

Manual Seat Track Forward/Rearward Adjustment Function Inoperative

Service Category Vehicle Interior

Section Seat

Market USA

Toyota Supports ASE Certification

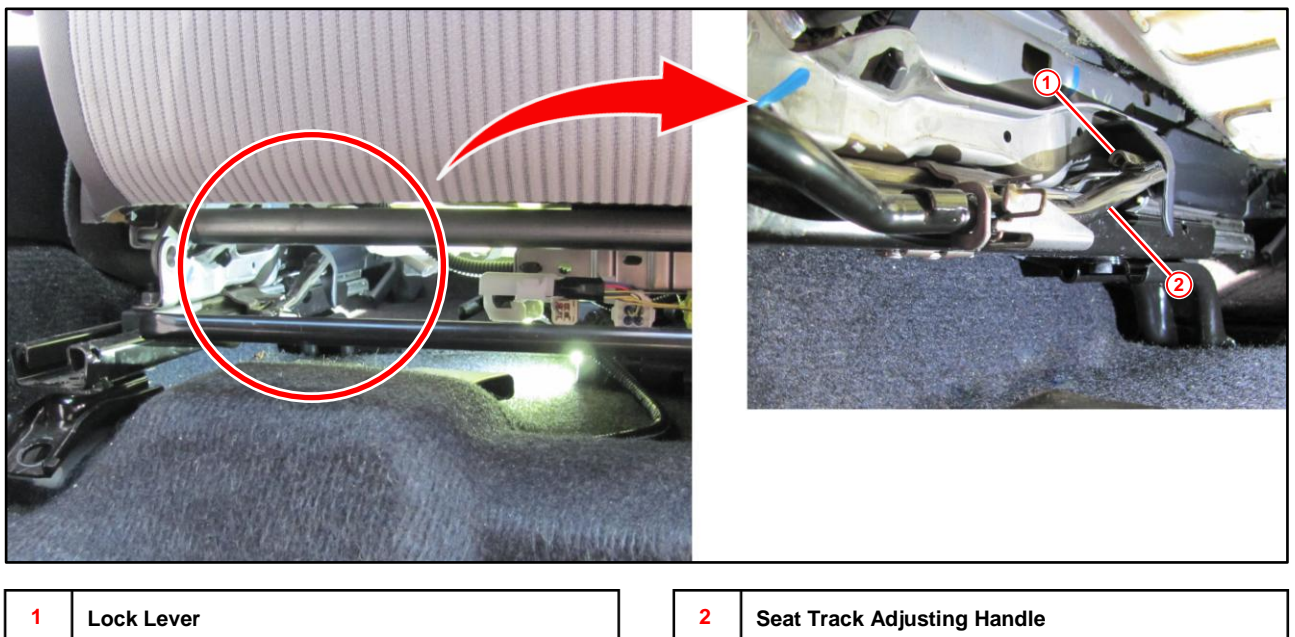
Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2016	Highlander, Highlander HV	
2013 - 2016	RAV4	
2010 - 2016	Sienna	

Introduction

Some North American produced RAV4, Highlander, Highlander HV, and Sienna vehicles equipped with manual front seats may exhibit an inoperative forward/rearward adjustment function. Upon closer inspection it may be noticed that the Seat Track Adjusting Handle has become disengaged from the locking levers. Follow the Repair Procedure in this bulletin to address this condition.

Figure 1.



1	Lock Lever
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2	Seat Track Adjusting Handle
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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
RAV4	TMMC	4WD	2T3BFREV#GW527356
			2T3ZFREV#GW303523
Highlander	TMMI	2WD	5TDKKRFH#GS169033 5TDZKRFH#GS169033 5TDYKRFH#GS169033 5TDYKRFH#GS502130 5TDKKRFH#GS502130 5TDZKRFH#GS502130 5TDZARFH#GS021476
			4WD
Highlander HV		5TDDCRFH#GS019514 5TDJCRFH#GS019514 5TDBCRFH#GS019514	
Sienna		2WD	5TDZK3DC#GS769640 5TDKK3DC#GS769640 5TDXK3DC#GS769640 5TDYK3DC#GS769640
		4WD	5TDJK3DC#GS147521 5TDDK3DC#GS147571

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1627	R & R Handle, Seat Track Adjusting	0.8	72211-08020	62	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.

Parts Information

PART NUMBER	PART NAME	QTY
72211-08020	Handle, Seat Track Adjusting	1

NOTE

Confirm the packing serial number on the label.
Countermeasures are from "6G28" or later.

Figure 2.



1 Label

2 Packing Serial Number

Packing Serial Number

DIGIT 1	DIGIT 2	DIGIT 3	DIGIT 4
Year	Month	Day	
6 = 2016	A = Jan		
7 = 2017	B = Feb		
8 = 2018	C = Mar		
	D = Apr		
	E = May		
	F = Jun		
	G = Jul		
	H = Aug		
	I = Sep		
	J = Oct		
	K = Nov		
	L = Dec		

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Repair Procedure

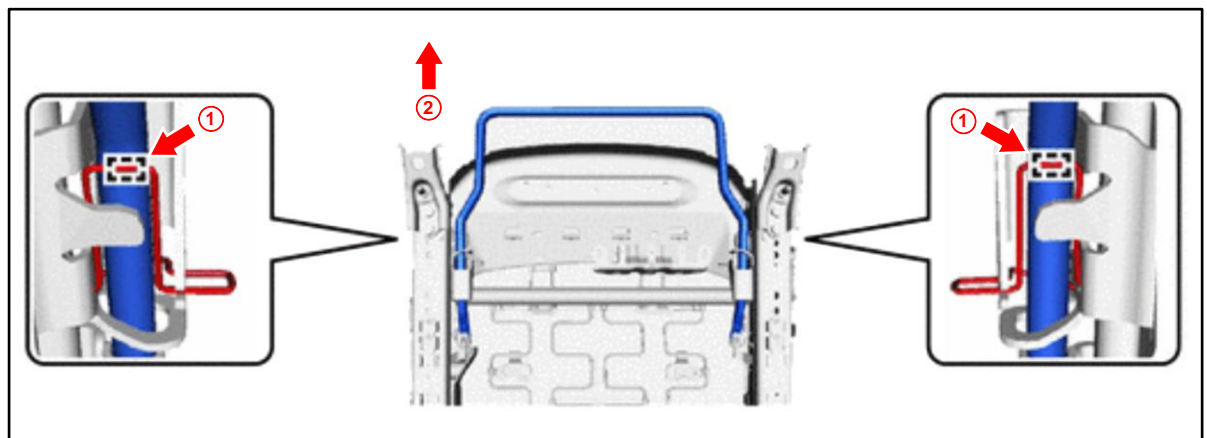
1. Inspect the Seat Track Adjusting Handle to see if it is engaging the lock levers on both sides.
Is the Seat Track Adjusting Handle engaging the lock levers?
 - **YES** – This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** – If the handle has come OFF of the lock lever on 1 or both sides continue to step 2.
2. Remove the Seat Track Adjusting Handle and replace with the NEW part.

NOTE

Do NOT reuse the lock lever or attempt to reposition the old lock lever. Follow the instructions in the applicable Repair Manual for seat removal. No other parts are required to complete this Service Bulletin.

- A. Detach the 2 hooks to remove the Seat Track Adjusting Handle in the direction indicated below.

Figure 3.



1	Hook
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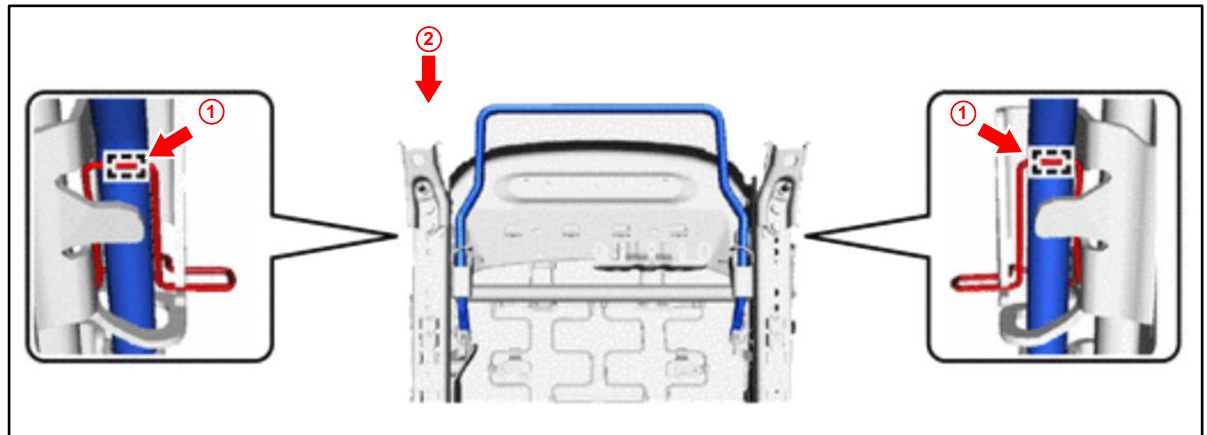
2	Removal Direction
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Repair Procedure (Continued)

- B. Attach the 2 hooks to install the Seat Track Adjusting Handle in the direction indicated below.

Figure 4.



1	Hook
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2	Installation Direction
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3. Perform zero point calibration and sensitivity check.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual.

- [2014 – 2016](#) Highlander:
Vehicle Interior – Supplemental Restraint Systems – “Supplemental Restraint Systems: Occupant Classification System: Initialization”
- [2014 – 2016](#) Highlander HV:
Vehicle Interior – Supplemental Restraint Systems – “Supplemental Restraint Systems: Occupant Classification System: Initialization”
- [2013 – 2016](#) RAV4:
Vehicle Interior – Supplemental Restraint Systems – “Supplemental Restraint Systems: Occupant Classification System: Initialization”
- [2010](#) / [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) Sienna:
Vehicle Interior – Supplemental Restraint Systems – “Supplemental Restraint Systems: Occupant Classification System: Initialization”

4. Confirm normal operation.