

T-SB-0147-14

November 19, 2014

3rd Row Seat Rear Leg Latch Squeak/Rattle - Manual Seat Only

Service Category Vehicle Interior

Section Seat

Market USA

 Toyota Supports ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2011 – 2014	Sienna	Plant Code(s): S WMI(s): 5TD

Introduction

Some 2011 – 2014 model year Sienna vehicles may exhibit a condition where a rattle or squeak type noise is heard from the rear of the vehicle while driving over rough road surfaces when the seats are empty in the upright latched position. If the 3rd row seats are stowed, the noise is no longer present. Follow the Repair Procedure in this bulletin to address this condition.

Parts Information

PART NUMBER		COLOR	PART NAME	QTY
PREVIOUS	NEW			
79997-08011-B1	79997-08012-B1	Dark Gray	Protector, Seat Leg Box, No. 1	2
79997-08011-B2	79997-08012-B2	Gray		2
79997-08011-E1	79997-08012-E1	Ash Brown		2
71324-08010	71324-08011	–	Cushion, RR Seat	2

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1424	R & R W-Cups/Outside Bumpers and Adjust Seat Tension	2.0	79997-08011-B1 79997-08011-B2 79997-08011-E1 71324-08010	91	40

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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Required Tools & Equipment

REQUIRED TOOLS	QUANTITY
Locking Pliers (Vise-Grip®, or equivalent)	1

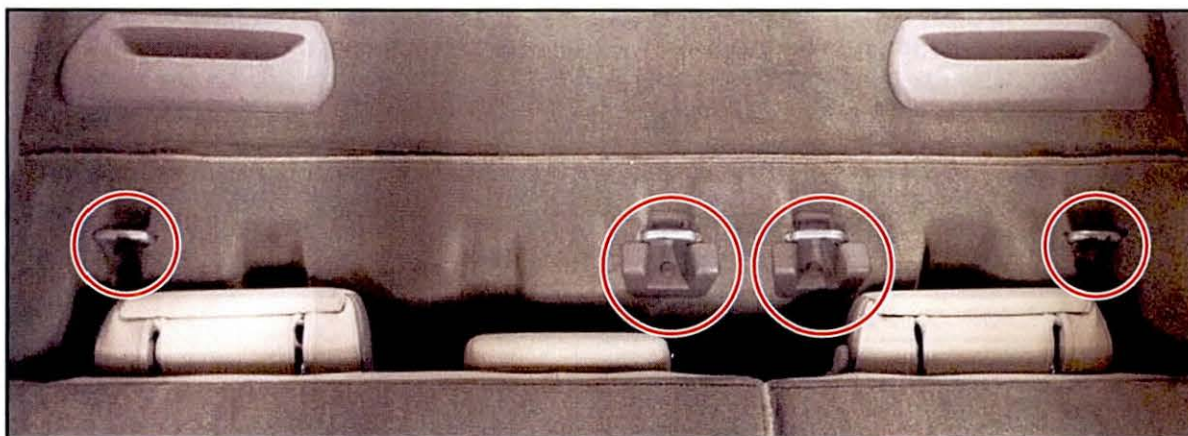
Repair Procedure

1. For 2011 model year only:

Confirm that [T-SB-0157-11](#), "3rd Row Manual Seat Rattle Noise," has been properly performed, if applicable by VIN.

2. Stow both the 60% and 40% side of the 3rd row seats.
3. Replace the W-cups (Seat Leg Box Protectors) and outside bumpers (Seat Cushions).

Figure 1.



- A. Remove the W-cups and outside bumpers from the vehicle by prying on them.
- B. Install the NEW W-cups and outside bumpers into the vehicle and ensure they are seated properly.

NOTE
Once the W-cups are removed, they will no longer be usable.

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Repair Procedure (Continued)

4. Latch the 3rd row seats in the table-top position.

Figure 2.



5. Adjust the tension on the rear legs for the 3rd row seats on the side the noise is coming from.

- A. Remove the upper garnish from the 3rd row seats.

Figure 3.



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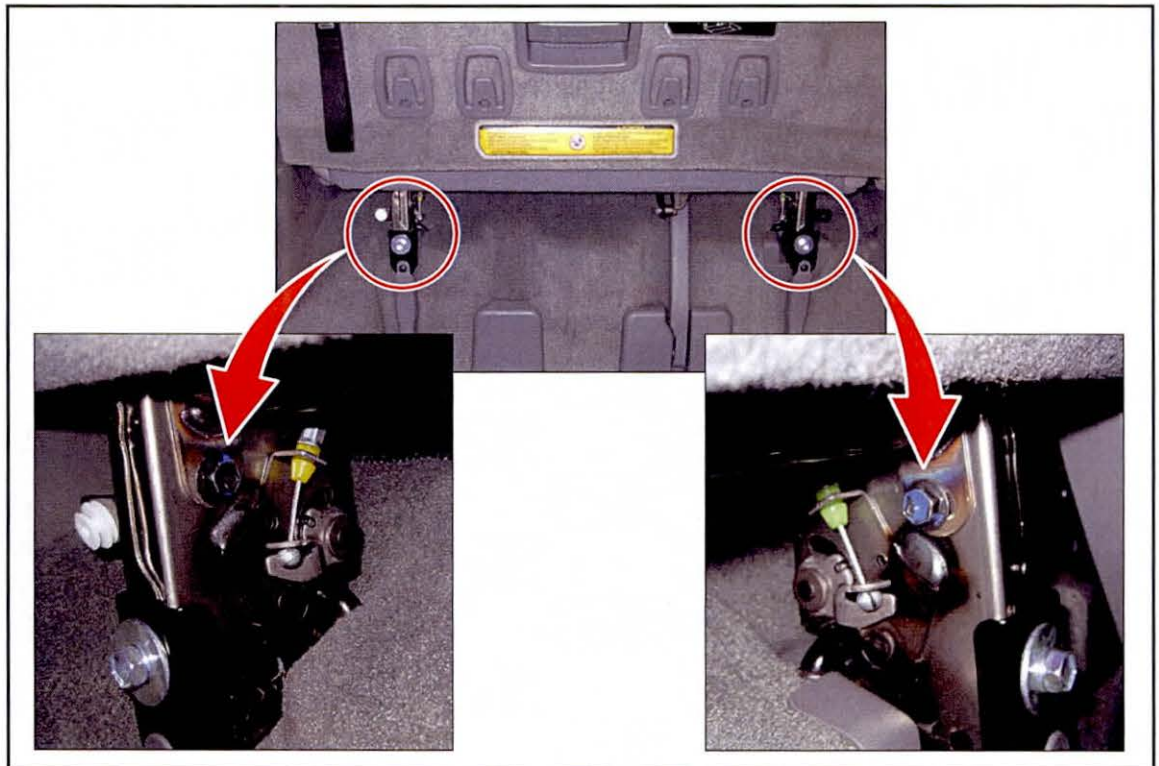
Repair Procedure (Continued)

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

- 2011 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”
- 2012 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”
- 2013 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”
- 2014 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”

B. Loosen the 10 mm rear leg bolts on each leg **one full turn**.

Figure 4.

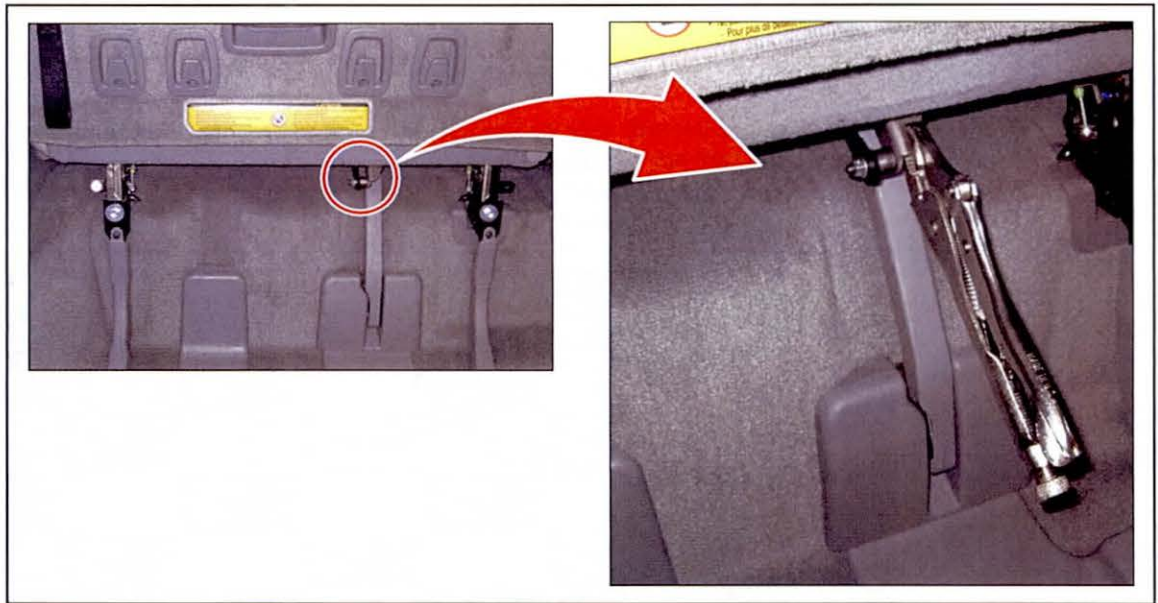


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Repair Procedure (Continued)

- C. Place locking pliers, or similar tool, on rear damper bracket.

Figure 5.

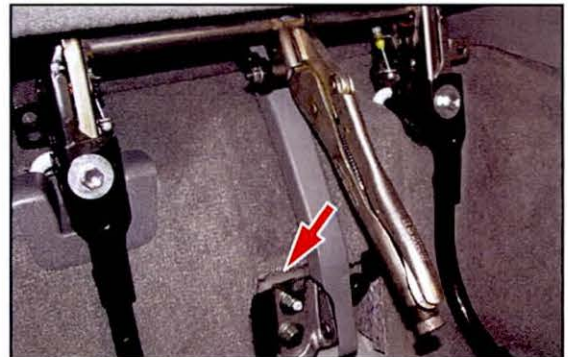


- D. Push down on the locking pliers to add tension to the leg bracket dampener.

Figure 6.

While pushing down, make sure to hold even pressure on the locking pliers and ensure they are pushed down until you feel a stop, then retighten the 10 mm rear leg bolts **beginning with the outer leg first.**

Torque: 7 N*m (71 kgf*cm, 5 ft*lbf)



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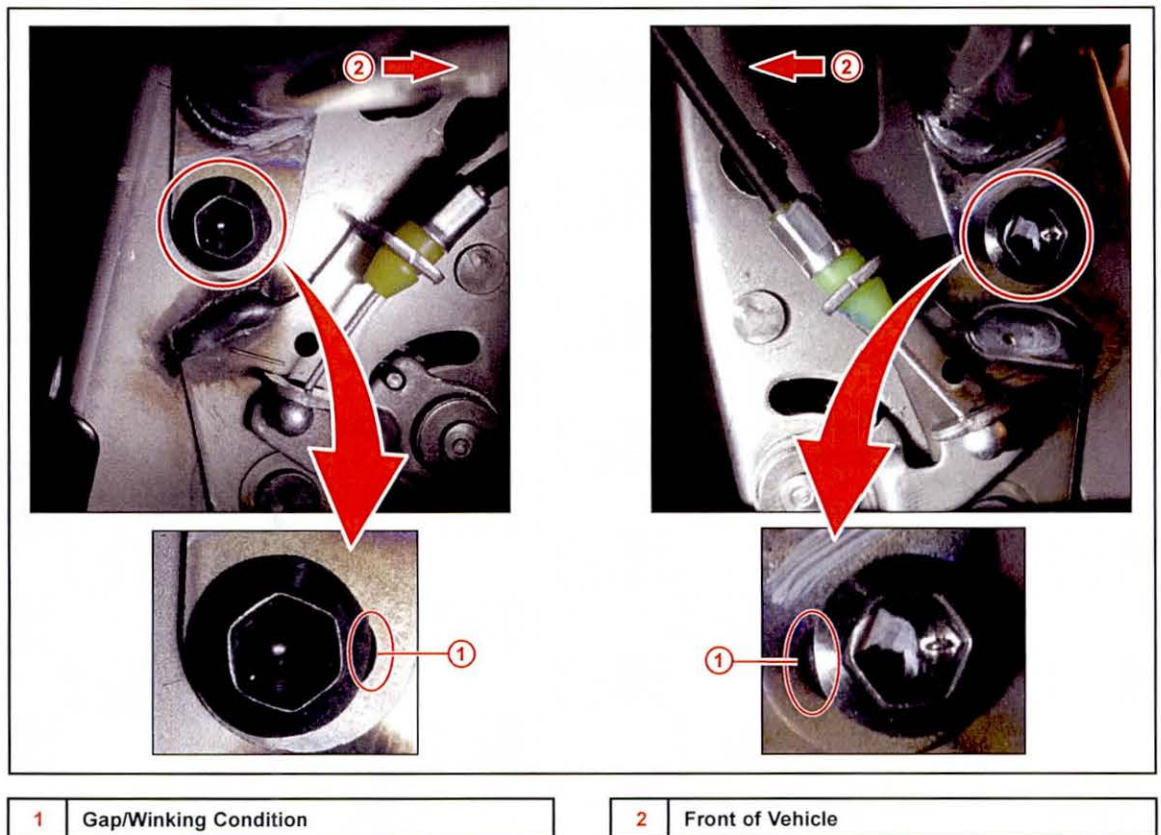
Repair Procedure (Continued)

- E. If the tensioning procedure was performed correctly, a gap should be present on the forward section of the bolt head on the inboard facing bolts that were previously loosened. This gap condition, also known as “winking” condition, should point towards the front of the vehicle.

NOTE

Winking condition will vary by vehicle and seat assembly. Please reference Figure 7 for examples of correct winking condition.

Figure 7.



6. Remove the lower garnish from the 3rd row seats.

Refer to TIS, applicable model and model year Repair Manual:

- 2011 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”

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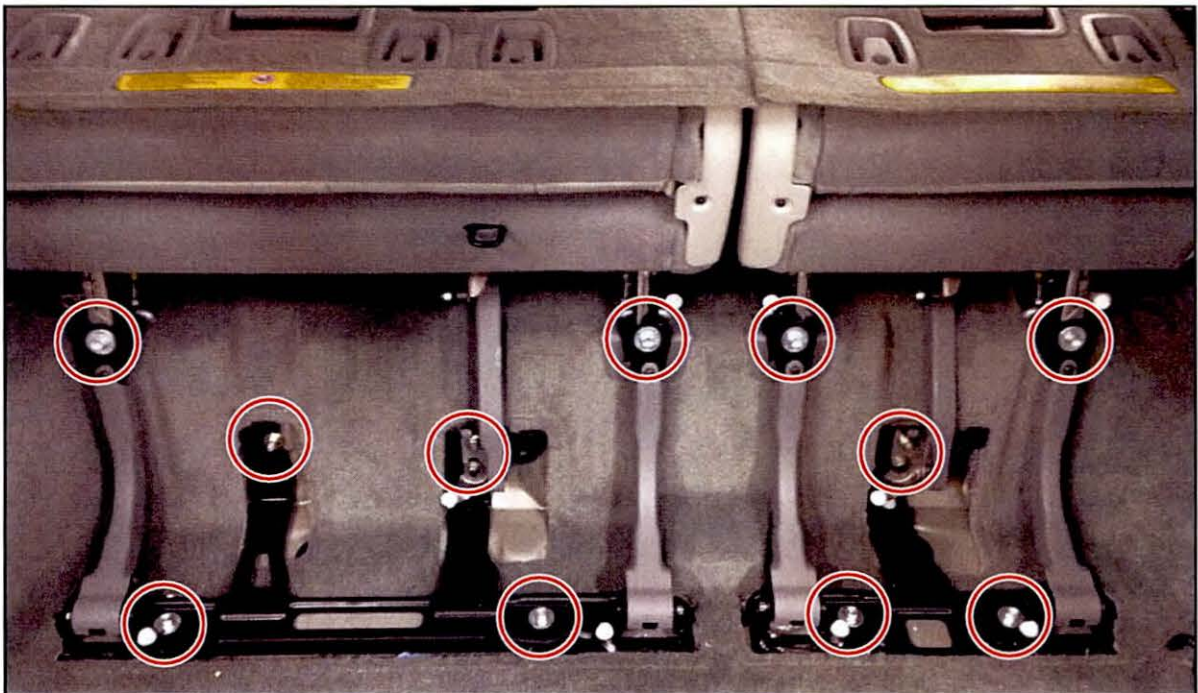
Repair Procedure (Continued)

- 2012 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”
- 2013 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”
- 2014 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Removal”

7. Loosen up all seat mechanism bolts to allow the seat to settle.

NOTE
It is important that **NO** excessive weight is placed on the seat assemblies after performing this step.

Figure 8.



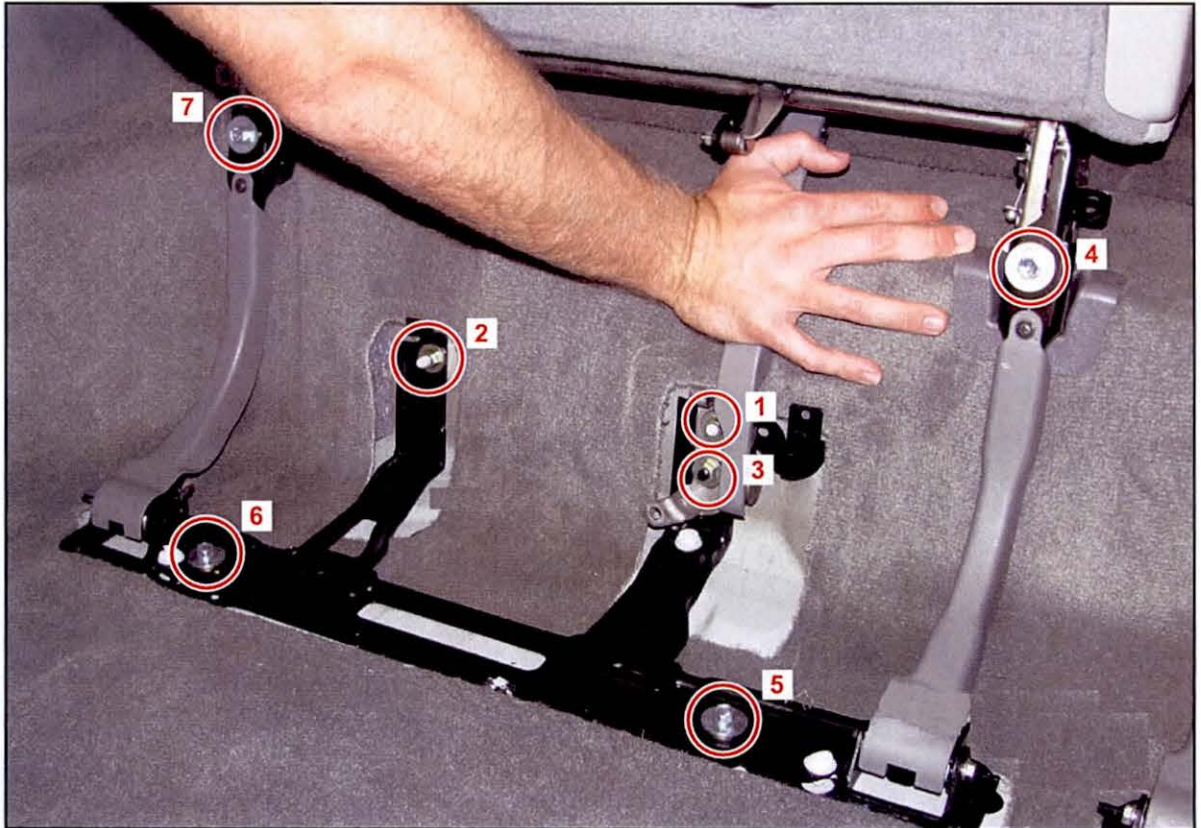
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Repair Procedure (Continued)

8. While consistently pushing forward on the torsion bar, tighten the bolts on the 60% side, in the sequence shown in Figure 9, to the following specifications.

Torque: 19 N*m (193 kgf*cm, 14 ft*lbf)

Figure 9.



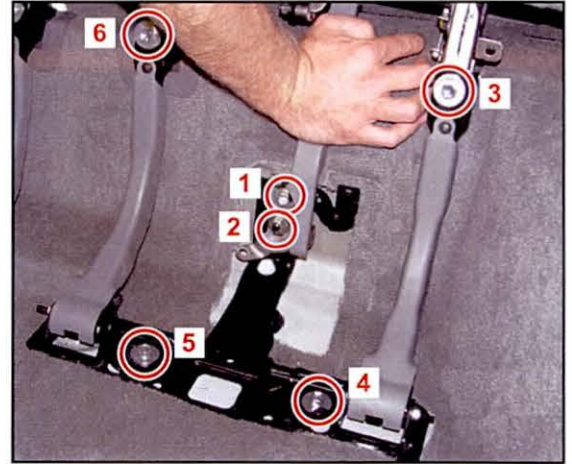
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Repair Procedure (Continued)

9. While consistently pushing forward on the torsion bar, tighten the bolts on the 40% side, in the sequence shown in Figure 10, to the following specifications.

Torque: 19 N*m (193 kgf*cm, 14 ft*lbf)

Figure 10.



10. Reinstall the lower and upper garnish covers.

Refer to TIS, applicable model and model year Repair Manual:

- 2011 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Installation”
 - 2012 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Installation”
 - 2013 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Installation”
 - 2014 Sienna:
Vehicle Interior – Seat – “Seat: Rear No. 2 Seat Assembly (for Manual Seat Type LH Side / RH Side): Installation”
11. Cycle the 3rd row seats to ensure proper operation.