

# Sliding Door Abnormal Operation

**Service Category** Vehicle Exterior

**Section** Door/Hatch

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2011 - 2016	Sienna	

## Introduction

Some 2011 – 2016 model year Sienna vehicles may exhibit power or manual sliding door front and rear latches simultaneously NOT latching due to corrosion on the latch lever pin of the front lock assembly. Additionally, some 2011 – 2015 model year Sienna vehicles may exhibit power sliding door abnormal closing operation due to internal corrosion in the latch switch of the rear lock assembly. Follow the procedures in this bulletin to address these conditions.

## Production Change Information

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

### Front Lock Condition

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Sienna	TMMI	2WD	5TD#K3DC#GS705186
		4WD	5TD#K3DC#GS130859

### Rear Lock Condition

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Sienna	TMMI	2WD	5TD#K3DC#FS672327
		4WD	5TD#K3DC#FS123158

## Sliding Door Abnormal Operation

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1629	R & R Front Lock and Striker (One Side)	0.7	69370-08031	9A	84
BD1629A	Opposite Side	0.4	69380-08031		
BD1630	R & R Rear Lock Assy Replacement (One Side)	0.9	69200-08020	87	73
BD1630A	Opposite Side	0.3	69300-08020		
BD1631	R & R Front Lock and Striker and Rear Lock Assy (One Side)	1.1	69370-08031	9A	84
			69380-08031		
			69200-08020	87	73
			69300-08020		

#### 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

#### Front Lock Condition

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
69370-08031	04007-02308	Lock Assy, Slide Door, FR RH Kit	1
69380-08031	04007-02408	Lock Assy, Slide Door, FR LH Kit	1

#### Rear Lock Condition

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
69200-08020	04007-02108	Lock Assy, Power Slide Door, RH Kit	1
69300-08020	04007-02208	Lock Assy, Power Slide Door, LH Kit	1

## Sliding Door Abnormal Operation

### Required Tools & Equipment

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

**NOTE**

- Only ONE of the Techstream units listed above is required.
- Software version 12.10.018 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	<a href="#">00002-06020-01</a>	1

**NOTE**

Additional SSTs may be ordered by calling 1-800-933-8335.

\* Essential SST.

### Diagnosis Procedure

1. Check the sliding door cable, center hinge, and upper and lower roller condition.  
Are there ANY abnormal conditions (damaged cable, stiff hinge operation, etc.)?
  - **YES** — Diagnose and repair, then continue to step 2.
  - **NO** — Continue to step 2.
2. Using Techstream, perform a Health Check.  
Are ANY current Diagnostic Trouble Codes (DTCs) for the power sliding door stored?
  - **YES** — Record stored DTCs, then continue to step 3.
  - **NO** — Continue to step 3.
3. Check the sliding door operation.
  - A. Turn OFF the power sliding door main switch.
  - B. Check the sliding door manual operation.

Are door latch functions inoperative when the door is at closing position?

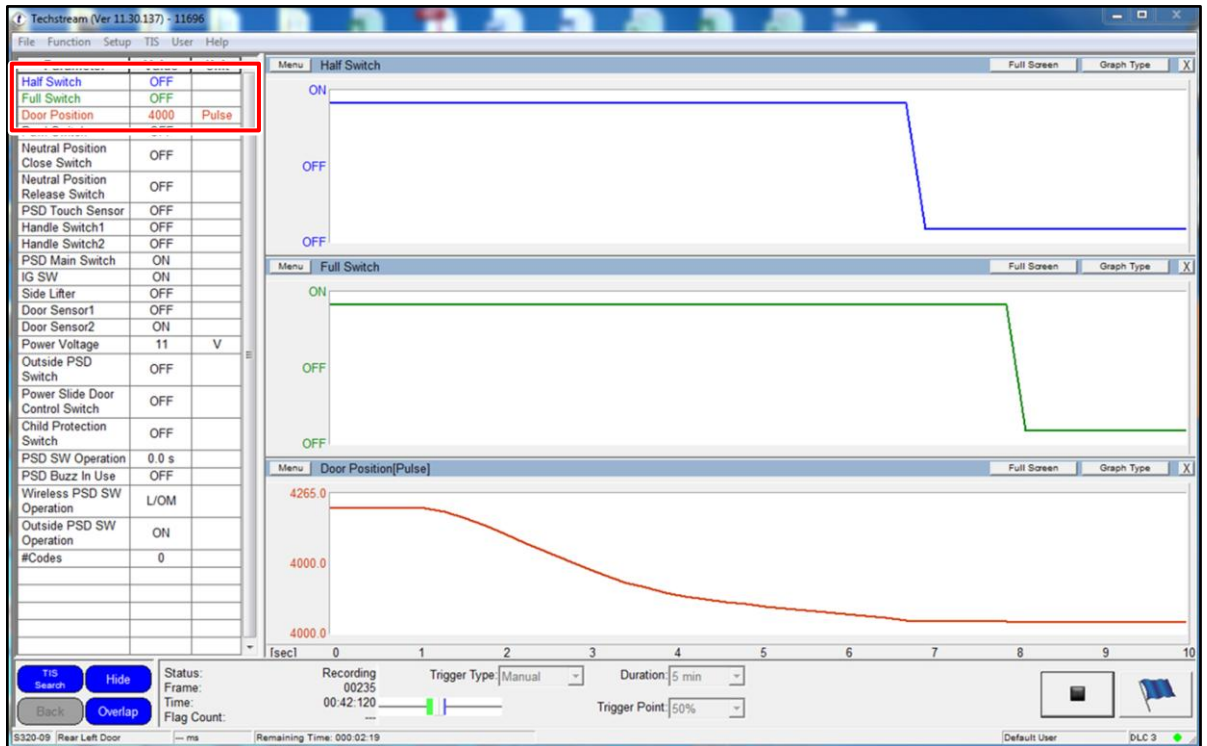
  - **YES** — Continue to step 4, then proceed to the Front Lock Assembly and Striker Replacement procedure.
  - **NO** — Continue to step 4.

# Sliding Door Abnormal Operation

## Diagnosis Procedure (Continued)

4. Check the data list for half and full latch switch ON/OFF conditions using Techstream.
  - A. Select "Rear Left Door" or "Rear Right Door" in the data list.
  - B. Double click *Half Switch*, *Full Switch*, and *Door Position*.

Figure 1.



- C. Close the sliding door.

# Sliding Door Abnormal Operation

## Diagnosis Procedure (Continued)

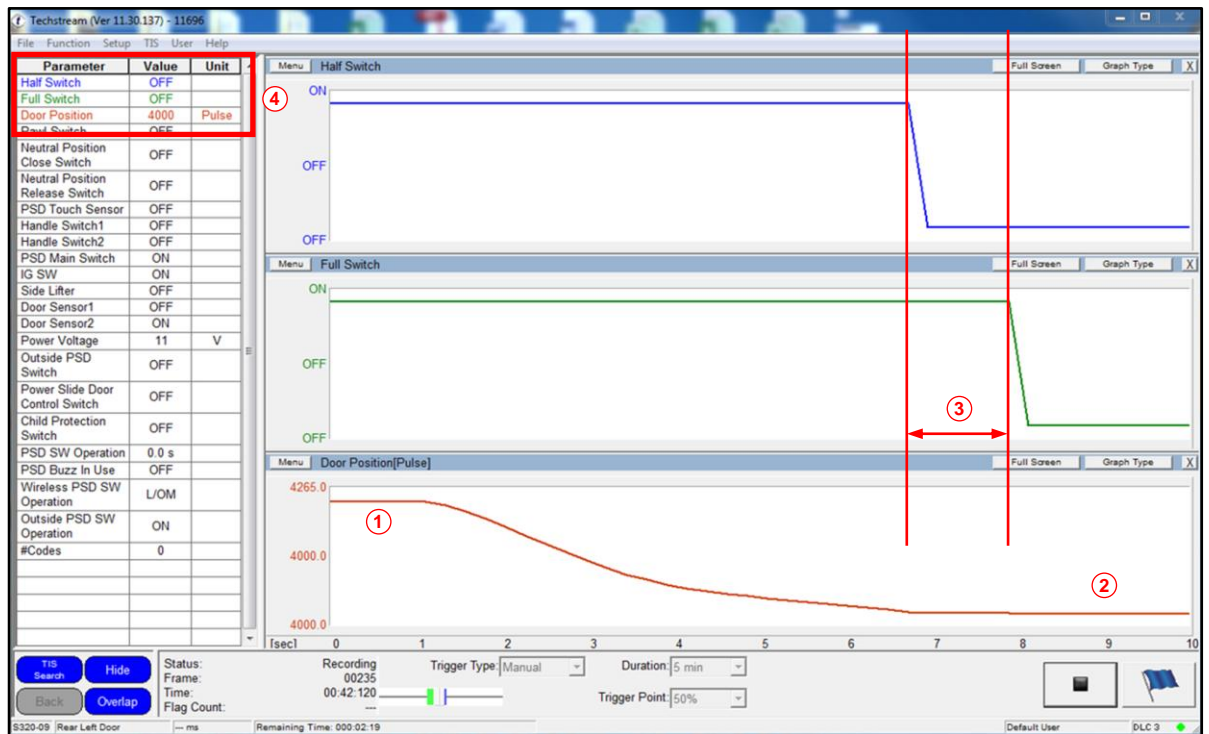
D. Check the switch ON/OFF condition.

Do ANY of the following abnormal switch ON/OFF conditions appear?

- (1) No time lag ( $\Delta T$ ) between half switch and full latch switch activation.
- (2) The half switch stays ON or OFF regardless of the slide door position.
- (3) The full switch stays ON or OFF regardless of the slide door position.

- **YES** — Proceed to the Rear Lock Assembly Replacement procedure.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 2.



1	Sliding Door Open
2	Sliding Door Closed

3	Time Lag ( $\Delta T$ ) Between Half and Full Switch Activation
4	Techstream Parameters

# Sliding Door Abnormal Operation

## Repair Procedure

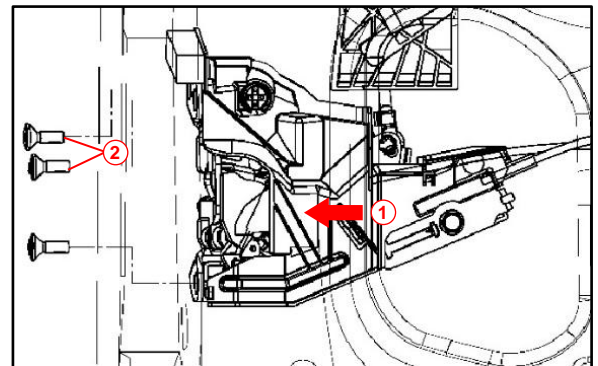
### Front Lock Assembly and Striker Replacement

1. Remove the front slide door lock assembly.  
Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) Sienna:  
*Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Removal”*

2. Install the slide door front lock assembly.
  - A. Apply MP grease to the sliding parts of the slide door front lock.
  - B. For correct sealing condition, push forward and hold the sliding door front lock to the door until two T30 torx screws are temporarily installed.

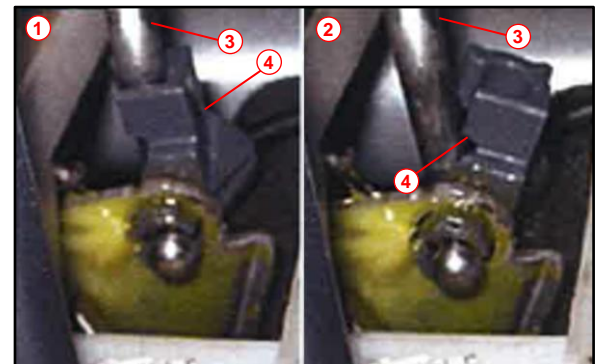
**Figure 3.**



<b>1</b>	Push
<b>2</b>	Screw

- C. Using a T30 torx socket wrench, install the slide door front lock with the three screws.  
**Torque: 5.0 N\*m (51 kgf\*cm, 44 in\*lbf)**
- D. Connect the rod and attach the lock clip to the rod.

**Figure 4.**



<b>1</b>	OK Condition
<b>2</b>	NG Condition
<b>3</b>	Rod
<b>4</b>	Lock Clip

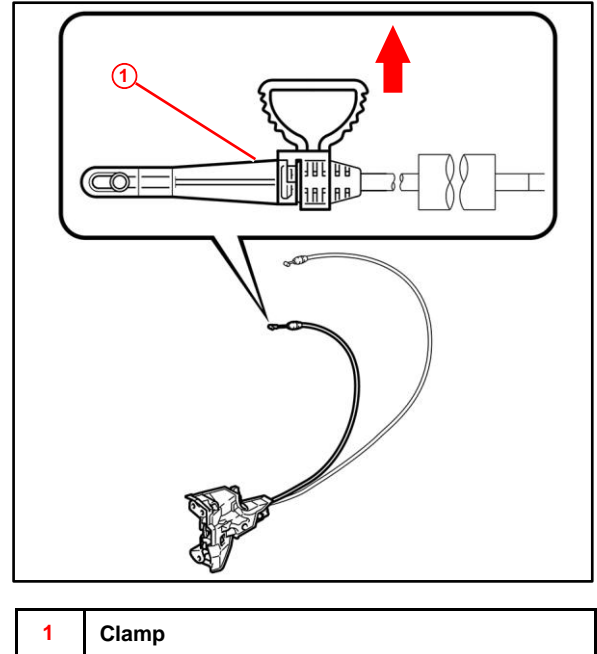
# Sliding Door Abnormal Operation

## Repair Procedure (Continued)

### Front Lock Assembly and Striker Replacement (Continued)

E. Remove the clamp.

**Figure 5.**



3. Install the front slide door lock assembly.

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

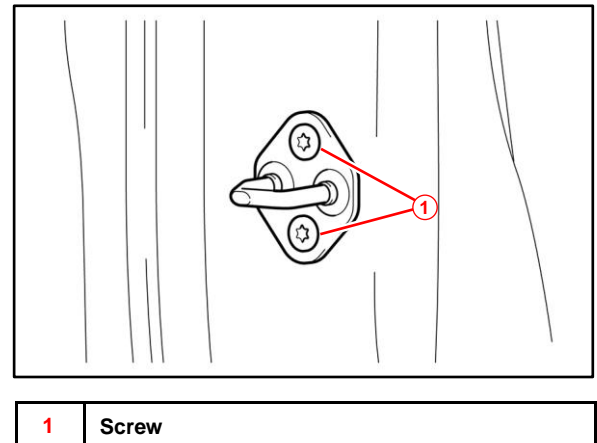
- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) Sienna:

*Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Installation”*

4. Remove the slide door striker.

Using a T40 torx socket wrench, remove the two screws.

**Figure 6.**



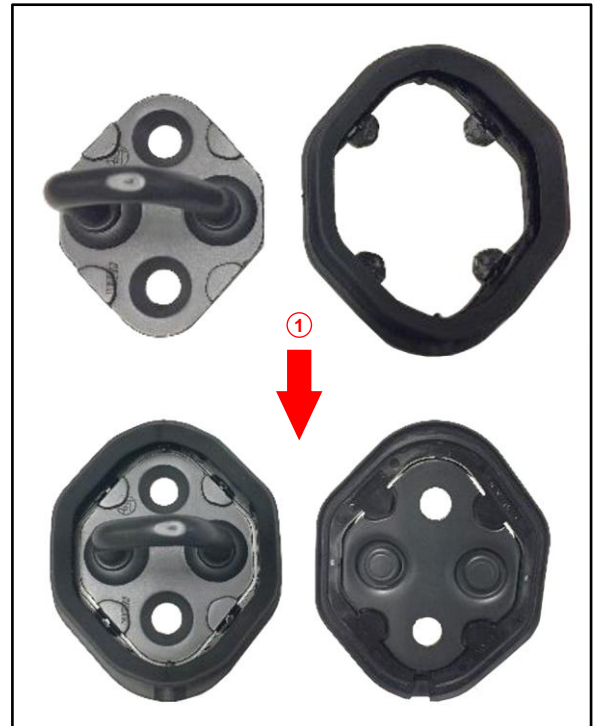
## Sliding Door Abnormal Operation

### Repair Procedure (Continued)

#### Front Lock Assembly and Striker Replacement (Continued)

5. Install the NEW striker and striker cover.
  - A. Check installation direction of the front striker and assemble the striker and striker cover. The pink marking of the cover should be located at the bottom.

**Figure 7.**



<b>1</b>	<b>Bottom</b>
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- B. Check the striker direction, then set the striker and cover to the body. The pink marking should be located at the bottom.
  - C. Apply thread lock or Loctite on the screws.
  - D. Using a T40 torx socket wrench, install the screws.

**Torque: 23 N\*m (235 kgf\*cm, 17 ft\*lb)**

**Figure 8.**



<b>1</b>	<b>Top</b>
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6. Initialize the power window system and check door latch function.
7. Using Techstream, perform a Health Check and confirm there are no DTCs present.



## Sliding Door Abnormal Operation

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### Repair Procedure (Continued)

#### Rear Lock Assembly Replacement

1. Remove the rear slide door lock assembly.  
Refer to TIS, applicable model and model year Repair Manual:
  - [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) Sienna:  
*Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Removal”*
2. Install the NEW rear slide door lock assembly.  
Refer to TIS, applicable model and model year Repair Manual:
  - [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) Sienna:  
*Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Installation”*
3. Initialize the power window system and confirm that the power sliding door open/close function operates normally.