

4Runner Automatic Running Board(s) Inoperative

Service Category Vehicle Exterior

Section Exterior Panels/Trim

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012 - 2017	4Runner	

Introduction

Some 2012 – 2017 model year 4Runner vehicles may exhibit a condition in which one or both automatic running board(s) will not deploy or stow. The condition may be intermittent. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

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

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
4Runner	Tahara	2WD	JTEZU5JR#H5515669
		4WD	JTEBU5JR#H5442867

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL9052	R & R Computer Assy, Side Auto Step Controller	0.8	89720-35010	9A	73

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

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
89720-35010	89720-35011	Computer Assy, Side Auto Step Controller	1

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

* Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 12.20.024 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Repair Procedure

1. Set the automatic running board main switch to "AUTO" and operate the automatic running boards.

Confirm that the following conditions are present:

- One or both automatic running board(s) either do NOT deploy when a door on the corresponding side of the vehicle is opened or do NOT stow when the door is closed.
- The condition can be duplicated from the front and rear door on the affected side.
- When the condition occurs, there is no movement from the affected automatic running board(s).
- The automatic running board fuse is NOT open.

Are ALL of the conditions listed above present?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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Repair Procedure (Continued)

2. Replace the side auto step computer assembly.

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

- [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) 4Runner:
Vehicle Exterior – Exterior Panels/Trim – “Exterior Panels / Trim: Automatic Running Board ECU: Removal”
- [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) 4Runner:
Vehicle Exterior – Exterior Panels/Trim – “Exterior Panels / Trim: Automatic Running Board ECU: Installation”

3. Perform the automatic running board initialization procedure.

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

- [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) 4Runner:
Vehicle Exterior – Exterior Panels/Trim – “Exterior Panels / Trim: Automatic Running Board System: Initialization”

NOTE

When initializing the automatic running board system, one door on the driver side and one door on the passenger side **MUST be opened/closed simultaneously in steps 2, 5, and 6.**

4. Confirm normal automatic running board operation.

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

- [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) 4Runner:
Vehicle Exterior – Exterior Panels/Trim – “Exterior Panels / Trim: Automatic Running Board System: Operation Check”