



CustomerServicesDivision

Toyota Motor Sales, U.S.A., Inc.
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TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 40B
(2001 TO EARLY 2004 MODEL YEAR TOYOTA HIGHLANDER CHILD PROTECTION
LOCK SYSTEM)

Toyota will initiate a voluntary Special Service Campaign (SSC) to repair the Child Protection Lock (CPL) system on certain 2001 to early 2004 Model Year (MY) Toyota Highlander vehicles.

The 2001 to early 2004 Model Year Highlander vehicles have a Child Protection Lock (CPL) system in both of the rear side doors. When an operator of the vehicle closes the door very hard with the CPL lever being set to the *lock* position, there is a possibility that the lock lever may contact the body panel, causing the CPL lever to move into the *unlock* position. This condition could allow the door to be opened with the inside door handle while the operator believes that the CPL was activated.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification will commence in early May, 2004.

If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs. Dealers should perform repairs as outlined in the attached Technical Instructions.

2. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

3. Dealer/Owner Lists

Dealer/Owner Lists for this campaign have been distributed to each dealership's Service and Parts Managers. These lists are based on selling dealership. Dealerships which did not sell an affected vehicle, or do not have affected vehicles in stock, will receive a report indicating so.

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

STAT E	UIO	STAT E	UIO	STAT E	UIO	STAT E	UIO	STAT E	UIO
AK	548	GA	106 96	ME	122 8	NJ	139 52	SD	407
AL	450 0	IA	176 7	MI	503 1	NM	160 9	TN	486 7
AR	221 8	ID	702	MN	466 8	NV	314 3	TX	210 49
AZ	898 9	IL	147 01	MO	396 3	NY	206 88	UT	170 9
CA	646 68	IN	405 5	MS	162 1	OH	1139 6	VA	123 30
CO	647 2	KS	230 3	MT	537	OK	270 2	VT	841
CT	524 7	KY	424 4	NC	1186 9	OR	354 4	WA	569 4

DC 466	LA 547 1	ND 381	PA 138 37	WI 551 0
DE 107 3	MA 130 79	NE 1158	RI 143 7	WV 136 0
FL 274 39	MD 1169 6	NH 271 4	SC 477 6	WY 358

4. **Repair Procedures**

Refer to the attached Technical Instructions.

SSC 40B

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5. **Identification of Involved Vehicles**

Nationally, there are approximately 370,000 Model Year 2001 to early 2004 Highlander vehicles involved in this campaign.

Model	Year	VIN Range*	
		VDS	Ranges
HIGHLANDER	2001	GD21A	0001024 – 0020971
		GF21A	0001020 – 0028493
		HD21A	0001016 – 0010592
		HF21A	0001034 – 0041273
	2002	GD21A	0020972 – 0046738
		GF21A	0028494 – 0072227
		HD21A	0010594 – 0018656
		HF21A	0041275 – 0097704
	2003	GD21A	0046739 – 0073654
		GF21A	0072228 – 0121685
		HD21A	0018659 – 0025429
		HF21A	0097705 – 0158393
	2004	DD21A	0073058 – 0091021
		DP21A	0001001 – 0021862
		ED21A	0026374 – 0029380
		EP21A	0001008 – 0031338
		GD21A	0073656 – 0091034
		GP21A	0001006 – 0021860
		HD21A	0025363 – 0029469

NOTE: Not all vehicles in the VIN ranges are involved in this SSC. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer or prior to dealer delivery. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

6. **Parts Ordering**

No parts are required for the completion of this campaign. However, a special tool is required for the repair and will be provided in the Service Managers campaign notification package (five per dealership).

7. **Reimbursement Procedures**

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this Special Service Campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
40B	4519C1	Repair the Child Protection Lock System	0.5 hr/vehicle

NOTE: The above flat rate time includes 0.1 hours of administrative cost per unit for the dealership.
Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.