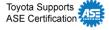


Power Back Door Squeak Noise

Service

Category Vehicle Exterior

Section Door/Hatch Market USA



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2018	Highlander, Highlander HV	

Introduction

Some 2014 – 2018 model year Highlander and Highlander HV vehicles may exhibit a condition where the power back door (PBD) makes a squeak noise while the door is opening or closing. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1812	R & R Power Back Door Unit Assembly Set		68910-09### 68920-09###	91	84

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

PART N	IUM BER	IBER PART NAME		QTY
PREVIOUS	NEW	PARI NAIME	COMPONENT	QII
68910-09041	68910-09140	Unit Assy Set, Power Back Door, RH	W/ Woofer	1
68910-09054	68910-09150	Unit Assy Set, Power Back Door, LH	vv/ vvoolei	1
68910-09023	68910-09120	Unit Assy Set, Power Back Door, RH	- W/O Woofer	1
68910-09053	68910-09130	Unit Assy Set, Power Back Door, LH	7 VV/O VVOOIEI	1

Power Back Door Squeak Noise

Repair Procedure

TOYOTA

- Confirm the squeak noise location.
 Is the squeak noise coming from the seal in the strut of the PBD unit assembly?
 - YES Continue to step 2.
 - NO This bulletin does NOT apply.
 Continue diagnosis using the applicable Repair Manual.

Figure 1.



Page 2 of 3

2. Review the video file.

Squeak Noise Example

Does the noise from the video match the observed noise?

- YES Continue to step 3.
- NO This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- Replace both the RH and LH PBD unit assembly.

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

- 2014 2018 Highlander:
 - *Vehicle Exterior Door/Hatch –* "Door / Hatch: Power Back Door Drive Unit: Removal / Installation"
- 2014 2016 Highlander HV:
 - *Vehicle Exterior Door/Hatch –* "Door / Hatch: Power Back Door Drive Unit: Removal / Installation"
- 2017 2018 Highlander HV:
 - *Vehicle Exterior Door/Hatch –* "Door / Hatch: Power Back Door Drive Unit: Removal / Installation"
- 4. Initialize the PBD system.

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

- 2014 2018 Highlander:
 - Vehicle Exterior Door/Hatch "Door / Hatch: Power Back Door System: Initialization"
- 2014 2018 Highlander HV:
 - Vehicle Exterior Door/Hatch "Door / Hatch: Power Back Door System: Initialization"



Power Back Door Squeak Noise

Repair Procedure (continued)

- 5. Check operation of the PBD and confirm the squeak noise is no longer present. Refer to TIS, applicable model and model year Repair Manual:
 - 2014 2018 Highlander:
 Vehicle Exterior Door/Hatch "Door / Hatch: Power Back Door System:
 Operation Check"
 - 2014 2018 Highlander HV:
 Vehicle Exterior Door/Hatch "Door / Hatch: Power Back Door System:
 Operation Check"