Window Glass Interior Surface Fogging

Service Category  Vehicle Exterior
Section  Window/Glass
Market  USA

Applicability

<table>
<thead>
<tr>
<th>YEAR(S)</th>
<th>MODEL(S)</th>
<th>ADDITIONAL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>Avalon, Avalon HV</td>
<td></td>
</tr>
</tbody>
</table>

Introduction

Some 2019 model year Avalon and Avalon Hybrid vehicles equipped with JBL® audio may exhibit a condition where any window glass may develop an abnormally high level of fog on the interior surface not related to water condensation. This may be due to a condition unique to the rear package tray assembly of JBL® audio equipped vehicles. 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.

<table>
<thead>
<tr>
<th>MODEL</th>
<th>DRIVETRAIN</th>
<th>PRODUCTION CHANGE EFFECTIVE VIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>V6</td>
<td>4T1BZ1FB#KU038133</td>
</tr>
<tr>
<td>Avalon HV</td>
<td>Hybrid</td>
<td>4T1B21FB#KU011580</td>
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</table>
Window Glass Interior Surface Fogging

Warranty Information

<table>
<thead>
<tr>
<th>OP CODE</th>
<th>DESCRIPTION</th>
<th>TIME</th>
<th>OFP</th>
<th>T1</th>
<th>T2</th>
</tr>
</thead>
<tbody>
<tr>
<td>743061</td>
<td>R &amp; R Rear Package Tray Assembly</td>
<td>0.5</td>
<td>64330-07100-C1</td>
<td>5A</td>
<td>55</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>PART NUMBER</th>
<th>PART NAME</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>64330-07100-C1</td>
<td>Panel Assy, Package Tray Trim</td>
<td>1</td>
</tr>
<tr>
<td>72693-06030</td>
<td>Hook, Rear Seat Cushion Lock</td>
<td>2</td>
</tr>
<tr>
<td>90467-10188</td>
<td>Clip, Side Roof Garnish</td>
<td>2</td>
</tr>
<tr>
<td>90467-A0033</td>
<td></td>
<td>4</td>
</tr>
</tbody>
</table>
Window Glass Interior Surface Fogging

Repair Procedure

Diagnosis

NOTE
As with any new vehicle, a small amount of fogging may occur as a normal condition of off-gassing of interior components AFTER production. This condition will dissipate over time and is NOT considered abnormal. In these instances, regular cleaning, as part of normal vehicle care, is all that is necessary to manage the condition.

This bulletin is ONLY applicable in cases where the level of fog, due to off-gassing, is abnormally high within approximately one week AFTER the vehicle glass has been cleaned.

Figure 1. Normal Condition (Service Bulletin Should NOT Be Performed)
Repair Procedure (continued)
Diagnosis (continued)

Figure 2. Abnormal Condition (Service Bulletin Should Be Performed)

Confirm the condition exists.
Does ANY window glass develop an abnormally high level of fog on the interior surface NOT related to water condensation?

- **YES** — Continue to step 1 of the Disassembly to replace the rear package tray assembly.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
Window Glass Interior Surface Fogging

Repair Procedure (continued)

Disassembly

1. Disengage the claw to remove the luggage trim service hole cover (for hybrid model).

2. Disconnect the cable from the negative (–) auxiliary battery terminal.

   CAUTION
   Wait AT LEAST 90 seconds AFTER disconnecting the cable from the negative (–) auxiliary battery terminal to disable the SRS system.
Repair Procedure (continued)

Disassembly (continued)

3. Remove the spare wheel cover assembly (with seat heater system).

4. Remove the luggage compartment inner trim pad (with seat heater system).

5. Disconnect the rear center seat outer belt assembly.

Using a screwdriver with its tip wrapped with protective tape, disconnect the rear center seat outer belt assembly as shown.

<table>
<thead>
<tr>
<th>1</th>
<th>Protective Tape</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Insert Screwdriver Here</td>
</tr>
</tbody>
</table>
Window Glass Interior Surface Fogging

Repair Procedure (continued)

Disassembly (continued)

6. Remove the rear seat cushion assembly.
   A. Disconnect the left-hand seat heater harness (with seat heater system):
      (1) Disconnect the two connectors.
      (2) Disengage the two clamps.

![Figure 7.]

B. Disconnect the right-hand seat heater harness (with seat heater system):
   (1) Disconnect the two connectors.
   (2) Disengage the two clamps.

![Figure 8.]
C. Remove the rear seat cushion assembly.
   (1) Lift the front edge of the rear seat cushion assembly as shown and disengage the two rear seat cushion frame hooks on the front side of the rear seat cushion assembly from the rear seat cushion lock hooks.

   **NOTICE**
   Be sure to hold the parts of the seat cushion assembly directly next to the rear seat cushion frame hooks when lifting it. Lifting a different part of the cushion may deform the rear seat cushion frame.

   (2) Disengage the two rear seat cushion frame hooks on the rear side of the rear seat cushion assembly and remove the rear seat cushion assembly as shown.

   **NOTICE**
   Be careful NOT to damage the vehicle body.

Figure 9.
Disassembly (continued)

7. Remove the rear seat cushion lock hooks. Disengage the two claws to remove the rear seat cushion lock hook as shown.

**HINT**
Use the same procedure for the right side and left side.

**NOTE**
Rear seat cushion lock hooks are nonreusable and MUST be replaced.

8. Remove the rear side seatback assembly left hand.
   
   A. Disconnect the rear side seatback assembly left-hand connector.

   **NOTICE**
Do NOT push down part (A) as shown when disconnecting the connector.

   (1) Push down the white housing lock and slide the yellow Connector Position Assurance (CPA). (The connector CANNOT be disconnected at this time.)

   (2) Push down the white housing lock again and disconnect the connector.

   ```
<table>
<thead>
<tr>
<th>A</th>
<th>Do NOT Push Down</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>White Housing Lock</td>
</tr>
<tr>
<td>2</td>
<td>Yellow CPA</td>
</tr>
<tr>
<td>3</td>
<td>Slide</td>
</tr>
</tbody>
</table>
   ```
Disassembly (continued)

B. Remove the bolt.

C. Disengage the hook and remove the rear side seatback assembly left hand as shown.

**NOTICE**
Be careful NOT to damage the vehicle body.

9. Remove the rear side seatback assembly right hand.

**HINT**
Use the same procedure for the left side.

10. Disconnect the rear door opening trim weatherstrip left hand.

11. Disconnect the rear door opening trim weatherstrip right hand.
Disassembly (continued)

12. Remove the roof side rail garnish assembly left hand.
   A. Disengage the claw as shown.

   B. Disengage the two claws and the three guides to remove the roof side rail garnish assembly left hand.

13. Remove the roof side rail garnish assembly right hand.

   HINT
   Use the same procedure for the left side.
Window Glass Interior Surface Fogging

Repair Procedure (continued)

Disassembly (continued)

14. Remove the roof side inner garnish left hand.
   A. Disengage the three clips as shown.

   ![Figure 15]

   B. Disengage the guide to remove the roof side inner garnish left hand as shown.

   ![Figure 16]

   C. Remove the three clips from the roof side inner garnish left hand.

   **NOTE**
   The roof side inner garnish clips are nonreusable and MUST be replaced.
Repair Procedure (continued)
Disassembly (continued)

15. Remove the roof side inner garnish right hand.

**HINT**
Use the same procedure for the left side.

16. Disconnect the rear seat three-point type belt assembly left hand.

Remove the bolt to disconnect the floor anchor of the rear seat three-point type belt assembly left hand.

![Figure 17.](image)

17. Disconnect the rear seat three-point type belt assembly right hand.

**HINT**
Use the same procedure for the left side.

18. Remove the center stop light set.
   A. Using a molding remover, disengage the two claws as shown.

![Figure 18.](image)
Repair Procedure (continued)

Disassembly (continued)

B. Disconnect the connector.

C. Disengage the two guides as shown to remove the center stop light set.
Repair Procedure (continued)

Disassembly (continued)

19. Disengage the two claws and two guides to remove the rear seat shoulder belt hole cover.

**HINT**
Use the same procedure for the other rear seat shoulder belt hole covers.

20. Remove the package tray trim panel assembly.
   A. Fold the rear seatback assembly left hand and rear seatback assembly right hand forward.
   B. Remove the two clips.
Disassembly (continued)

C. Disengage the three clips and five guides.

D. Pass the three rear seat belt floor anchors through the package tray trim panel assembly, then remove the package tray trim panel assembly.

21. Remove the child restraint seat tether anchor bracket covers from the package tray trim panel assembly.

Reassembly

1. Install the NEW package tray trim panel assembly.
   A. Pass the three rear seat belt floor anchors through the package tray trim panel assembly.
   B. Engage the three clips and five guides.
   C. Install the package tray trim panel assembly with the two clips.
   D. Return the rear seatback assembly left hand and rear seatback assembly right hand to their original positions.

2. Reinstall the child restraint seat tether anchor bracket covers package tray trim panel assembly.

NOTE
Center seating position anchor bracket cover is unique from the left-hand and right-hand anchor bracket covers.
Window Glass Interior Surface Fogging

Repair Procedure (continued)

Reassembly (continued)

3. Engage the two guides and two claws to install the rear seat shoulder belt hole cover.

   **HINT**
   Use the same procedure for the other rear seat shoulder belt hole covers.

4. Install the center stop light set.
   A. Engage the two guides as shown.

   **Figure 24.**

   B. Connect the connector.

   **Figure 25.**
Repair Procedure (continued)

Reassembly (continued)

C. Engage the two claws as shown to install the center stop light set.

5. Connect the rear seat three-point type belt assembly left hand.

Install the floor anchor of the rear seat outer belt assembly left hand with the bolt.

**Torque: 42 N·m (428 kgf·cm, 31 ft·lbf)**

**NOTICE**

Do NOT allow the anchor part of the rear seat outer belt assembly left hand to overlap the protruding parts of the floor panel.

6. Connect the rear seat three-point type belt assembly right hand.

**HINT**

Use the same procedure for the left side.
Repair Procedure (continued)

Reassembly (continued)

7. Install the roof side inner garnish left hand.
   A. Install three clips to the roof side inner garnish left hand.

B. Engage the guide as shown.
Repair Procedure (continued)
Reassembly (continued)

C. Engage the three clips to install the roof side inner garnish left hand as shown.

Figure 30.

8. Install the roof side inner garnish right hand.

HINT
Use the same procedure for the left side.

9. Install the roof side rail garnish assembly left hand.
   A. Engage the three guides and three claws to install the roof side rail garnish assembly left hand.

Figure 31.

1 – 2 Installation Order
Repair Procedure (continued)

Reassembly (continued)

10. Install the roof side rail garnish assembly right hand.

HINT
Use the same procedure for the left side.

11. Install the rear door opening trim weatherstrips.

HINT
• Use the same procedure for the right side and left side.
• The following procedure is for the left side.

A. Align the alignment mark on the rear door opening trim weatherstrip with the flange on the vehicle body indicated by the arrow, and install the rear door opening trim weatherstrip.

NOTICE
• Make sure to align the alignment mark with the flange when installing the weatherstrip. If the alignment mark is NOT aligned, water ingress may occur.
• AFTER installation, check that the corners fit correctly.

HINT
• Make sure to install the part of the rear door opening trim weatherstrip near the alignment mark first.
• The color of the alignment marks on the rear door opening trim weatherstrip left hand and rear door opening trim weatherstrip right hand are different.

Figure 32.

Table 1. Alignment Mark

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>COLOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left Side</td>
<td>Silver</td>
</tr>
<tr>
<td>Right Side</td>
<td>Orange</td>
</tr>
</tbody>
</table>
Repair Procedure (continued)

Reassembly (continued)

12. Install the rear side seatback assembly left hand.
   A. Place the rear side seatback assembly left hand in the cabin.

   **NOTICE**
   Be careful NOT to damage the vehicle body.

   B. Engage the hook as shown.
   C. Install the rear side seatback assembly left hand with the bolt.

   **Torque: 18 N·m (184 kgf·cm, 13 ft·lbf)**

   D. Connect the rear side seatback assembly left-hand connector.
      (1) BEFORE connecting the connector, check that the position of the housing lock is correct as shown.

   ![Figure 33](image)

   ![Figure 34](image)

   |   | Correct |
---|--------|
1  |        |
2  | Incorrect |
3  | Yellow CPA |
Repair Procedure (continued)

Reassembly (continued)

13. Install the rear side seatback assembly right hand.

<table>
<thead>
<tr>
<th>HINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the same procedure for the left-hand side.</td>
</tr>
</tbody>
</table>

14. Install the rear seat cushion lock hook.

Engage the two claws to install the rear seat cushion lock hook as shown.

<table>
<thead>
<tr>
<th>HINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the same procedure for the right-hand side and left-hand side.</td>
</tr>
</tbody>
</table>
Repair Procedure (continued)

Reassembly (continued)

15. Install the rear seat cushion assembly.
   A. Place the rear seat cushion assembly in the cabin.

   **NOTICE**
   Be careful NOT to damage the vehicle body.

   B. Install the rear seat cushion assembly.
      (1) Engage the two rear seat cushion frame hooks on the rear side of the rear seat cushion assembly as shown.
      (2) Engage the two rear seat cushion frame hooks on the front side of the rear seat cushion assembly to install the rear seat cushion assembly as shown.

   **NOTICE**
   Confirm the rear seat cushion assembly is securely installed.

Figure 36.

| A | V6 Model |
| B | Hybrid Model |
| C | Rear Seat Cushion Frame Hook (Front Side) |
| D | Rear Seat Cushion Frame Hook (Rear Side) |

1 – 2 Installation Order

C. With the seat heater system (for left side)
   (1) Connect the two connectors.
   (2) Engage the two clamps.

D. With the seat heater system (for right side)
   (1) Connect the two connectors.
   (2) Engage the two clamps.
Repair Procedure (continued)

Reassembly (continued)

16. Connect the rear center seat outer belt assembly as shown.

17. Install the luggage compartment inner trim pad (with seat heater system).

18. Install the spare wheel cover assembly (with seat heater system).

19. Connect the cable to the negative (−) auxiliary battery terminal.

**NOTICE**

When the battery cable has been disconnected, some systems need to be initialized AFTER the cable is reconnected.

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

- 2019 Avalon:  
- 2019 Avalon HV:  

20. Install the luggage trim service hole cover (for hybrid model).

21. Confirm operation of the brake lights.
Repair Procedure (continued)

Reassembly (continued)

22. Confirm operation of the rear seat heaters (with seat heater system).

23. Perform a diagnostic system check.
   Refer to TIS, applicable model and model year Repair Manual:
   - **2019** Avalon:  
   - **2019** Avalon HV:  

24. Inspect the SRS warning light.
   Refer to TIS, applicable model and model year Repair Manual:
   - **2019** Avalon:  
   - **2019** Avalon HV:  

25. Thoroughly clean the interior surface of ALL the vehicle glass panels.