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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZG4):
WARRANTY EXTENSION FOR POWER BACK DOOR ON
CERTAIN 2008–2013 MY HIGHLANDER AND
HIGHLANDER HYBRID VEHICLES**

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.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Claim Submission

If the 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 Hinge + Paint/Paint Materials + Replacement of Back Door Motor Unit	10.5 hr./vehicle

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

If the repair is completed by an outside repair shop, please sublet the repair to an outside repair shop using the following instructions:

Claim Type	Opcode	OFF	Description	Labor Time
Repair Program	BGH29B	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 Hinge + Paint/Paint Materials + Replacement of Back Door Motor Unit	0 hr./vehicle

Sublet

The sublet cost for opcode BGH29B 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 shop:

If the repair is done by an outside repair shop, 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 shop, a copy of the outside repair shop's RO is required to be attached to the claim.

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.

Parts information (WITHOUT JBL 9 Speaker & Subwoofer)			
Model	Part Number	Description	Qty
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, Weatherstrip 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

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Replacement Parts (Continued)

Parts information (WITH JBL 9 Speaker & Subwoofer)			
Model	Part Number	Description	Qty
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, Weatherstrip 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

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

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.

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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