TOYOTA
Technical Service Bulletin

Power Back Door/Latch Inoperative

Service Category Vehicle Exterior

Section Door/Hatch **Market** USA

Toyota Supports ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2017	Highlander, Highlander HV	
2011 - 2017	Sienna	

Introduction

Some 2014 – 2017 model year Highlander/Highlander HV and 2011 – 2017 model year Sienna vehicles equipped with a Power Back Door (PBD) may exhibit a condition in which the back door latch does not release and the PBD cannot be opened from any switch (IP, key, back door), with one or both of the following conditions:

- Excessive force required to operate the manual back door latch release lever
- DTC B2250 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	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Highlander	TMMI (West)	2GR-FKS	2WD	5TDZZRFH#HS195829
				5TDKZRFH#HS195829
				5TDYZRFH#HS195829
			AWD	5TDBZRFH#HS374381
				5TDJZRFH#HS374381
				5TDDZRFH#HS374381

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Production Change Information (Continued)

MODEL	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Highlander HV	TMMI (West)	2GR-FXS	AWD	5TDBGRFH#HS021955
				5TDJGRFH#HS021955
				5TDDGRFH#HS021955
Highlander	TMMI (East)	2GR-FKS	2WD	5TDZZRFH#HS508852
				5TDKZRFH#HS508852
				5TDYZRFH#HS508852
			AWD	5TDBZRFH#HS509752
				5TDJZRFH#HS509752
				5TDDZRFH#HS509752
Sienna			2WD	5TDZZ3DC#HS815623
				5TDKZ3DC#HS815623
				5TDYZ3DC#HS815623
				5TDXZ3DC#HS815623
			AWD	5TDJZ3DC#HS160941
				5TDDZ3DC#HS160941

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1633	R & R Lock Assy, Back Door w/Closer	0.7	69350-0E100 69350-08040	9A	83

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.**

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Parts Information

PART NUMBER		VEHICLE	PART NAME	QTY
PREVIOUS	NEW			
69350-0E100		Highlander	Lock Assy, Back Door w/Closer	1
69350-08040		Sienna		

Required Tools & Equipment

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

Repair Procedure

1. BEFORE proceeding with diagnosis, check the following:
   A. Confirm the PBD main switch is turned ON.
      - Highlander/Highlander HV: The PBD main switch is located on the left side of the glovebox opening.
      - Sienna: The PBD main switch is located on the lower instrument panel, to the left of the steering wheel.

   B. For Highlander/Highlander HV ONLY, set the PBD opening adjustment to position 5 (maximum opening position).

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

      - 2014 – 2017 Highlander / Highlander HV:

        Vehicle Exterior – Door/Hatch – "Door/Hatch: Power Back Door System: Customize Parameters"

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Repair Procedure (Continued)

C. Confirm hatch alignment and adjust or repair if necessary.
Refer to TIS, applicable model and model year Repair Manual:

- 2014 – 2017 Highlander / Highlander HV:
Vehicle Exterior – Door/Hatch – "Door/Hatch: Back Door: Adjustment"
- 2011 / 2012 / 2013 / 2014 / 2015 / 2016 / 2017 Sienna:
Vehicle Exterior – Door/Hatch – "Door/Hatch: Back Door: Adjustment"

2. Operate the PBD and attempt to duplicate the condition.

A. Confirm that ALL of the following conditions are present:
- The back door latch will NOT release.
- The PBD CANNOT be opened manually.

B. Confirm that one or both of the following conditions are present:
- Excessive force required to operate the manual back door latch release lever.
- DTC B2250 present.

Are the criteria listed in substeps A and B met?
- **YES —** Continue to step 3.
- **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

3. Replace the Back Door Lock Assembly with Closer.
Refer to TIS, applicable model and model year Repair Manual:

- 2014 / 2015 / 2016 / 2017 Highlander:
Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Removal"
- 2014 / 2015 / 2016 / 2017 Highlander HV:
Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Removal"
- 2011 / 2012 / 2013 / 2014 / 2015 / 2016 / 2017 Sienna:
Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Removal"
- 2014 / 2015 / 2016 / 2017 Highlander:
Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Installation"
- 2014 / 2015 / 2016 / 2017 Highlander HV:
Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Installation"
- 2011 / 2012 / 2013 / 2014 / 2015 / 2016 / 2017 Sienna:
Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Installation"

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Repair Procedure (Continued)

4. Perform the PBD initialization procedure.
   Refer to TIS, applicable model and model year Repair Manual:
   - 2014 – 2017 Highlander / Highlander HV:
     Vehicle Exterior – Door Lock – "Door/Hatch: Power Back Door System: Initialization"
   - 2011 / 2012 / 2013 / 2014 / 2015 / 2016 / 2017 Sienna:
     Vehicle Exterior – Door Lock – "Door/Hatch: Power Back Door System: Initialization"
5. Confirm normal PBD operation.
   Refer to TIS, applicable model and model year Repair Manual:
   - 2014 – 2017 Highlander / Highlander HV:
     Vehicle Exterior – Door Lock – "Door/Hatch: Power Back Door System: Operation Check"
   - 2011 / 2012 / 2013 / 2014 / 2015 / 2016 / 2017 Sienna:
     Vehicle Exterior – Door Lock – "Door/Hatch: Power Back Door System: Operation Check"

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