


<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 <b>TOYOTA</b> <b>Warranty Policy Bulletin</b>	No.: POL17-04 Date: 03/01/2017 Page: 1 of 8  <b>REVISED 08/15/17</b>
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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZG4):  
CERTAIN 2008–2013 MODEL YEAR HIGHLANDER AND  
HIGHLANDER HYBRID VEHICLES  
EXTENSION OF WARRANTY COVERAGE FOR THE  
POWER BACK DOOR**

**Background**

Toyota has received reports of customer concerns in which the power back door does not close properly. In some cases, the power back door may reach the fully closed position and then reverse to the open position. In certain instances, the power back door closes, but produces a pop or clunking noise.

**Applicability**

The power back door is covered by Toyota's New Vehicle Limited Warranty\* for 3 years or 36,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to when the power back door does not close properly as described above.

**Primary Coverage** offers the Warranty Enhancement until **October 25, 2018, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **eight (8) years from the date-of-first use, or 150,000 miles, whichever occurs first.**

Verify VIN applicability for this Warranty Enhancement by checking the Technical Information System (TIS) before completing any repairs.

Direct marketing of this Warranty Enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

**Applicability (Continued)**

***\*This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled” is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.17, “What Is Not Covered by the Toyota New Vehicle Limited Warranty”.***

**Covered Vehicles**

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

**Technician Training Requirements for Hatch Deformation Inspection ONLY**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this inspection 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 inspection are required to currently hold at least one of the following certification levels:

- Maintenance-Level Technician or Higher

The repair covered by this Warranty Enhancement Program will, in many cases, be sublet to a body shop. For this reason, Toyota has not created Technician Training Requirements for the repair covered by this Warranty Enhancement Program.

Claims for inspections that were performed by non-qualified technicians are subject to debit.

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**Claim Submission**

**Note:** If the vehicle is still covered under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Option 1: If the entire repair is completed in house, please submit per the following instructions:

Claim Type	Opcode	OFF	Description	Labor Time
Repair Program	BHG29A	67005-0E232 or 67005-48430 or 67005-48431 or 67005-48432 or 67005-0E230 or 67005-0E231 or 67005-0E232	Hatch Deformation Inspection + Replacement of Back Door Panel + Replacement of Back Door Hinges + Replacement of Back Door Stays + Replacement of Back Door Weather-strip + Replacement of Outside Garnish + Replacement of Back Door Motor + Paint/Paint Materials	10.5 hr./vehicle

Option 2: If the entire repair is completed by an outside repair facility, please submit the entire repair to an outside repair facility using the following instructions:

Claim Type	Opcode	OFF	Description	Labor Time
Repair Program	BHG29B	67005-0E232 or 67005-48430 or 67005-48431 or 67005-48432 or 67005-0E230 or 67005-0E231 or 67005-0E232	Hatch Deformation Inspection* + Replacement of Back Door Panel + Replacement of Back Door Hinges + Replacement of Back Door Stays + Replacement of Back Door Weather-strip + Replacement of Outside Garnish + Replacement of Back Door Motor + Paint/Paint Materials	0 hr./vehicle

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**Claim Submission (Continued)**

Option 3: In cases where some of the repair is completed in-house and the remainder of the repair is completed by an outside repair facility, combine the cost from the outside repair facility with the cost from the in-house repair and sublet the resulting total cost per the following instructions:

Outside Repair Cost + In-House Repair Cost = Total Sublet Amount

Attach the in-house RO and the outside repair facility RO to the warranty claim.

Claim Type	Opcode	OFF	Description	Labor Time
Repair Program	BHG29B	67005-0E232	Hatch Deformation Inspection*	0 hr./vehicle
		or	+	
		67005-48430	Replacement of Back Door Panel	
		or	+	
		67005-48431	Replacement of Back Door Hinges	
		or	+	
		67005-48432	Replacement of Back Door Stays	
		or	+	
		67005-0E230	Replacement of Back Door Weather-strip	
		or	+	
67005-0E231	Replacement of Outside Garnish			
or	+			
67005-0E232	Replacement of Back Door Motor			
	+			
	Paint/Paint Materials			

**Sublet**

The sublet cost for opcode BHG29B should be claimed under sublet type 'ZZ'.

\*Include the cost of the Hatch Deformation Inspection as follows:

Cost of Hatch Deformation Inspection = 0.5 hours X dealer hourly rate.

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## **Rental**

### *In house repair:*

If the repair is done in house, a rental may be provided. A maximum 2 day rental is allowed and should not exceed \$35/day.

When submitting claims with rental, use “RT” sublet type and “LNM” as the sublet reason code.

### *Outside repair facility:*

If all or some of the repair is done by an outside repair facility, a rental may be provided. A maximum 7 day rental is allowed and should not exceed \$35/day.

When submitting claims with rental, use “RT” sublet type and “LNM” as the sublet reason code.

## **Attachments**

If the repair is completed by an outside repair facility, a copy of the outside repair facility’s RO is required to be attached to the claim.

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**Replacement Parts**

All parts replaced for this repair are subject to warranty parts recovery.

Dealers are requested to order all of the necessary parts for one repair using **ONE** Dealer Order Reference Number.

Complete a TIS VIN inquiry to determine if a vehicle is equipped with JBL 9 Speaker & Subwoofer. Vehicles involved with ZG4 are equipped with JBL 9 Speaker and Subwoofer as either standard equipment or as an accessory.

## 1. Required Parts

<b>REQUIRED parts for vehicles equipped WITHOUT JBL 9 Speaker &amp; Subwoofer</b>			
<b>Model</b>	<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
Highlander & Highlander HV	67005-48860	Panel Sub-assy, Back Door	1
	04006-32148	Kit, Stay, Back Door, RH, w/o Woofer	1
	04006-32248	Kit, Stay, Back Door, LH, w/o Woofer	1
	04006-32548	Kit, Weather-strip and PBD Bolt	1
	04006-4110E	Kit, PBD Motor	1
	04006-4120E	Kit, Hinge, Back Door	1
	04006-4130E	Kit, Parts for Outside Garnish R/R	1
<i>For vehicles equipped WITHOUT JBL 9 Speaker &amp; Subwoofer, ALL of the parts described in this table, are required and <b>MUST</b> be replaced as part of the repair covered by Warranty Enhancement Program ZG4. The warranty system will automatically reject ZG4 warranty claims lacking ANY of the parts described in this table.</i>			

**Replacement Parts (Continued)**

<b>REQUIRED parts for vehicles equipped WITH JBL 9 Speaker &amp; Subwoofer</b>			
<b>Model</b>	<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
Highlander & Highlander HV	67005-48860	Panel Sub-assy, Back Door	1
	04006-32348	Kit, Stay, Back Door, RH, w/Woofer	1
	04006-32448	Kit, Stay, Back Door, LH, w/Woofer	1
	04006-32548	Kit, Weather-strip and PBD Bolt	1
	04006-4110E	Kit, PBD Motor	1
	04006-4120E	Kit, Hinge, Back Door	1
	04006-4130E	Kit, Parts for Outside Garnish R/R	1
<i>For vehicles equipped WITH JBL 9 Speaker &amp; Subwoofer, ALL of the parts described in this table, are required and <b>MUST</b> be replaced as part of the repair covered by Warranty Enhancement Program ZG4. The warranty system will automatically reject ZG4 warranty claims lacking ANY of the parts described in this table.</i>			

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**Replacement Parts (Continued)**

## 2. Back Door Panel Nameplate Parts

**Highlander, non-hybrid (With or Without JBL 9 Speaker & Subwoofer)**

Model Year	Engine	Drive Type	Part Number			
			75444-21220	75442-48090	75444-48090	90975-02071
2008 – 2009	1AR-FE	2WD	–	1	–	1
	2GR-FE		–	1	1	1
		4WD	1	1	1	1
2010 – 2013	1AR-FE	2WD	–	–	–	1
	2GR-FE		–	–	–	1
		4WD	1	–	–	1

**Highlander Hybrid (With or Without JBL 9 Speaker & Subwoofer)**

Model Year	Grade	Part Number					
		75445-48090	75442-48090	75445-48070	75445-48080	75403-48010	90975-02071
2008 – 2009	Limited	1	1	–	1	–	1
	Other	–	1	–	1	–	1
2010 – 2013	Limited	1	–	1	–	1	–
	Other	–	–	1	–	1	–

Do not order the following backdoor panel nameplate: 90975-02063. In cases where 90975-02063 is applicable, please order 90975-02071 instead.

## 3. As Needed Parts

Model	Part Number	Description	Qty
Highlander & Highlander HV	90189-05180	Grommet, Screw	As needed (Up to 8 per vehicle)

**Technical Instructions (Repair Procedures)**

For Highlander and Highlander Hybrid, technical instructions can be found in T-SB-0191-17. Please refer to TIS for additional information.

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**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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