

Frozen Door Locks

Service Category Vehicle Interior

Section Door Lock

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2018	RX350, RX450H	

REVISION NOTICE

October 01, 2018 Rev1:

- The Repair Procedure section has been updated.
- Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2016 – 2018 model year RX350 and RX450h vehicles may exhibit a condition where water enters the door lock bezel. This condition may cause the door cable to become frozen and inoperable in freezing conditions. 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
RX350	TMK	2WD	JTJBZMCA#H2029955
	TMMC		2T2ZZMCA#JC097141
RX450h		TMMC	4WD
	2T2BGMCA#JC021932		

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
672161	R & R Cable Assy and Bezel, FR	0.7	69750-48090 69750-0E070	9A	02
672151	R & R Cable Assy and Bezel, RR	0.7	69770-48090 69770-0E070		

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

PLANT	MODEL YEAR	PART NUMBER		PART NAME	QTY
		PREVIOUS	NEW		
TMK	2016 – 2018	69750-48090	69750-48091	Cable Assy, FR Door Inside Locking	1 – 2*
		69770-48090	69770-48091	Cable Assy, RR Door Inside Locking	1 – 2*
	2016 – 2017	69761-48010	69761-48030	Bezel, Door Lock Control Knob	1 – 4*
	2018	69761-48030		Bezel, Door Lock Control Knob	1 – 4*
TMMC	2016 – 2018	69750-0E070	69750-0E071	Cable Assy, FR Door Inside Locking	1 – 2*
		69770-0E070	69770-0E071	Cable Assy, RR Door Inside Locking	1 – 2*
		N/A	69761-48040	Bezel, Door Lock Control Knob	1 – 4*

* Replace only the affected Door Cable and Bezel based on the Repair Procedure in this bulletin.

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Repair Procedure

1. Inspect the door locks in freezing conditions.

Are the door locks operational?

- **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- **NO** — Continue to step 2.

2. Transport the vehicle into the shop and allow it to warm up to room temperature, then reinspect the door locks.

Are the door locks operational?

- **YES** — Continue to step 3.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

3. Remove the door lock cable.

A. Rear Door Lock Removal:

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

NOTE

Follow Repair Manual steps 1 – 3.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Interior – Door Lock – “Door Lock: Rear Door Lock: Removal”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Interior – Door Lock – “Door Lock: Rear Door Lock: Removal”

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Repair Procedure (continued)

NOTICE

The following steps are designed to reduce the risk of door panel damage during window switch removal. Do NOT deviate from this procedure.

NOTE

Step B applies to both LH and RH rear.

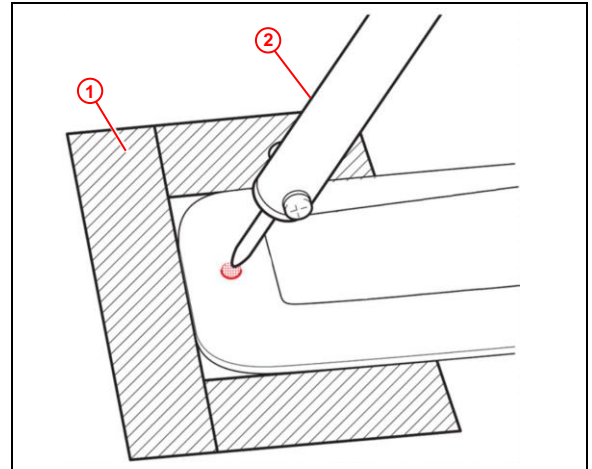
B. Remove the window switch from the door panel.

- (1) Apply protective tape around the bezel as shown.
- (2) With a soldering iron, make an indent into the window switch cover between the front edge and the lock button.

NOTICE

Do NOT touch the door panel, window switch buttons, or other interior trim with the soldering iron.

Figure 1.



1	Protective Tape
2	Soldering Iron

- (3) Make the same indent between the rear edge of the window switch and the window button.

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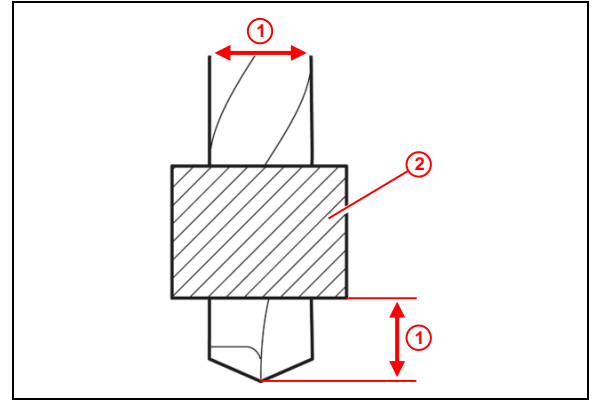
Repair Procedure (continued)

- (4) Using a ¼-in. drill bit, drill a hole into the window switch cover, using the indents as a guide.

NOTICE

- To prevent the drill from going through the hole and damaging the part, wrap protective tape around the drill bit, ¼ in. from its point.
- Use a slow speed on the drill to reduce the possibility of the drill slipping off the window switch.
- Be careful not to damage the door panel.

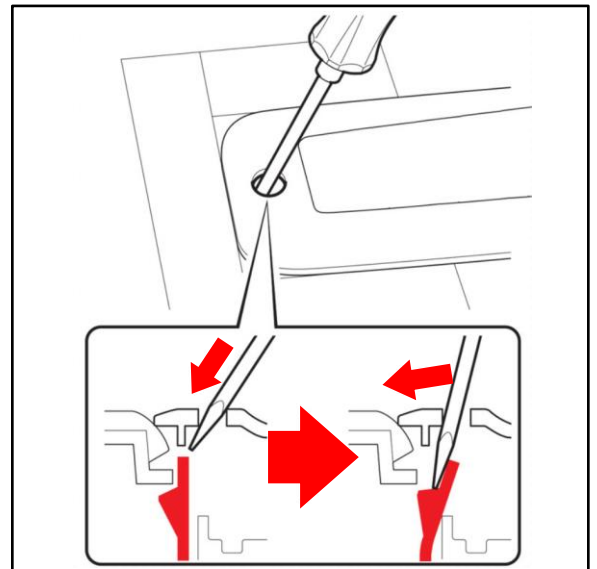
Figure 2.



1	¼ in.
2	Protective Tape

- (5) Using a small screwdriver, release the locking tab by inserting the screwdriver into the hole and prying the tab back.

Figure 3.



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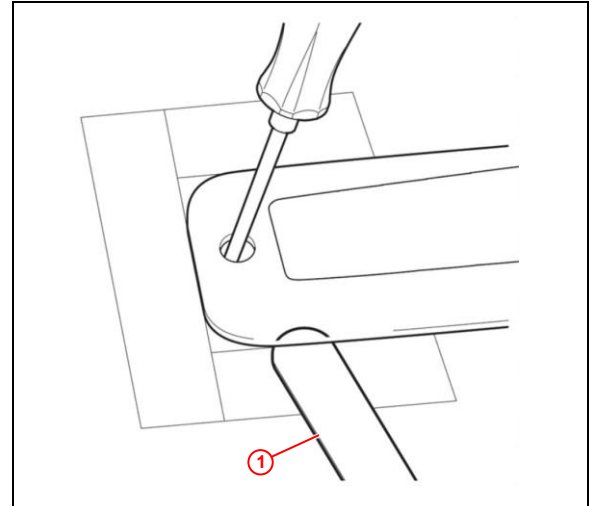
Repair Procedure (continued)

- (6) Once the locking tab releases, use a feeler gauge to lift up on the window switch.
- (7) Use the same procedure to release the locking tab at the rear of the window switch.

NOTICE

- Make sure the locking tab releases **BEFORE** inserting the feeler gauge between the window switch and door panel.
- If the locking tab is **NOT** released, the leather may become damaged.

Figure 4.



1	Feeler Gauge
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C. Front Door Lock Removal:

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

NOTE

Follow Repair Manual steps 1 – 4.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Removal”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Removal”

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Repair Procedure (continued)

NOTICE

The following steps are designed to reduce the risk of door panel damage during window switch removal. Do NOT deviate from this procedure.

NOTE

Step D applies to the RH front side ONLY.

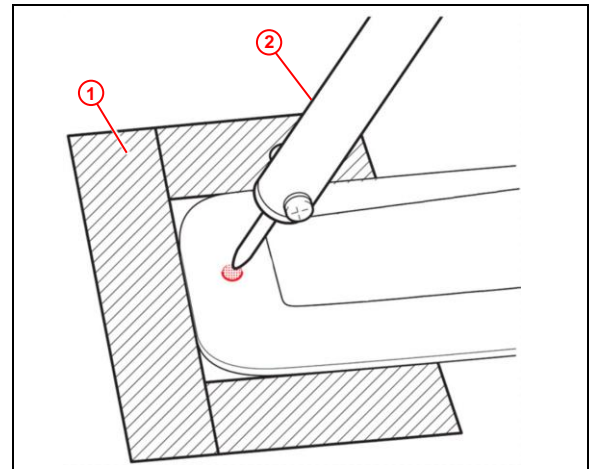
D. Remove the window switch from the door panel (RH front side ONLY).

- (1) Apply protective tape around the bezel as shown.
- (2) With a soldering iron, make an indent into the window switch cover between the front edge and the lock button.

NOTICE

Do NOT touch the door panel, window switch buttons, or other interior trim with the soldering iron.

Figure 5.



1	Protective Tape
2	Soldering Iron

- (3) Make the same indent between the rear edge of the window switch and the window button.

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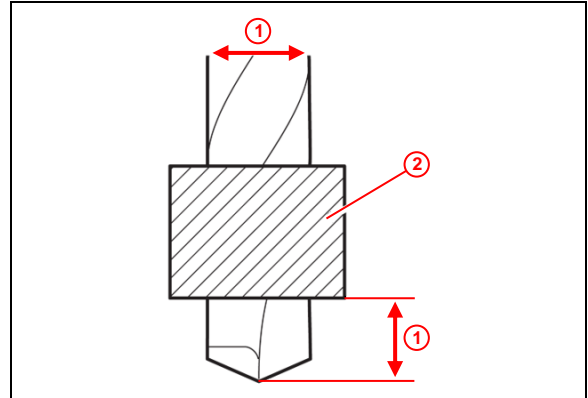
Repair Procedure (continued)

- (4) Using a ¼-in. drill bit, drill a hole into the window switch cover, using the indents as a guide.

NOTICE

- To prevent the drill from going through the hole and damaging the part, wrap protective tape around the drill bit, ¼ in. from its point.
- Use a slow speed on the drill to reduce the possibility of the drill slipping off the window switch.
- Be careful not to damage the door panel.

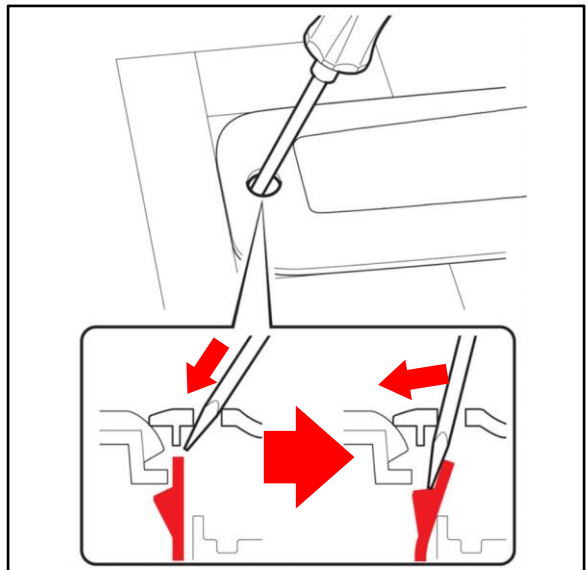
Figure 6.



1	¼ in.
2	Protective Tape

- (5) Using a small screwdriver, release the locking tab by inserting the screwdriver into the hole and prying the tab back.

Figure 7.



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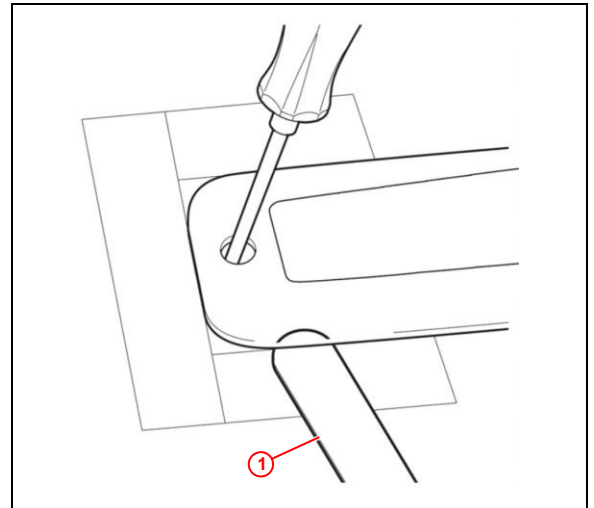
Repair Procedure (continued)

- (6) Once the locking tab releases, use a feeler gauge to lift up on the window switch.
- (7) Use the same procedure to release the locking tab at the rear of the window switch.

NOTICE

- Make sure the locking tab releases **BEFORE** inserting the feeler gauge between the window switch and door panel.
- If the locking tab is **NOT** released, the leather may become damaged.

Figure 8.



1	Feeler Gauge
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E. Rear Door Lock Removal:

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

NOTE

Follow Repair Manual steps 5 – 17 and 19.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Interior – Door Lock – “Door Lock: Rear Door Lock: Removal”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Interior – Door Lock – “Door Lock: Rear Door Lock: Removal”

F. Front Door Lock Removal:

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

NOTE

Follow Repair Manual steps 6 – 18 and 20.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Removal”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Removal”

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Repair Procedure (continued)

4. Remove the door bezel.

A. Rear Door Bezel Removal:

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

NOTE

Follow Repair Manual step 8.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Exterior – Door/Hatch – “Door / Hatch: Rear Door: Disassembly”

NOTE

Follow Repair Manual step 10.

- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Exterior – Door/Hatch – “Door / Hatch: Rear Door: Disassembly”

B. Front Door Bezel Removal:

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

NOTE

Follow Repair Manual step 13.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Exterior – Door/Hatch – “Door / Hatch: Front Door: Disassembly”

NOTE

Follow Repair Manual step 15.

- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Exterior – Door/Hatch – “Door / Hatch: Front Door: Disassembly”

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Repair Procedure (continued)

5. Install the NEW door bezel.

A. Rear Door Bezel Installation:

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

NOTE

Follow Repair Manual step 36.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Exterior – Door/Hatch – “Door /Hatch: Rear Door: Reassembly”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Exterior – Door/Hatch – “Door /Hatch: Rear Door: Reassembly”

B. Front Door Bezel Installation:

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

NOTE

Follow Repair Manual step 42.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Exterior – Door/Hatch – “Door /Hatch: Front Door: Reassembly”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Exterior – Door/Hatch – “Door /Hatch: Front Door: Reassembly”

6. Install the NEW door lock cable.

A. Rear Door Lock Cable Installation:

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

NOTE

Follow Repair Manual step 2 and steps 4 – 21.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Interior – Door Lock – “Door Lock: Rear Door Lock: Installation”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Interior – Door Lock – “Door Lock: Rear Door Lock: Installation”

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Repair Procedure (continued)

B. Front Door Lock Cable Installation:

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

NOTE

Follow Repair Manual step 2 and steps 4 – 22.

- [2016](#) / [2017](#) / [2018](#) RX350:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Installation”
- [2016](#) / [2017](#) / [2018](#) RX450h:
Vehicle Interior – Door Lock – “Door Lock: Front Door Lock: Installation”

7. Confirm normal door lock operation.