 – J.



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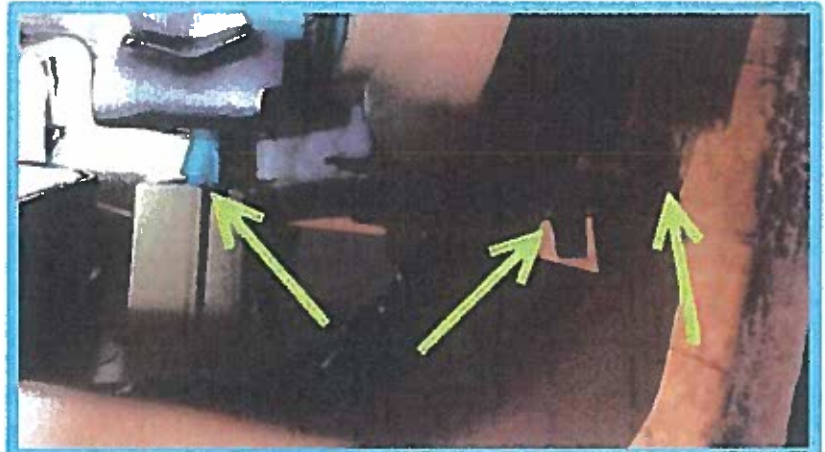
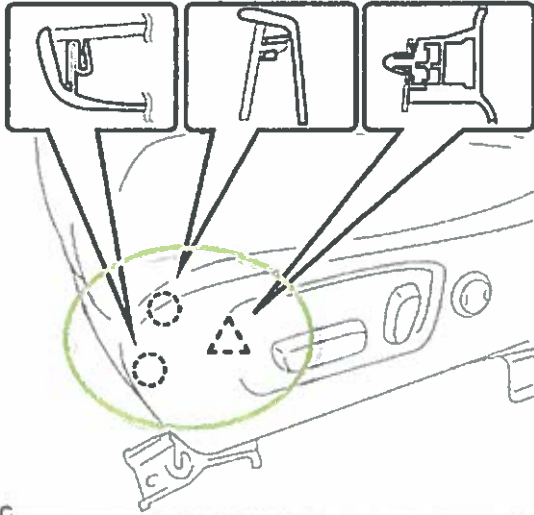
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RECOMMENDATIONS

d. Move to Step 35 – H in the Repair Manual instructions.



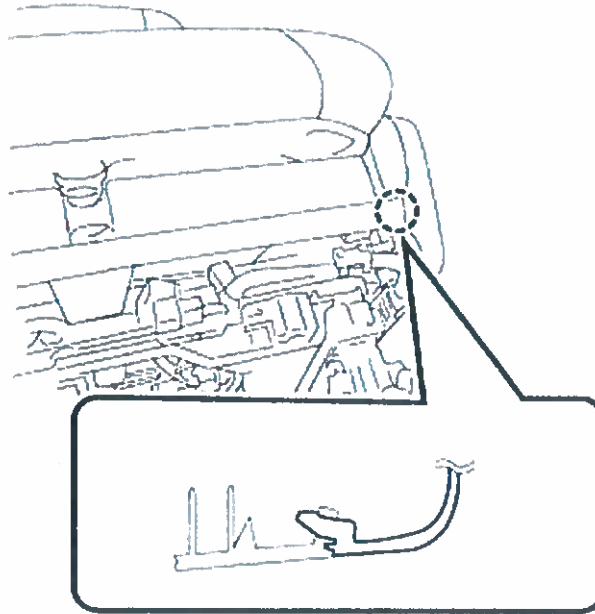
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e. Finish the shield installation by performing Step 35 – I.



LINK REFERENCES

4. [SEAT: FRONT SEAT ASSEMBLY\(for Power Seat\): REMOVAL; 2014 - 2015 MY Highlander \[12/2013 - ???????\]](#)
5. [SEAT: FRONT SEAT ASSEMBLY\(for Power Seat\): REASSEMBLY; 2014 - 2015 MY Highlander \[12/2013 - ???????\]](#)
6. [SEAT: FRONT SEAT ASSEMBLY\(for Power Seat\): REMOVAL; 2014 - 2015 MY Highlander HV \[02/2014 - ???????\]](#)
7. [SEAT: FRONT SEAT ASSEMBLY\(for Power Seat\): REASSEMBLY; 2014 - 2015 MY Highlander HV \[02/2014 - ???????\]](#)