

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 | |

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 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.

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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.

Parts Information (WITHOUT JBL 9 Speaker & Subwoofer)

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

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Parts Information (WITH JBL 9 Speaker & Subwoofer)

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

Required Tools & Equipment

| REQUIRED TOOLS & MATERIAL | QTY |
|---------------------------|-------|
| Feeler Gauges | 1 set |
| Torque Wrench | 1 |

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Inspection Procedure

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

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 current torque of Lift Arm Stud.

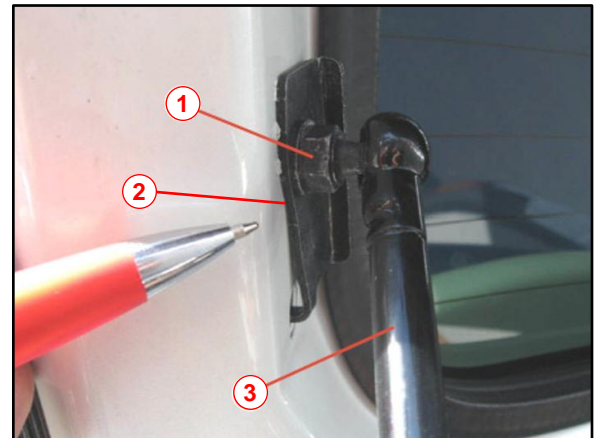
Is torque <10Nm?

- **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 3.



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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 4.



| | |
|---|---------------------|
| 1 | Striker Center Line |
| 2 | Gap |

Figure 5. OK Condition



| | |
|---|---------------------|
| 1 | Striker Center Line |
|---|---------------------|

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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 the Technical Information System (TIS), applicable model and model year Repair Manual and the following manuals:

- Toyota Fundamental Body Repair Procedures Manual (Pub. No. BRM002E), available from the Materials Distribution Center (MDC) through *Dealer Daily – Dealer Support Materials Orders*.
- Toyota Collision Repair Manuals:
 - [2008 – 2013 Highlander Collision Repair Manual](#)
 - [2008 – 2013 Highlander HV Collision Repair Manual](#)

2. Confirm repair and proper operation.