

Subject

Thumping/Grinding Noise from Slide Door Rollers - Pitted Rollers

Market

USA

Service Category

Vehicle Exterior

Section

Door/Hatch

Applicability

13MY Sienna

APPLICABLE VEHICLES

2013

Sienna

CONDITION

Some customers may complain of a noise from either the driver or passenger side sliding door while the door is in operation. The noise may be described as one or more of the following: thumping, grinding, and/or a repeated clunk type noise (i.e. roller bearing pitted).

RECOMMENDATIONS

- This situation **only** applies if the vehicle has a production date of 5/13 or newer.
- This issue is currently under investigation. If the slide door roller is the source of the noise, please contact Technical Assistance (TAS) to submit details on any vehicles identified matching the condition described in this document **prior to repair**.
- Depending on the production date, type and source of noise, the vehicle may be eligible for a Go&See activity to be performed.
- When contacting TAS, code your case with the following criteria to ensure it is categorized appropriately:
 - Vehicle Exterior + Door/Hatch + Sliding System/Components + Noise-squeak/rattles

LINK REFERENCES

This Tech Tip does not contain any link references