

# Power Back Door with Resonant Noise

**Service Category** Vehicle Exterior

**Section** Door/Hatch

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021 - 2023	Venza HV	

## Introduction

Some 2021 – 2023 model year Venza Hybrid vehicles may exhibit a resonant noise from the power back door actuators during closing. The condition may occur more frequently in high ambient temperatures.

The power back door actuators (Unit Assy, Power Back Door) have been modified to reduce the possibility of this condition. 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 VIN shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Venza HV	Takaoka	4WD	JTEAAAAH#RJ151733

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD2403	R & R Power Back Door Unit Assembly (Both Sides)	0.6	68910-48120	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.

## Power Back Door with Resonant Noise

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### Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
68910-48120	68910-48H00	Unit Assy, Power Back Door	1
68920-48100			

### Repair Procedure

1. Does the vehicle exhibit a resonant noise from the power back door actuators during closing?  
Refer to the link below for an example of the resonant noise.

[Resonant Noise Example](#)

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

2. Remove and replace the NEW power back door unit assembly set.

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

- [2021 – 2023](#) Venza Hybrid:  
*Vehicle Exterior – Door / Hatch – Power Back Door Drive Unit – Removal*
- [2021 – 2023](#) Venza Hybrid:  
*Vehicle Exterior – Door / Hatch – Power Back Door Drive Unit – Installation*

**NOTE**

Both the left-hand side and right-hand side power back door units **MUST** be replaced as a pair.

3. Initialize the power back door system.

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

- [2021 – 2023](#) Venza Hybrid:  
*Vehicle Exterior – Door / Hatch – Power Back Door System – Initialization*

4. Confirm the condition is no longer present.

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

- [2021 – 2023](#) Venza Hybrid:  
*Vehicle Exterior – Door / Hatch – Power Back Door System – Operation Check*