SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

2023 Toyota Highlander · XU70 Highlander XLE 2.4 turbo AWD · AWD

5TDKDRAH2PS123456

ODOMETER IN: 50,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

26V-128 · Seats · second-row seat back lock — ☐ Open ☐ Done ☐ N/A

25V-040 · Steering column · spiral cable (re-check of 23V-480 repair) — ☐ Open ☐ Done ☐ N/A

23V-480 · Steering column · spiral cable — ☐ Open ☐ Done ☐ N/A

Factory powertrain warranty · may still apply (Toyota usually 5 years or 60,000 mi). Check the in-service date before quoting engine or transmission work; covered repairs go to a Toyota dealer. — ☐ Covered ☐ Expired ☐ Unknown

B · INSPECTION POINTS, IN PLAN ORDER

1. Hesitation pulling away from a stop (engine software)

Watch · Past the range (7,000–31,000 mi, the middle half of 11 owner reports)

Road test: accelerate from a stop and a rolling stop — ☐ OK ☐ Watch ☐ Fix

Check the ECM software level — ☐ OK ☐ Watch ☐ Fix

Hesitation: none / slight / clear

Parts (XU70): Ask your parts supplier for the OE part number for this VIN.

2. Check-engine light with code P05CE00 (exhaust cam timing software)

Watch · Any mileage (Certain 2023–2024 Highlander, NX 350, RX 350, 2024 Grand Highlander and TX 350 (campaigns 24TC05 / 24LC03))

Scan for P05CE00 — ☐ OK ☐ Watch ☐ Fix

Check the VIN for open campaigns — ☐ OK ☐ Watch ☐ Fix

Scan for: P05CE00

Parts (XU70): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 80,000 MI (ASK FOR RECORDS)

Spark plugs · every 40,000 mi · was due at 40,000 mi, next 80,000 mi · $249 — ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.4L T24A-FTS TURBO, QUICK CHECKS

- **Brakes** (193 complaints): Brake complaints, including recall 25V-058 on the 2024 Tacoma; not an engine fault.
- **Transmission (automatic)** (137 complaints): Counts every transmission complaint (harsh or slipping shifts, mostly Tacoma); no Toyota bulletin found for the 8-speed automatic.
- **Stalling / loss of power** (68 complaints): Mixed causes; the Land Cruiser fuel-tube recall 26V-673 can apply. Check the VIN.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Toyota repair procedures and your shop's judgment.