

Power Back Door Squeak Noise

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2018	RAV4 HV	WMI(s): 2T3, JTM
2013 - 2018	RAV4	WMI(s): 2T3, JTM

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

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1811	R & R Power Back Door Unit Assembly Set	0.6	68910-##### 68920-#####	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.

NOTE

- Select the correct OFF 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 OFF with 10 digits.

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Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
68910-49079	68910-49135	Unit Assy Set, Power Back Door, RH	1
68910-09093	68910-09100		1
68910-49115	68910-49155		1
68910-09015	68910-09110		1
68920-49079	68920-49135	Unit Assy Set, Power Back Door, LH	1
68920-09063	68920-09070		1
68920-49115	68920-49155		1
68920-09015	68920-09080		1
90159-50365	90159-A0038	Screw, W/Washer Tapping	8

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.

Figure 1.



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.

Power Back Door Squeak Noise

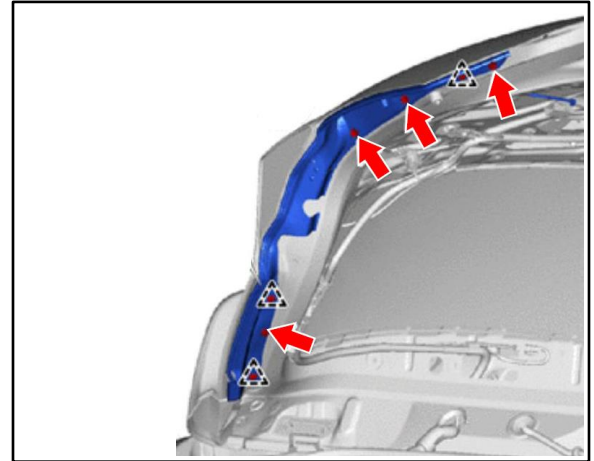
Repair Procedure (continued)

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.

Figure 2.



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

- 2013 – 2018 RAV4:
Vehicle Exterior – Door/Hatch– “Door / Hatch: Power Back Door Drive Unit: [Removal / Installation](#)”
- 2016 – 2018 RAV4 HV:
Vehicle Exterior – Door/Hatch– “Door / Hatch: Power Back Door Drive Unit: [Removal / Installation](#)”

4. Perform initialization of the power back door system.

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

- 2013 – 2018 RAV4:
Vehicle Exterior – Door/Hatch– “[Door / Hatch: Power Back Door System: Initialization](#)”
- 2016 – 2018 RAV4 HV:
Vehicle Exterior – Door/Hatch– “[Door / Hatch: Power Back Door System: Initialization](#)”

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:
Vehicle Exterior – Door/Hatch– “Door / Hatch: Power Back Door System: Initialization”
- [2016 / 2017 / 2018](#) RAV4 HV:
Vehicle Exterior – Door/Hatch– “Door / Hatch: Power Back Door System: Initialization”