

T-SB-0190-12

October 12, 2012

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.