

Power Back Door Inoperative

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016	RAV4, RAV4 HV	VDS(s): DFREV, DJREV, JFREV, NFREV, RFREV, RJREV, WFREV, YFREV

Introduction

Some 2016 model year RAV4 and RAV4 HV vehicles may exhibit a condition in which the Power Back Door (PBD) is inoperative in the opening and closing directions with Diagnostic Trouble Code (DTC) B2220 present, or inoperative in the closing direction only with DTCs B2226 and B2227 present. 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
RAV4	TMMC	AWD	2T3RFREV#GW467684
			2T3JFREV#GW467684
			2T3DFREV#GW467684
		2WD	2T3WFREV#GW267736
			2T3NFREV#GW267736
			2T3YFREV#GW267736
	Takaoka	AWD	JTMRREV#GJ077790
			JTMJFREV#GJ077790
			JTMDREV#GJ077790
		2WD	JTMWFREV#GJ081767
			JTMNFREV#GJ081767
			JTMYFREV#GJ081767

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Production Change Information (Continued)

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

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	Shokki	AWD	JTMRFREVE#GD189691
			JTMJFREVE#GD189691
			JTMDFREVE#GD189691
		2WD	JTMWFREVE#GD086817
			JTMNFREVE#GD086817
			JTMYFREVE#GD086817
RAV4 HV		AWD	JTMRJREVE#GD25278
			JTMDJREVE#GD25278

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1615	R & R Computer, Multiplex Network Door	0.5	89222-0R020 89222-42040	9A	71

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		
89222-0R020	89222-0R021	Computer, Multiplex Network Door	1
89222-42040	89222-42041	Computer, Multiplex Network Door	1

NOTE

P/N 89222-42041 substitutes to P/N 89222-0R021.

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Required Tools & Equipment

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

NOTE

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

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 11.10.034 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Repair Procedure

- Before proceeding with diagnosis, check the following:
 - Confirm the PBD system is turned ON in the combination meter menu.
 - Set the power back door opening adjustment to position 5 (maximum opening position).
Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:
 - 2016 RAV4:
Vehicle Exterior – Door/Hatch – [“Door/Hatch: Power Back Door System: Customize Parameters”](#)
 - 2016 RAV4 HV:
Vehicle Exterior – Door/Hatch – [“Door/Hatch: Power Back Door System: Customize Parameters”](#)
 - Confirm hatch alignment and adjust or repair if necessary.
Refer to TIS, applicable model and model year Repair Manual:
 - 2016 RAV4:
Vehicle Exterior – Door/Hatch – [“Door/Hatch: Back Door: Adjustment”](#)
 - 2016 RAV4 HV:
Vehicle Exterior – Door/Hatch – [“Door/Hatch: Back Door: Adjustment”](#)

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Repair Procedure (Continued)

- D. Confirm touch sensors are undamaged and operating normally
 2. Attempt to operate the PBD.
 - A. If the PBD is inoperative in both the opening and closing directions, check for the following conditions:
 - DTC B2220 is present.
 - In the opening direction, there is a single long (3 second) beep and the PBD unlatches, but does not open.
 - In the closing direction there is a single long (3 second) beep or a short beep followed by a long (3 second) beep. There may be no PBD movement, or the PBD may close a few centimeters and stop.
 - The PBD is inoperative from all switches (back door switch, instrument panel switch, and key switch).
 - B. If the PBD opens normally, but is inoperative in the closing direction, check for the following conditions:
 - DTCs B2226 **and** B2227 are present.
 - In the closing direction there is a single long (3 second) beep or a short beep followed by a long (3 second) beep. There may be no PBD movement, or the PBD may close a few centimeters and stop.
 - The PBD is inoperative from all switches (back door switch, instrument panel switch, and key switch).
- Are ALL of the the conditions listed in A **or** B present?
- **YES** — Go to step 3.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

3. Replace the Computer, Multiplex Network Door.

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

- 2016 RAV4:
Vehicle Exterior – Door/Hatch – [“Door/Hatch: Back Door Closer ECU: Removal / Installation”](#)
- 2016 RAV4 HV:
Vehicle Exterior – Door/Hatch – [“Door/Hatch: Back Door Closer ECU: Removal / Installation”](#)

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Repair Procedure (Continued)

4. Perform the PBD initialization procedure.

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

- 2016 RAV4:

Vehicle Exterior – Door/Hatch – [“Door/Hatch: Power Back Door System: Initialization”](#)

- 2016 RAV4 HV:

Vehicle Exterior – Door/Hatch – [“Door/Hatch: Power Back Door System: Initialization”](#)

5. Confirm normal PBD operation.

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

- 2016 RAV4:

Vehicle Exterior – Door/Hatch – [“Door/Hatch: Power Back Door System: Operation Check”](#)

- 2016 RAV4 HV:

Vehicle Exterior – Door/Hatch – [“Door/Hatch: Power Back Door System: Operation Check”](#)