

Power Back Door Actuator Mount Separation

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015 - 2016	NX200T, NX300H	

Introduction

Some 2015 – 2016 NX 200t/300h vehicles may exhibit a condition in which the LH or RH power back door actuator (Power Back Door Unit Assy Set) separates from the ball mount bracket (Back Door Damper Stay Bracket) on the hatch or body side. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL9047	R & R Power Back Door Unit Assy Set, RH and LH*	0.6	68910-79016 68920-79016	62	57

* If necessary, sublet repair of body damage caused by power back door actuator mount separation.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
68910-79016	68910-79017	Unit Assy Set, Power Back Door, RH	1
68920-79016	68920-79017	Unit Assy Set, Power Back Door, LH	1

Power Back Door Actuator Mount Separation

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 11.30.137 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Repair Procedure

1. Confirm the vehicle exhibits a power back door actuator (Power Back Door Unit Assy Set) that has separated from the ball mount bracket (Back Door Damper Stay Bracket) on the hatch or body side.

NOTE

Power back door actuator mount separation may cause a hatch alignment condition or body damage to the hatch, hatch opening area, roof panel, and hinges. This damage should be repaired under warranty, including sublet to a body shop if necessary.

Before proceeding with the repair:

- A. Visually check for body damage to the hatch, hatch opening area, roof panel, and hinges caused by power back door actuator mount separation and repair if necessary.
- B. Confirm hatch alignment and adjust or repair if necessary.

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

- 2015 – 2016 NX 200t:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door: [Adjustment](#)”
- 2015 – 2016 NX 300h:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door: [Adjustment](#)”

Power Back Door Actuator Mount Separation

Repair Procedure (Continued)

2. Remove and replace the LH and RH power back door actuators.

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

- 2015 – 2016 NX 200t:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: [Removal / Installation](#)”
- 2015 – 2016 NX 300h:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: [Removal / Installation](#)”

NOTE

Both power back door actuators (Power Back Door Unit Assy Set) MUST be replaced at the same time.

3. Visually confirm that the ball and socket joints (2 LH and 2 RH) are properly seated, and the external c-clips on ALL 4 sockets are fully engaged.

4. Perform the power back door initialization procedure.

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

- 2015 – 2016 NX 200t:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: [Initialization](#)”
- 2015 – 2016 NX 300h:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: [Initialization](#)”

5. Confirm normal operation of the power back door. Test jam protection operation in opening and closing directions following the procedure provided in the Repair Manual.

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

- 2015 – 2016 NX 200t:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: [Operation Check](#)”
- 2015 – 2016 NX 300h:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: [Operation Check](#)”

NOTE

Jam protection operation MUST be confirmed before returning the vehicle to the customer.