

Rear Door Inoperative Inside Door Handle

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2019	RX350, RX450H	

REVISION NOTICE

September 22, 2020 Rev1:

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

Introduction

Some 2016 – 2019 model year RX 350 and RX 450h vehicles may exhibit a condition in which the inside rear door handle does not open the door. This condition occurs when the rear door handle fatigues, allowing the inside door handle release cable to separate from the door handle body. 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
RX 350	TMMC	2WD	2T2ZZMCA#KC151440
		4WD	2T2BZMCA#KC212105
RX 450h		2WD	2T2ZFMCA#GC001639
		4WD	2T2BGMCA#KC043343

Rear Door Inoperative Inside Door Handle

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1923	R & R Rear Door Trim Panel and Inside Door Handle, and Reinstall Door Trim (One Side)	0.4	6740-0E###-## 6730-0E###-##	87	12
Combo A	Opposite Side	0.3			

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

VEHICLE LOCATION	PART NUMBER	PART NAME	QTY
Left Rear	74271-0E070	Panel, Rear Door Armrest Base, Upper RH	1
	04009-68348	Handle Kit, Door Inside LH	1
	04009-91194	Grease Kit	0.5g*
Right Rear	74271-0E070	Panel, Rear Door Armrest Base, Upper RH	1
	04009-68248	Handle Kit, Door Inside RH	1
	04009-91194	Grease Kit	0.5g*

*The Grease Kit contains 30g per container.

Required Tools & Equipment

REQUIRED TOOLS & EQUIPMENT	QTY
Soldering Iron	1
Drill	1
1/4-in. Drill Bit	1
Feeler Gauge	1

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a condition in which the inside rear door handle does not open the door?

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

2. Inspect the condition of the rear outside door handles.

Is an outside door handle operational?

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

3. Remove the inner door trim.

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 A applies to BOTH rear left and right handles.

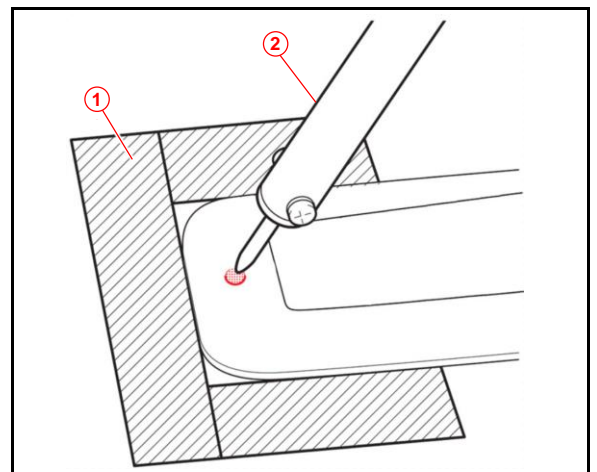
- A. Remove the window switch from the door panel.

- (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

Rear Door Inoperative Inside Door Handle

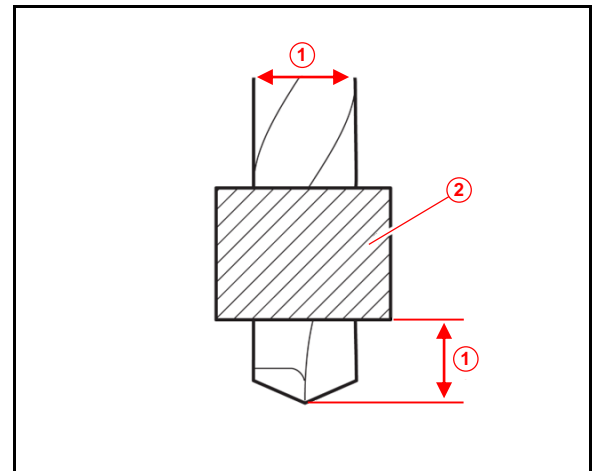
Repair Procedure (continued)

- (3) Make the same indent between the rear edge of the window switch and the window button.
- (4) Using a 1/4-in. drill bit, drill a hole into the window switch cover, following 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, 1/4 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.
- The window switch cover will NOT be reused.

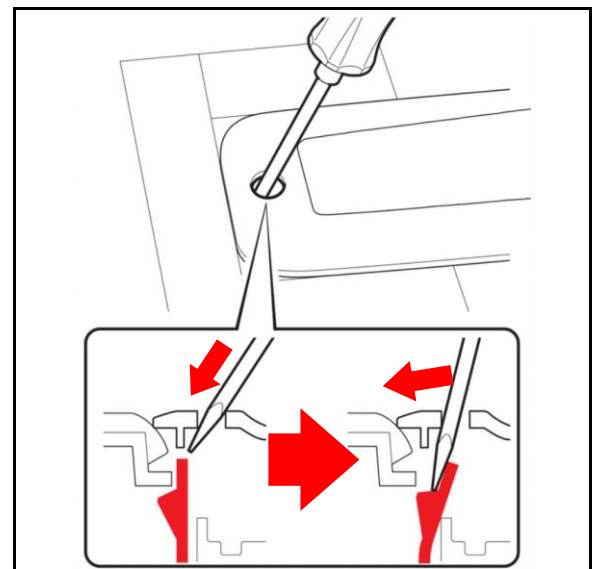
Figure 2.



1	1/4 in.
2	Protective Tape

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

Figure 3.



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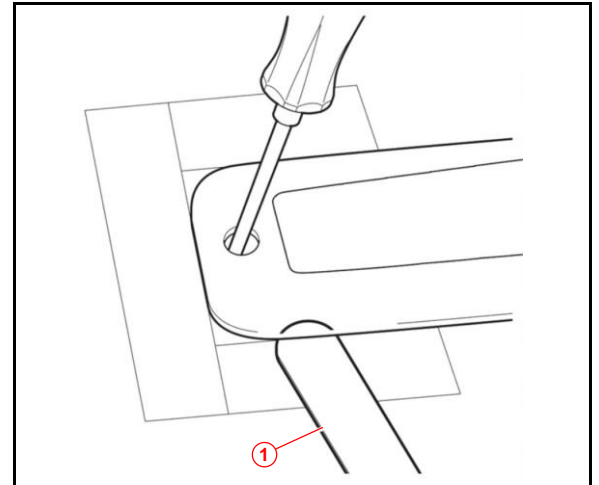
Repair Procedure (continued)

- (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

B. Remove the inner door trim.

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

- [2016](#) / [2017](#) / [2018](#) / [2019](#) RX 350:

Vehicle Exterior – Door/Hatch – "Door / Hatch: Rear Door: Disassembly"

NOTE

Follow Repair Manual steps 1 – 3 and 5 – 7.

- [2016](#) / [2017](#) / [2018](#) RX 450h

Vehicle Exterior – Door/Hatch – "Door / Hatch: Rear Door: Disassembly"

NOTE

Follow Repair Manual steps 1 – 5 and 7 – 9.

- [2019](#) RX 450h:

Vehicle Exterior – Door/Hatch – "Door / Hatch: Rear Door: Disassembly"

NOTE

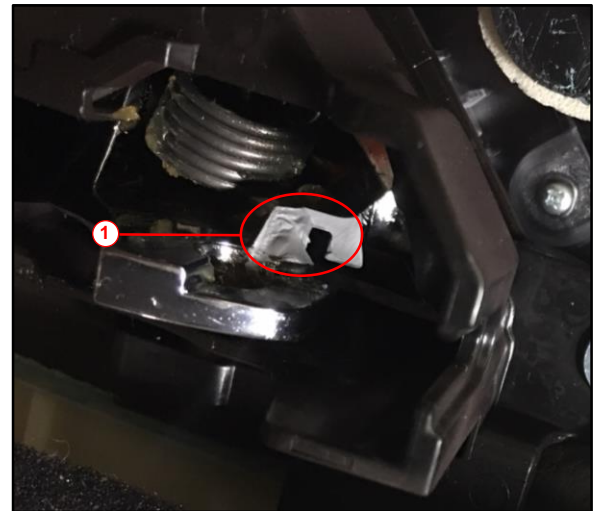
Follow Repair Manual steps 1 – 7 and 9 – 11.

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Repair Procedure (continued)

4. Inspect the inside door handle for damage/breakage.
Is the inside door handle broken, allowing the release cable to separate from the door handle?
 - **YES** — Continue to step 5.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 5.



1 Sample of Breakage Condition

5. Replace the inside door handle.
 - A. If equipped with sunshade, remove the sunshade from the door trim by removing the seven screw fasteners.

Figure 6.

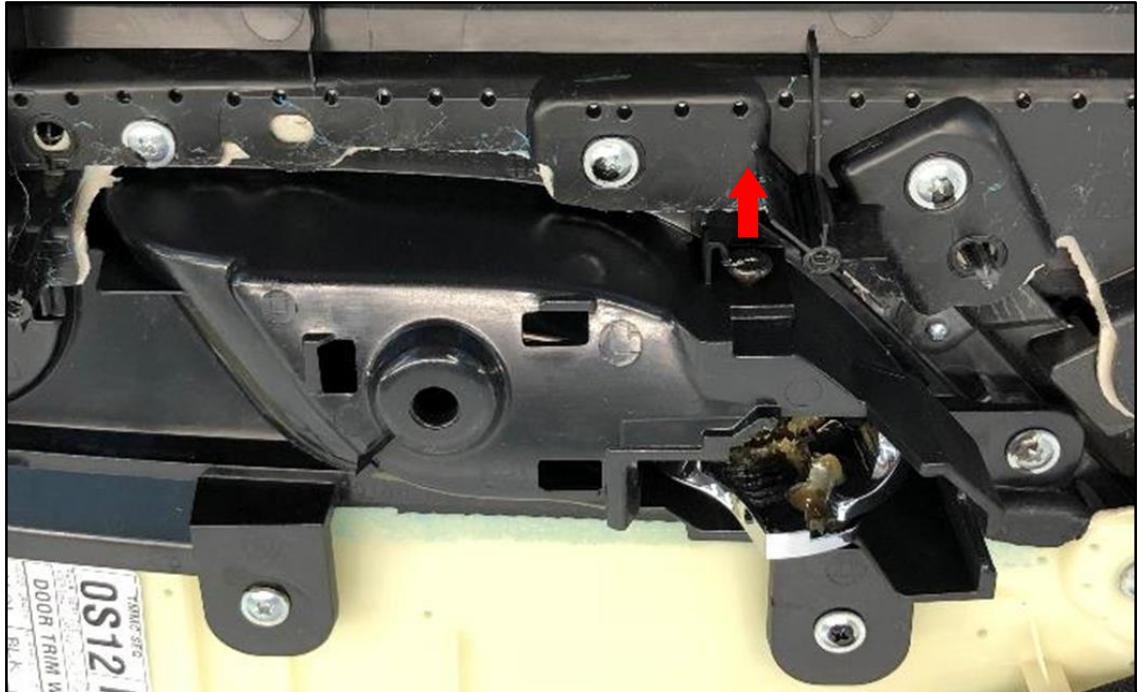


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Repair Procedure (continued)

- B. Remove the inside door handle.
 - (1) Using a small flat head screwdriver and needle-nose pliers, remove the pin.

Figure 7.



- (2) Remove the inside door handle and spring.
 - (3) Put a mark on the removed inside door handle and store it in a separate container.

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Repair Procedure (continued)

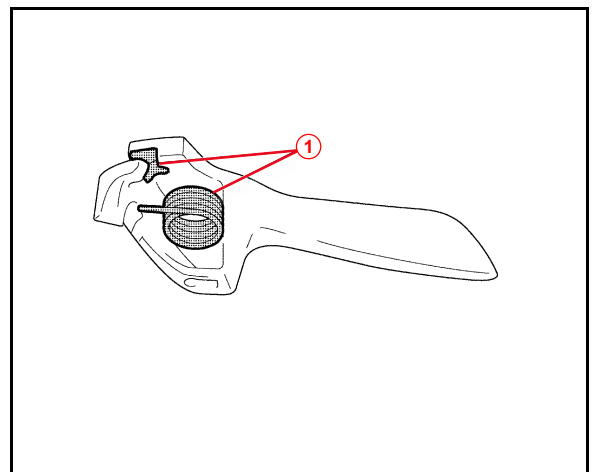
- C. Install the NEW inside door handle.
 - (1) Place the spring as shown.

Figure 8.



- (2) While supporting the inside door handle from the bottom, push straight in the spring from the top.
 - (3) Insert the pin.
 - (4) Apply the grease (Plasguard SG) to the positions shown.
 - (5) Move the lever several times to make sure it functions normally.
- D. Reinstall the sunshade, if equipped.

Figure 9.



1

Grease Application Area

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Repair Procedure (continued)

6. Replace the rear door upper armrest base panel.
 - A. Disengage the four claws to remove the rear power window regulator switch assembly.
 - B. Remove rear door upper armrest base panel and store it in a separate container.
 - C. Engage the four claws to install the NEW rear door upper armrest base panel.

Figure 10.



7. Install the rear door trim board sub-assembly.
Refer to TIS, applicable model and model year Repair Manual:

- [2016](#) / [2017](#) / [2018](#) / [2019](#) RX 350:
Vehicle Exterior – Door/Hatch – "Door / Hatch: Rear Door: Reassembly "

NOTE

Follow Repair Manual steps 37 – 44.

- [2016](#) / [2017](#) / [2018](#) / [2019](#) RX 450h:
Vehicle Exterior – Door/Hatch – "Door / Hatch: Rear Door: Reassembly"

NOTE

Follow Repair Manual steps 37 – 48.

8. Confirm the rear door inoperative inside door handle condition no longer exists.