

# Power Back Door System Has Abnormal Closing Operation

**Service Category** Vehicle Exterior

**Section** Door/Hatch

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2008 - 2013	Highlander, Highlander HV	

### REVISION NOTICE

July 13, 2017 Rev1:

- The Repair Procedure, Parts Information and Required Tools & Equipment sections have been updated.

Any previous printed versions of this bulletin should be discarded.

### SUPERSESION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0038-15.

- The entire bulletin has been updated.

Service Bulletin No. T-SB-0038-15 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

## Power Back Door System Has Abnormal Closing Operation

### Introduction

Some 2008 – 2013 model year Highlander and Highlander HV vehicles may exhibit a condition where the Power Back Door does not close properly. The Power Back Door may get to the fully closed position and then reverse to the open position. In other cases, the door may close, but a pop or clunk noise is heard when the door latch reaches the striker. Use the following information to inspect the Power Back Door and address this condition.

#### NOTICE

The purpose of this Service Bulletin is to provide inspection and repair instructions for the Power Back Door. It enhances the durability of the Power Back Door when operating using the Power Close function. When the Power Close function is used, if objects or cargo are continually interfering with the closure of the back door, damage to the back door and/or back door hinges may occur.

To minimize the possibility of damage occurring, BEFORE closing the Power Back Door, customers should ALWAYS confirm that objects in the cargo area will NOT impede or interfere with the closing operation of the back door. Additionally, customers should NOT use ANY part of their body to intentionally activate the Jam Protection function of the Power Back Door. See the Owner's Manual for additional information on the Power Back Door Jam Protection function.

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1620	Hatch Deformation Inspection*	0.5	67005-0E230 67005-0E231 67005-0E232 67005-48430 67005-48431 67005-48432	9A	13

\*Use typical body shop sublet type "ZZ" other for claiming preparation, repair, sealing, and painting of the rear hinges and back door panel assembly.

#### 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

#### 1. Back Door Name Plates

**NOTE**

Order applicable parts from the tables below.

#### A. Highlander With or Without JBL 9 Speaker & Subwoofer

YEARS	ENGINE	DRIVE TYPE	PART NUMBER			
			75444-21220	75442-48090	75444-48090	90975-02071
2008 – 2009	1AR-FE	2WD	–	1	–	1
	2GR-FE		–	1	1	1
		4WD	1	1	1	1
2010 – 2013	1AR-FE	2WD	–	–	–	1
			–	–	–	1
	2GR-FE	4WD	1	–	–	1

#### B. Highlander HV With or Without JBL 9 Speaker & Subwoofer

YEARS	GRADE	PART NUMBER					
		75445-48090	75442-48090	75445-48070	75445-48080	75403-48010	90975-02071
2008 – 2009	Limited	1	1	–	1	–	1
	Other	–	1	–	1	–	1
2010 – 2013	Limited	1	–	1	–	1	–
	Other	–	–	1	–	1	–

## Power Back Door System Has Abnormal Closing Operation

### Parts Information (Continued)

#### 2. Other Necessary Parts (Highlander and Highlander HV)

**NOTE**

- Order ALL the applicable parts listed below. ALL parts replaced are subject to warranty parts recovery.
- Re-use parts that are NOT listed.

#### A. WITHOUT JBL 9 Speaker & Subwoofer

PART NUMBER	PART NAME	QTY
67005-48860	Panel Sub-assy, Back Door	1
04006-32148	Kit, Stay, Back Door, RH, w/o Woofer	1
04006-32248	Kit, Stay, Back Door, LH, w/o Woofer	1
04006-32548	Kit, Weatherstrip and PBD Bolt	1
04006-4110E	Kit, PBD Motor	1
04006-4120E	Kit, Hinge, Back Door	1
04006-4130E	Kit, Parts for Outside Garnish R/R	1

#### B. WITH JBL 9 Speaker & Subwoofer

PART NUMBER	PART NAME	QTY
67005-48860	Panel Sub-assy, Back Door	1
04006-32348	Kit, Stay, Back Door, RH, w/Woofer	1
04006-32448	Kit, Stay, Back Door, LH, w/Woofer	1
04006-32548	Kit, Weatherstrip and PBD Bolt	1
04006-4110E	Kit, PBD Motor	1
04006-4120E	Kit, Hinge, Back Door	1
04006-4130E	Kit, Parts for Outside Garnish R/R	1

### Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	QTY
Measuring Scale	1 set
Torque Wrench	1

## Power Back Door System Has Abnormal Closing Operation

### Inspection Procedure

1. Visually inspect the Lift Arm Stud and Power Back Door Bracket for bends or damage as shown.

Are the Power Back Door Bracket and Lift Arm Stud damaged?

- **YES** — Go to the Repair Procedure.
- **NO** — Continue to step 2.

2. Remove the Power Back Door Upper Rod. Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) / [2013](#) Highlander:

*Vehicle Exterior – Engine Hood/Door – “Engine Hood/Door: Back Door: Disassembly”*

- [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) / [2013](#) Highlander HV:

*Vehicle Exterior – Engine Hood/Door – “Engine Hood/Door: Back Door: Disassembly”*

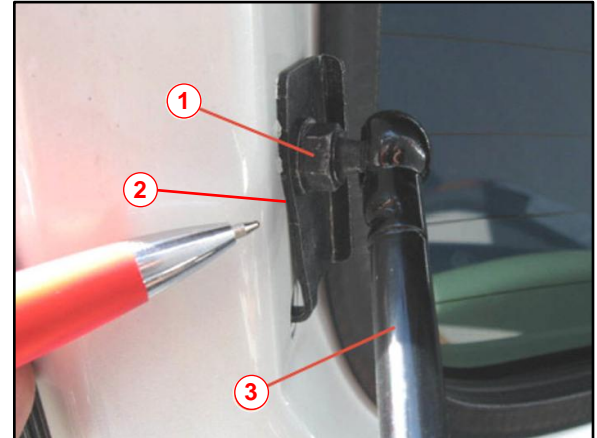
3. Measure the current torque of the Lift Arm Stud. Is the torque < **10N\*m (102 kgf\*cm, 89 in\*lb)**?

- **YES** — Go to the Repair Procedure.
- **NO** — Continue to step 4.

4. Measure the lateral offset of the striker to latch relationship with the door unlatched and slightly open.

- A. Measure 31 mm from the left facing surface of the passenger side on the hatch latch and mark it. This is now the latch opening center point.

Figure 1.



1	Lift Arm Stud
2	Power Back Door Bracket
3	Back Door Upper Rod

Figure 2.



## Power Back Door System Has Abnormal Closing Operation

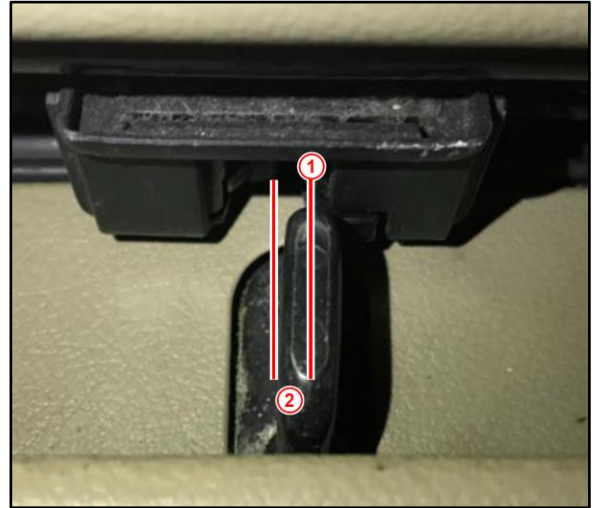
### Inspection Procedure (Continued)

- B. Measure the center mark of the latch opening and compare it to the center line of the striker.

Is the latch < or = 3.1 mm from the center line of the striker?

- **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- **NO** — Continue to the Repair Procedure.

Figure 3.



1	Striker Center Line
2	Gap

Figure 4. OK Condition



1	Striker Center Line
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## Power Back Door System Has Abnormal Closing Operation

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### Repair Procedure

1. Sublet repair of the Power Back Door system and refinishing of body components to a body shop. Repainting and repair of the back door and hinges should be done in accordance with Toyota's body repair recommendations.

Refer to TIS, applicable model and model year Repair Manual and the following manuals:

- Toyota Body Repair Manual:
  - [Fundamental Body Repair Procedures](#)
- Toyota Collision Repair Manuals:
  - [2008 – 2013 Highlander Collision Repair Manual](#)
  - [2008 – 2013 Highlander HV Collision Repair Manual](#)

2. Confirm body fitment gaps and measurements.

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

- [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) / [2013](#) Highlander:  
*Vehicle Exterior – Door/Hatch – “Engine Hood / Door: Back Door: On-Vehicle Inspection”*
- [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) / [2013](#) Highlander HV:  
*Vehicle Exterior – Door/Hatch – “Engine Hood / Door: Back Door: On-Vehicle Inspection”*

#### **NOTE**

**Confirm the clearance between the body and back door including mating parts based on the Repair Manual. If the door is outside of the measurement specification, adjust/repair using the applicable Repair Manual.**

3. Confirm the repair and proper operation.