



# Technical Service BULLETIN

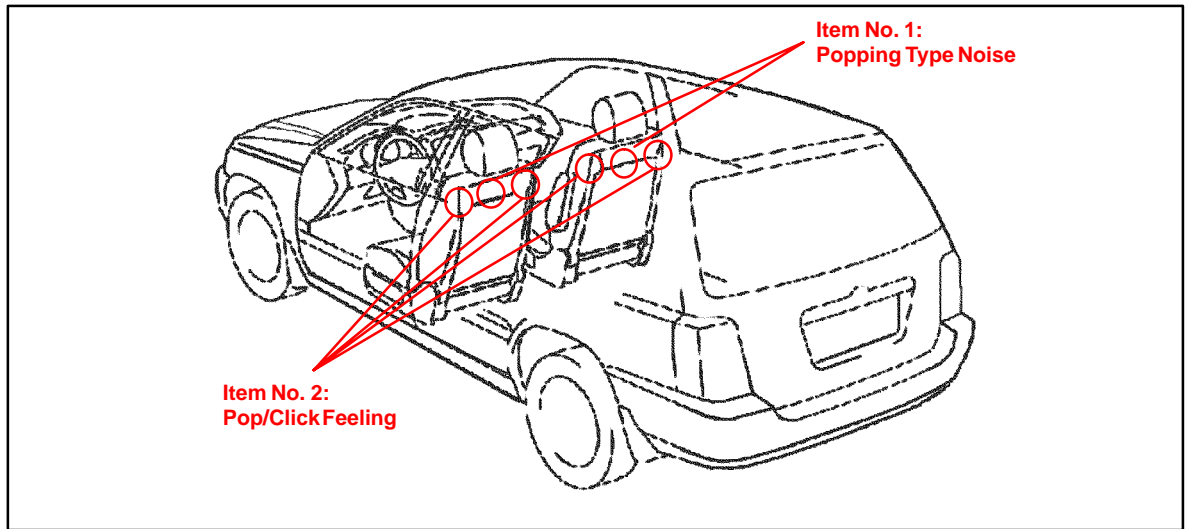
June 28, 2002

Title: **SEAT BACK NOISE**  
Models: '01 – '02 Highlander

# T S B

N/A  
NV008-02

**Introduction** The following procedures have been developed to reduce the abnormal noise from the front seat back as indicated in the illustration below.



**Applicable Vehicles** • 2001 – 2002 model year **Highlander** vehicles.

**Required Tools & Material**

TOOLS & MATERIALS	QUANTITY
Standard Tools	–
Hog Ring Pliers	1
Hog Rings	–
Adhesive Tape	–

**Warranty Information**

OP CODE	DESCRIPTION	TIME	OPN	T1	T2
BD1044	Item No. 1: Popping Type Noise, 1 Seat	0.3	71640–48040	91	81
Combo A	Item No. 1, Other Seat	0.1			
BD1045	Item No. 2: Pop/Click Feeling, 1 Seat	1.6			
Combo A	Item No. 2, Other Seat	1.4			

**Applicable Warranty\*:**

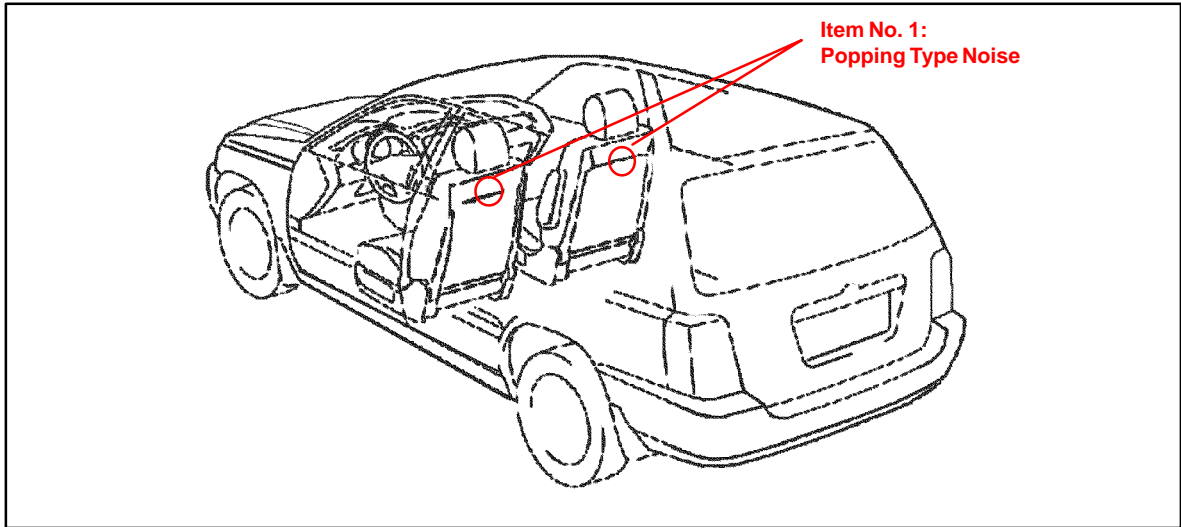
This repair is covered under the Toyota Comprehensive Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.

\* Warranty application is limited to correction of a problem based upon a customer's specific complaint.

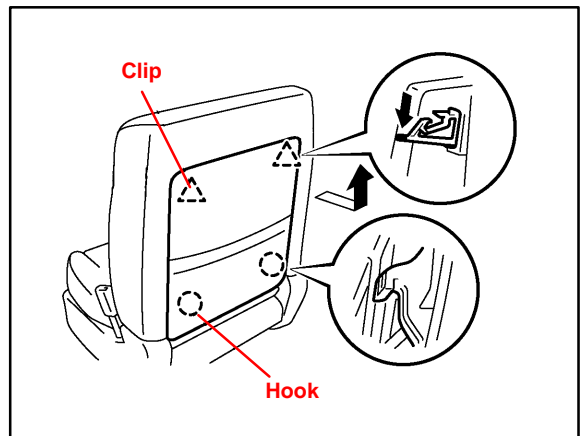


Repair Procedure 1

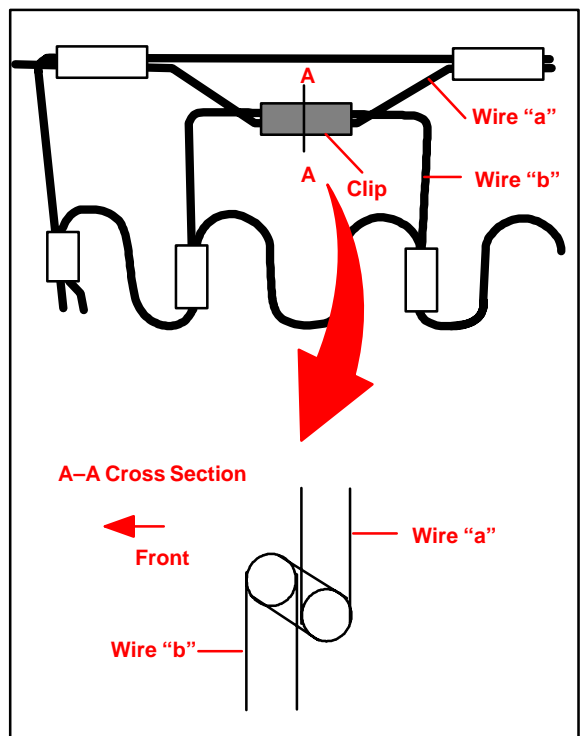
Item No. 1: Seat Back Popping Type Noise



1. Remove the front seat back board as shown in the illustration.

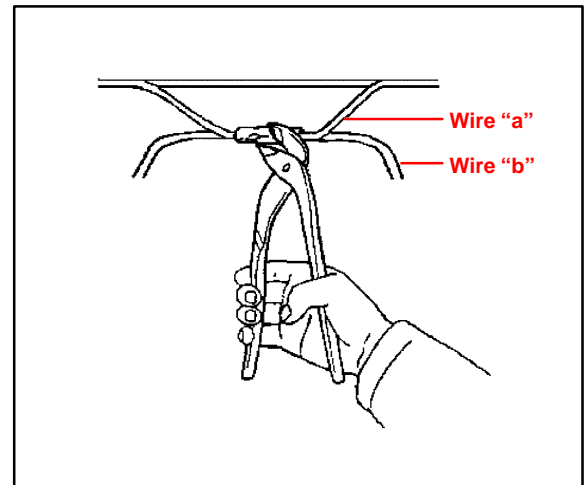


2. Align the wires "a" and "b," and place the clip near the center of the wires as shown.



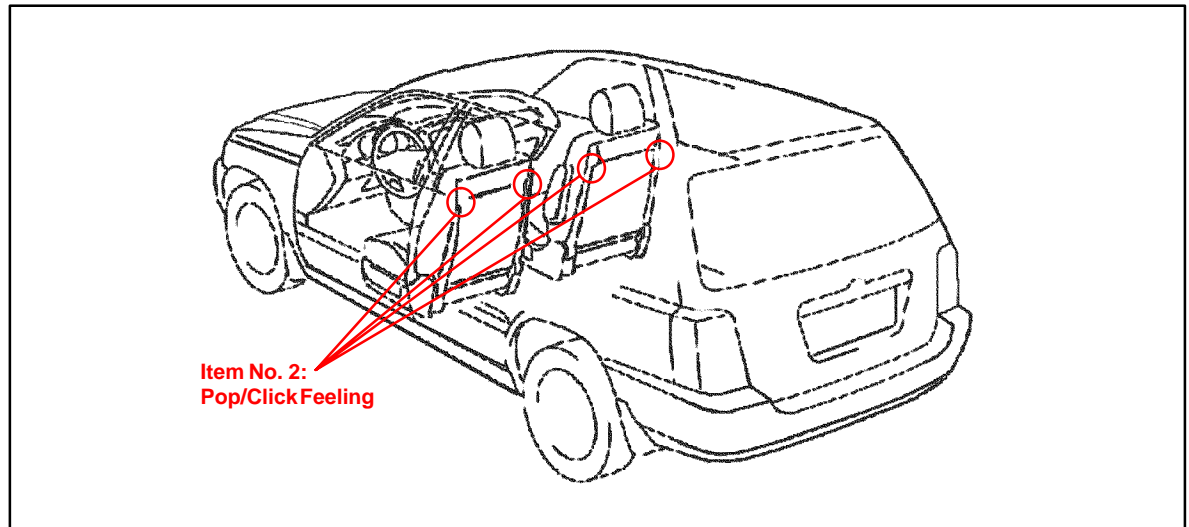
**Repair  
Procedure 1**  
(Continued)

3. Squeeze the clip with the pliers until the wires are held firmly.
4. Use the seat to confirm the condition is corrected.
5. Replace the backboard and repeat on the other side if needed.



**Repair  
Procedure 2**

**Item No. 2: Seat Back Pop/Click Feeling**



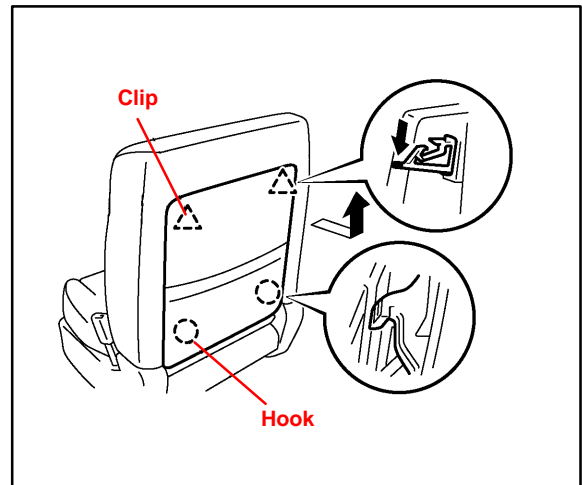
1. For vehicles equipped with SRS side air bags:  
**Disconnect the negative battery terminal.**

**NOTE:**

Work must be started 90 seconds after the ignition switch is turned to the "LOCK" position and the negative (-) battery terminal cable is disconnected from the battery. The SRS is equipped with a back-up power source so that if work is started within 90 seconds from disconnecting the negative (-) terminal cable of the battery, the SRS may be deployed.

**Repair  
Procedure 2**  
(Continued)

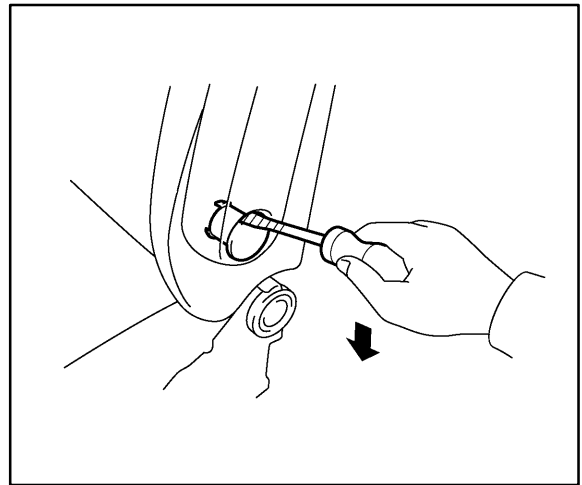
2. Remove the front seat back board as shown in the illustration.



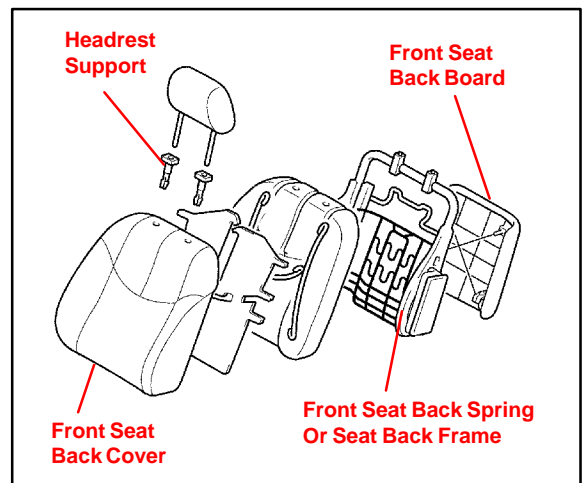
3. Remove the seat armrest assembly.  
Using a screwdriver, remove the cap.

**NOTE:**

Tape the screwdriver tip before use to prevent scratches (or damage) to the seat.



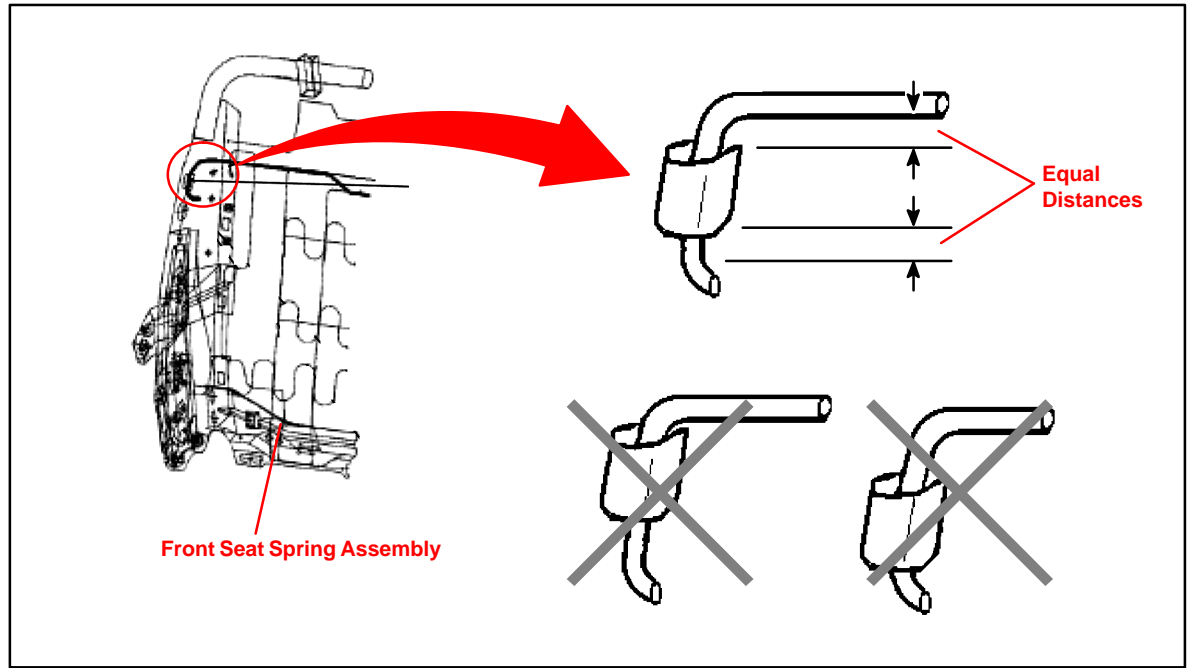
4. Remove front seat back assembly.
- Remove the hog rings with pliers and disengage the seat back cover hook.
  - Remove the 4 bolts and front seat back assembly.
  - Disconnect the connectors (power seat adjust and side airbag).



5. Remove the front seat back spring assembly.
- Remove the hog rings.
  - Unlatch the seat cover hook and remove the retainer from the seat back frame.
  - Remove the 2 headrest supports.
  - Remove the seat back spring assembly.

**Repair  
Procedure 2**  
(Continued)

6. Remove the hog rings and front seat back cover.
7. Position the wire shown on the front seat spring assembly so that the clearance on either side of the clamp is the same.



8. Using a brass bar and a mallet, strike the clamps that hold the wire firmly in place.
9. Reassemble the seat following the reverse order of disassembly.
10. Use the seat to confirm the condition has been corrected.
11. Repeat steps 1–10 for other side.

