

# Rear Door Outside Handle Squeak

**Service Category** Vehicle Exterior

**Section** Door/Hatch

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017 - 2018	C-HR	

## Introduction

Some 2017 – 2018 model year C-HR vehicles may exhibit a squeak from the rear door outside handle(s). This condition may be present under hot and/or sunny conditions during door handle operation or when pressing against the handle clip location. 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 VIN shown below.

MODEL	PRODUCTION CHANGE EFFECTIVE VIN
C-HR	NMTKZ3BX#0R127897

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1705	Install Rear Door Outside Handle Seal	2.8	69230-F4010-XX	91	57
BD1705A	Opposite Side	2.4	69240-F4010-XX		

### 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.

## Rear Door Outside Handle Squeak

### Parts Information

SIDE	PART NUMBER		PART NAME	QTY
	PREVIOUS	NEW		
RH	N/A	69219-10020	Seal, Outside Door Handle	2
	75763-F4010		Rear Door Window Frame, Upper Moulding	1
	69227-F4010		Rear Door Outside Handle Cover	1
LH	N/A	69219-10020	Seal, Outside Door Handle	2
	75764-F4010		Rear Door Belt Moulding Assy	1
	69228-F4010		Rear Door Outside Handle Cover	1

### Required Tools & Equipment

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

\* Essential SST.

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

REQUIRED TOOLS & MATERIAL	QUANTITY
#2 Phillips Screwdriver	1
#2 Flat Head Screwdriver	1
Ratchet W/ 10mm Socket	1

### Repair Procedure

1. Confirm the condition exists.  
Is a squeak present during rear door outside handle operation or when pressing against the handle clip location?
  - **YES** — Continue to step 2.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  
2. Remove the rear door outside handle assembly.  
Refer to TIS, applicable model and model year Repair Manual:
  - 2017 – 2018 C-HR:  
*Vehicle Exterior – Door/Hatch – [“Door / Hatch: Rear Door: Disassembly”](#)*

## Rear Door Outside Handle Squeak

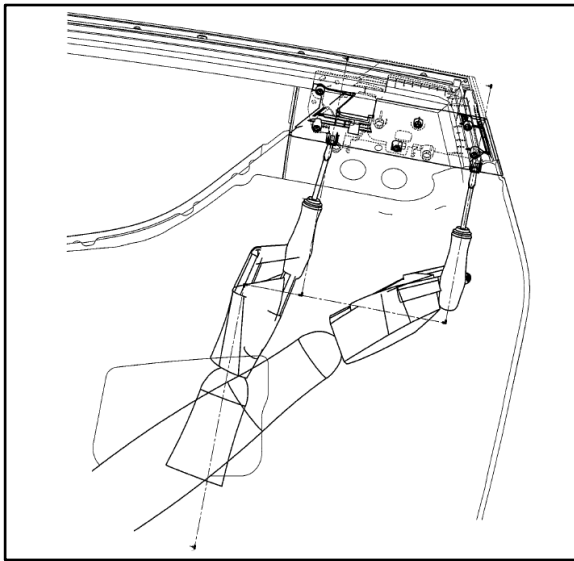
### Repair Procedure (continued)

- Using the door panel access hole, disengage the outside door handle claw by gently pushing upward on the clip with a flat head screwdriver.

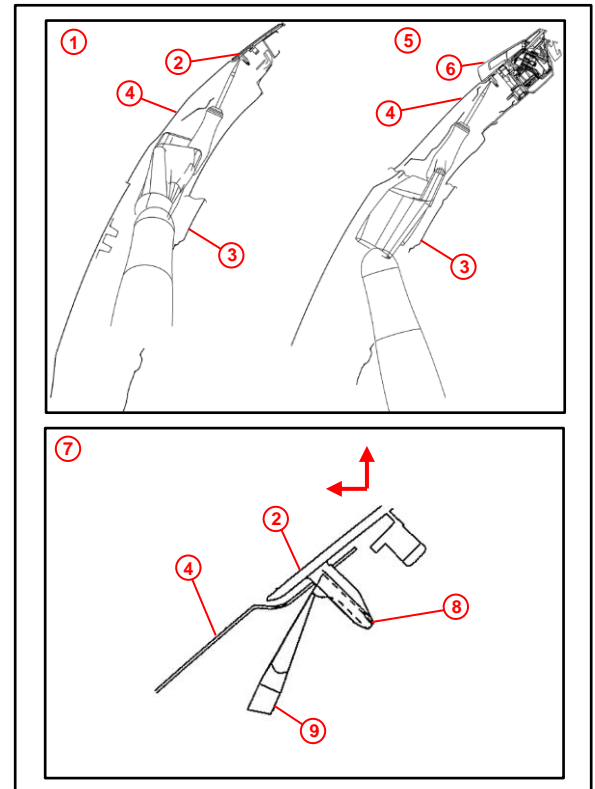
**NOTICE**

Do NOT pull outward on the outside handle without the claws disengaged. This can damage the door panel surface and the outside door handle, requiring repair of the door panel and/or the door handle.

**Figure 1. Inner Door Panel Access Hole**



**Figure 2.**



1	RR Claw Section
2	RR Door Outside Handle
3	Inner Panel
4	Outer Panel
5	FR Claw Section
6	RR Door Outside Handle
7	Claw View
8	Clip
9	Flat Head Screwdriver

## Rear Door Outside Handle Squeak

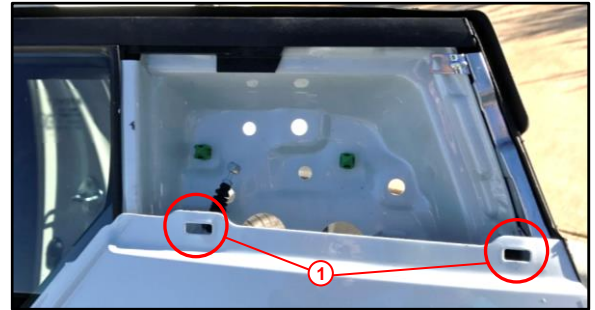
### Repair Procedure (continued)

4. Locate the outside handle claw attachment holes in the door panel.

**NOTE**

The outside handle claw attachment holes are in the same location on the RH rear door.

**Figure 3. LH Rear Door**



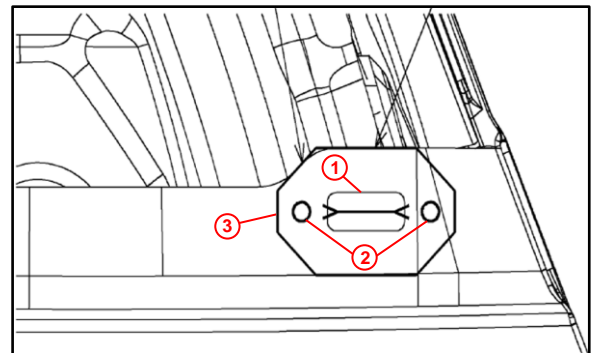
<b>1</b>	<b>Outside Handle Claw Attachment Hole</b>
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5. Install the NEW outside door handle seals (two per door) as shown.

**NOTE**

After attaching the outside door handle seals, the body hole for the claw should NOT be visible from the side seal holes.

**Figure 4.**



<b>1</b>	<b>Body Hole for the Claw</b>
<b>2</b>	<b>Side Tape Hole</b>
<b>3</b>	<b>Outside Door Handle Seal</b>

6. Reinstall the outside door handle assembly.  
Refer to TIS, applicable model and model year Repair Manual:
  - 2017 – 2018 C-HR:  
*Vehicle Exterior – Door/Hatch – [“Door / Hatch: Rear Door: Reassembly”](#)*
7. Confirm the squeak is no longer present by pressing against the clip location on the handle and opening the door.