

# Back Hatch Door High Closing Effort

**Service Category** Vehicle Exterior

**Section** Door/Hatch

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|----------|------------------------|
| 2012    | Prius V  |                        |

## Introduction

Some Prius V vehicles may exhibit a condition where the back hatch door requires a high closing effort. This condition may result in the back hatch door not closing completely which will leave the Door Ajar Indicator Lamp illuminated. New back hatch door stays have been developed to address this condition.

## Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VIN shown below.

| MODEL   | PRODUCTION CHANGE EFFECTIVE VIN |
|---------|---------------------------------|
| Prius V | JTDZN3EU#C3053081               |

## Warranty Information

| OP CODE | DESCRIPTION                   | TIME | OFF         | T1 | T2 |
|---------|-------------------------------|------|-------------|----|----|
| 642241  | R & R Back Door Stay One Side | 0.3  | 68950-47090 | 97 | 84 |
| Combo A | Opposite Side                 | 0.1  | 68960-47090 |    |    |

### 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.

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### Parts Information

| PREVIOUS PART NUMBER | CURRENT PART NUMBER | PART NAME                       | QTY |
|----------------------|---------------------|---------------------------------|-----|
| 68950-47090          | 68950-47050         | Stay Assy, Back Door RH         | 1   |
| 68960-47090          | 68960-47050         | Stay Assy, Back Door LH         | 1   |
| 68945-47020          | 68945-47030         | Bracket Assy, Back Door Stay RH | 1   |
| 68946-47010          | 68946-47020         | Bracket Assy, Back Door Stay LH | 1   |

### Repair Procedure

1. Confirm condition.
2. Replace the back hatch door stay assemblies.

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

- 2012 Prius V:  
*Vehicle Exterior – Door/Hatch – “Back Door Support: [Removal](#) / [Installation](#) / [Disposal](#)”*

3. Confirm proper back hatch door operation.