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|---------------------------------|------------|--------|--|
| Subject | | Market | |
| Rear Hatch Will Not Open | | USA | |
| Service Category | Section | | |
| Vehicle Exterior | Door/Hatch | | |
| Applicability | | | |
| 2020-2021 Supra | | | |

APPLICABLE VEHICLES

2020-2021

Supra

CONDITION

Some 2020-2021 model year Supra vehicles may experience a condition where the rear hatch will not open electrically and/or from the interior manual release handle.

RECOMMENDATIONS

Toyota is currently investigating this condition and is seeking go & see candidate vehicles for inspection.

Please note the following details and open a TAS case.

1. What was the ambient temperature during occurrence?
2. Is there any additional weight mounted on the rear hatch (e.g. a spoiler)?
3. Does the latch release electrically?
4. Does the latch release from the interior manual release?
(NOTICE: Only attempt to release using light force. If excessive force is applied, additional damage may occur.)
5. Does the interior manual release cable feel stiff when pulled gently, or does it extend and rebound freely?

Once this information has been gathered, please create a TAS case, including the information above, and contact TAS for instruction prior to diagnosing or repairing of the vehicle. If it is a weekend or holiday, continue with diagnosis and repair. Please save all parts and/or details and contact TAS on the next available workday.

LINK REFERENCES

This Tech Tip does not contain any link references