Power Back Door Squeak Noise

Introduction

Some 2013 – 2018 model year RAV4 and 2016 – 2018 model year RAV4 Hybrid vehicles may exhibit a condition in which the power back door makes a squeak noise when the door is opening or closing. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

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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.

NOTE

- Select the correct OFP for the vehicle being repaired by searching for the five-digit headliner part number (Example: 68910/68920) in the Electronic Parts Catalog (EPC) using the EPC VIN filter.
- Warranty Claims MUST be submitted with the correct OFP with 10 digits.
Power Back Door Squeak Noise

Parts Information

<table>
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<tr>
<th>PART NUMBER</th>
<th>PART NAME</th>
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Repair Procedure

1. Confirm the condition exists.
   When opening or closing the door, does a squeak noise come from the seal in the strut of the power back door unit?
   - **YES** — Continue to step 2.
   - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Is the squeak noise similar to the example in the audio file below?
   **Squeak Noise Example**
   - **YES** — Continue to step 3.
   - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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3. Replace the left-hand and right-hand power back door actuators with NEW parts.

**NOTE**
- Both power back door actuators MUST be replaced at the same time.
- While removing the screws (four left-hand and four right-hand) on the power back door touch sensors (as shown), confirm hex head size.
- If the existing screws have 10 mm hex heads, they MUST be replaced with NEW 8 mm hex head screws with washer tapping.

Refer to TIS, applicable model and model year Repair Manual:
- 2013 – 2018 RAV4:
- 2016 – 2018 RAV4 HV:

4. Perform initialization of the power back door system.

Refer to TIS, applicable model and model year Repair Manual:
- 2013 – 2018 RAV4:
- 2016 – 2018 RAV4 HV:

5. Verify power back door operation and confirm the squeak noise is no longer present.

6. Test jam protection operation in opening and closing directions.

**NOTE**
Jam protection operation MUST be confirmed BEFORE returning the vehicle to the customer.

Refer to TIS, applicable model and model year Repair Manual:
- **2013 / 2014 / 2015 / 2016 / 2017 / 2018** RAV4:
- **2016 / 2017 / 2018** RAV4 HV: