

Door Will Not Unlock From Remote or Smart Entry

Service Category Vehicle Interior

Section Door Lock

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016	IS200T, IS300, RC200T, RC300	
2014 - 2016	IS350	
2015 - 2016	NX200T, NX300H, RC F, RC350	

Introduction

Some 2014 – 2016 model year Lexus vehicles may not unlock with either the Smart Entry or the wireless remote. The door lock can be placed in the middle position between lock and unlock when exiting the vehicle. This can cause the door lock to be inoperative. 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
IS 200t	Tahara	2WD	JTHBA1D2#G5017777
IS 300		AWD	JTHCM1D2#G5007229
IS 350		2WD	JTHBE1D2#G5027396
		AWD	JTHCE1D2#G5011545
NX 200t	TMK	2WD	JTJYARBZ#G2030549
		AWD	JTJBARBZ#G2063326
NX 300h		2WD	JTJYWRBZ#G2010905
		AWD	JTJBJRBZ#G2036633
RC 200t		2WD	JTHHA5BC#G5002199
RC 300		AWD	JTHSM5BC#G5001010
RC 350			JTHSE5BC#G5006253
RC F		2WD	JTHHP5BC#G5004973

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1616	R & R Front Door Lock Assy (One Side)	0.7	69030-##### or 69040-#####	72	40
BD1616A	Opposite Side	0.7			
BD1617	R & R Rear Door Lock Assy (One Side)	0.7	69050-##### or 69060-#####		
BD1617A	Opposite Side	0.7			

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

IS	NX	RC	PART NAME	QTY
69750-53072	69750-78011	69750-24111	Cable Assy, FR Door Inside Locking	As Needed
69770-53082	69770-78011		Cable Assy, RR Door Inside Locking	
	69040-53130		Lock Assy, FR Door w/Motor, LH	
	69030-53120		Lock Assy, FR Door w/Motor, RH	
69060-30580	69060-48060		Lock Assy, RR Door w/Motor, LH	
69050-30530	69050-48060		Lock Assy, RR Door w/Motor, RH	

Repair Procedure

1. Remove the door lock cable and actuator.

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

- 2016 IS 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2016 IS 300:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”

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Repair Procedure (Continued)

- 2014 – 2016 IS 350:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
 - 2015 – 2016 NX 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
 - 2015 – 2016 NX 300h:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
 - [2015](#) / [2016](#) RC F:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#)”
 - 2016 RC 200t:
Vehicle Interior – Door Lock – “[Door Lock: Front Door Lock: Removal](#)”
 - 2016 RC 300:
Vehicle Interior – Door Lock – “[Door Lock: Front Door Lock: Removal](#)”
 - [2015](#) / [2016](#) RC 350:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#)”
2. Install the door lock cable and actuator.
Refer to TIS, applicable model and model year Repair Manual:
- 2016 IS 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
 - 2016 IS 300:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
 - 2014 – 2016 IS 350:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
 - 2015 – 2016 NX 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”

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Repair Procedure (Continued)

- 2015 – 2016 NX 300h:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
 - [2015](#) / [2016](#) RC F:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Installation”
 - 2016 RC 200t:
Vehicle Interior – Door Lock – “[Door Lock: Front Door Lock: Installation](#)”
 - 2016 RC 300:
Vehicle Interior – Door Lock – “[Door Lock: Front Door Lock: Installation](#)”
 - [2015](#) / [2016](#) RC 350:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Installation”
3. Confirm door lock operation.