

RAV4 Power Back Door Actuator Mount Separation

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2017	RAV4 HV	
2013 - 2017	RAV4	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0168-13.

- The entire bulletin has been updated.

Service Bulletin No. T-SB-0168-13 is obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Some 2013 – 2017 model year RAV4 and 2016 – 2017 model year RAV4 HV vehicles may exhibit a condition in which the LH or RH power back door actuator (power back door unit assembly set) separates from the ball mount bracket (back door damper stay bracket) on the hatch or body side. Additionally, wiring on the actuator may be damaged, causing the power back door to become inoperative with DTCs B2226, B2227, B2228, or B2229 present. Follow the Repair Procedure in this bulletin to address this condition.

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Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	TMMC	AWD	2T3RFREV#HW650379 2T3JFREV#HW650379 2T3DFREV#HW650379
		2WD	2T3WFREV#HW374831 2T3NFREV#HW374831 2T3YFREV#HW374831
	Takaoka #1	AWD	JTMRFREV#HJ147875 JTMJFREV#HJ147875 JTMDFREV#HJ147875
		2WD	JTMWFREV#HJ133029 JTMNFREV#HJ133029 JTMFREV#HJ133029
	Takaoka #2	AWD	JTMRFREV#HJ704453 JTMJFREV#HJ704453 JTMDFREV#HJ704453
		2WD	JTMWFREV#HJ712818 JTMNFREV#HJ712818 JTMFREV#HJ712818
	Shokki	AWD	JTMRFREV#HD212171 JTMJFREV#HD212171 JTMDFREV#HD212171
		2WD	JTMWFREV#HD102947 JTMNFREV#HD102947 JTMFREV#HD102947
		AWD	JTMRJREV#HD112252 JTM DJREV#HD112252
RAV4 HV			

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1635	R & R Unit Assy Set, Power Back Door, RH and LH*	0.6	68910-49065 68920-49065 68910-09060 68920-09050	9A	40

* If necessary, sublet repair of body damage caused by power back door actuator mount separation.

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

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
68910-49065	68910-49069	Unit Assy Set, Power Back Door, RH	1
68920-49065	68920-49069	Unit Assy Set, Power Back Door, LH	1
68910-09060	68910-09091	Unit Assy Set, Power Back Door, RH	1
68920-09050	68920-09061	Unit Assy Set, Power Back Door, LH	1
90159-50365	90159-A0038	Screw, W/Washer Tapping	8

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	00002-06020-01	1

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

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Required Tools & Equipment (Continued)

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

* Essential SST.

NOTE

- **ONLY ONE** of the Techstream units listed above is required.
- Software version 12.10.018 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Repair Procedure

1. Confirm that the vehicle exhibits one of the following conditions and proceed as noted below.
 - Power back door actuator mount separation: Continue to step 2.
 - Inoperative power back door: Go to step 3.
2. Confirm that the vehicle exhibits a power back door actuator (power back door unit assembly set) that has separated from the ball mount bracket (back door damper stay bracket) on the hatch or body side.

NOTICE

Power back door actuator mount separation may cause hatch misalignment or body damage to the hatch, hatch opening area, roof panel, and hinges. This damage should be repaired under warranty, including sublet to a body shop if necessary.

BEFORE proceeding with the repair:

- A. Visually check for body damage to the hatch, hatch opening area, roof panel, and hinges caused by power back door actuator mount separation and repair if necessary.
- B. Confirm hatch alignment and adjust or repair if necessary.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

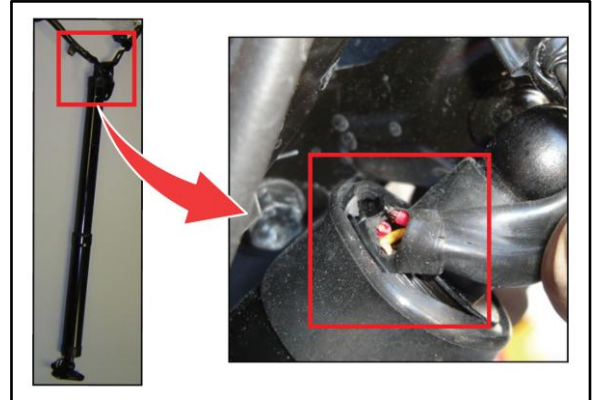
- [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) RAV4:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door: Adjustment”
- [2016](#) / [2017](#) RAV4 HV:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Back Door: Adjustment”

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Repair Procedure (Continued)

3. If the vehicle exhibits an inoperative power back door with no mount separation, use the following procedure to diagnose the condition.
 - A. Check for DTCs using Techstream.
 - B. If DTC B2227 or B2229 is present, check the RH power back door actuator for wiring damage in the location shown.
 - C. If DTC B2226 or B2228 is present, check the LH power back door actuator for wiring damage in the location shown.
 - D. If wiring damage is identified, proceed to step 4.
 - E. If no wiring damage is identified, this bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1.



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Repair Procedure (Continued)

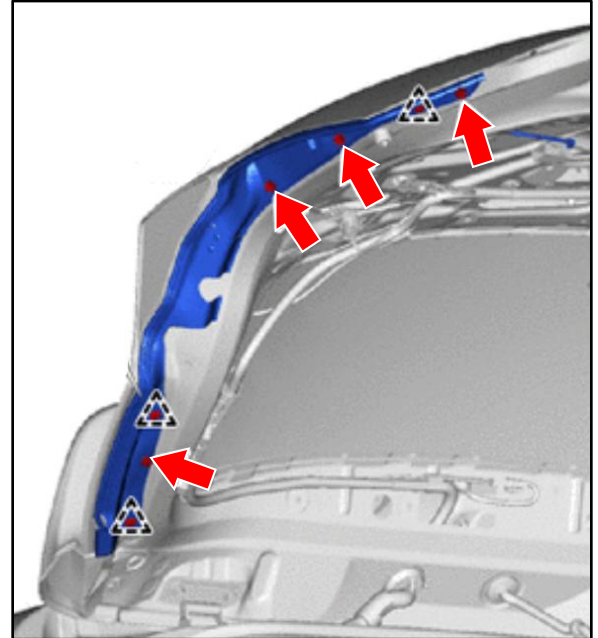
4. Remove and replace the LH and RH power back door actuators (power back door RH/LH unit assembly set) with NEW level parts.

While removing the screws (4 LH and 4 RH) 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 (screw with washer tapping).

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

- [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) RAV4:
Vehicle Exterior – Door/Hatch –
“Door/Hatch: Power Back Door Drive Unit: Removal”
- [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) RAV4:
Vehicle Exterior – Door/Hatch –
“Door/Hatch: Power Back Door Drive Unit: Installation”
- [2016](#) / [2017](#) RAV4 HV:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: Removal”
- [2016](#) / [2017](#) RAV4 HV:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: Installation”

Figure 2.



NOTE

- Both power back door actuators **MUST** be replaced at the same time.
- 10 mm hex head screws on the touch sensors **MUST** be replaced with 8 mm hex head screws.

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Repair Procedure (Continued)

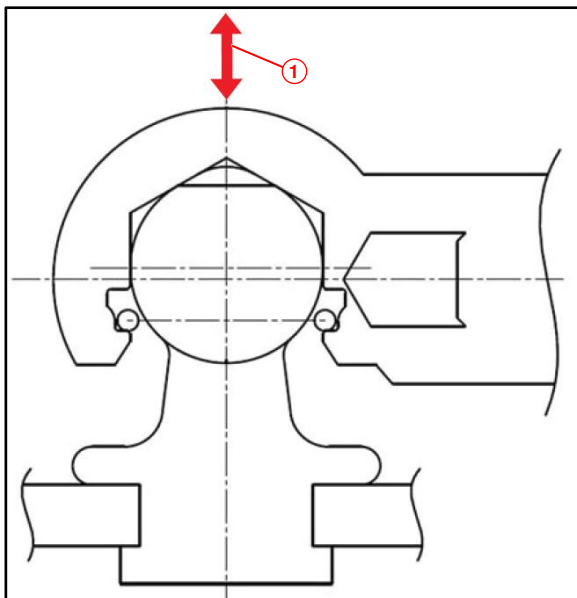
5. AFTER installing the NEW power back door actuators, confirm that the ball and socket joints (2 LH and 2 RH) are properly seated and have approximately 2 mm of free-play as shown.

To check for free-play: first push, then pull, then push again on the power back door actuator unit near each socket.

Is free-play present?

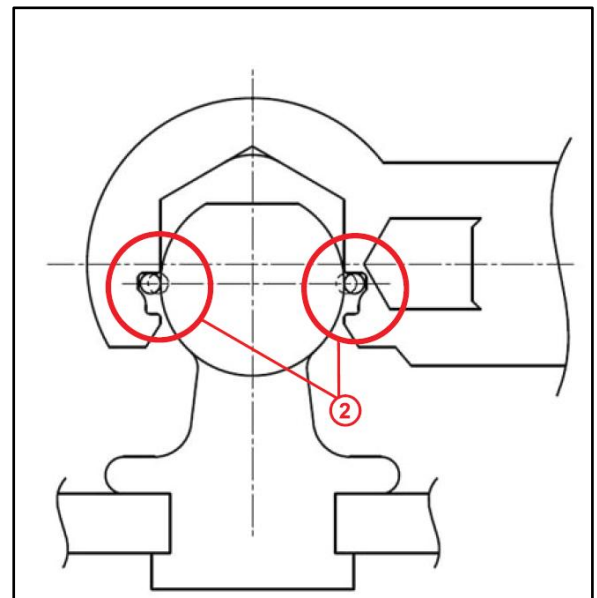
- **YES** — Continue to step 6.
- **NO** — The ball mount is NOT fully seated in the socket. Push firmly on the socket until the joint engages, then recheck for free-play.

Figure 3. Expected Free-play Condition



1 2 mm Free-play: Ball Mount is Fully Seated in the Socket

Figure 4. No Free-play Condition



2 No Free-play: Ball Mount is NOT Fully Seated in the Socket

6. Perform the power back door initialization procedure.
Refer to TIS, applicable model and model year Repair Manual:
 - [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) RAV4:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Initialization”
 - [2016](#) / [2017](#) RAV4 HV:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Initialization”

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Repair Procedure (Continued)

7. Confirm normal operation of the power back door. Test jam protection operation in opening and closing directions.

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

- [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) RAV4:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Operation Check”
- [2016](#) / [2017](#) RAV4 HV:
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Operation Check”

NOTE

Jam protection operation MUST be confirmed BEFORE returning the vehicle to the customer.