Technical Service Information Bulletin

Power Back Door/Latch Inoperative

Service Category Vehicle Exterior

Section Door/Hatch **Market** USA

Lexus Supports ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2017	RX350, RX450H	

Introduction

Some 2016 – 2017 model year RX 350 and RX 450h vehicles may exhibit a condition in which the Power Back Door (PBD) is inoperative or the back door latch does not release, with Diagnostic Trouble Code (DTC) B2250 “Back Door Closer Malfunction” or DTC B2250 and DTC B2251 “Back Door Closer Switch Malfunction” set. In some cases, this condition may be associated with cold weather. 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
RX 350	TMMC	2WD	2T2ZZMCA#HC059133
		AWD	2T2BZMCA#HC086609
	TMK		JTJBZMCA#H2021679
RX 450h	TMMC		2T2BGMCA#HC013220

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1628	R & R Lock Assy, Back Door, No. 1	0.8	69350-0E110 69350-48111	9A	43

APPLICABLE WARRANTY

- **This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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		PLANT	PART NAME	QTY
PREVIOUS	NEW			
69350-0E110		TMMC	Lock Assy, Back Door, No. 1	1
69350-48111		TMK		

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	00002-06020-02	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 12.10.018 or later is required.**
- **Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.**

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Repair Procedure

1. BEFORE proceeding with diagnosis, check the following:
   A. Confirm the PBD system is turned ON in the combination meter menu.
   B. 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:

      - 2016 / 2017 RX 350:
        Vehicle Exterior – Door/Hatch – "Door/Hatch: Power Back Door System: Customize Parameters*"*
      - 2016 / 2017 RX 450h:
        Vehicle Exterior – Door/Hatch – "Door/Hatch: Power Back Door System: Customize Parameters*"*

   C. Confirm hatch alignment and adjust or repair if necessary.

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

      - 2016 / 2017 RX 350:
        Vehicle Exterior – Door/Hatch – "Door/Hatch: Back Door: Adjustment*"*
      - 2016 / 2017 RX 450h:
        Vehicle Exterior – Door/Hatch – "Door/Hatch: Back Door: Adjustment*"*

   D. Confirm touch sensors are undamaged and operating normally.

      Are the touch sensors operating normally?

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

2. Connect Techstream and check for DTCs.

   Is DTC B2250 "Back Door Closer Malfunction" or DTC B2250 and DTC B2251 "Back Door Closer Switch Malfunction" set?

   - **YES —** Clear DTCs and continue to step 3.
   - **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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Repair Procedure (Continued)

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

> **NOTE**
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> **Failure may occur ONLY when the ambient temperature is below freezing. If the vehicle exhibited the condition in cold weather, cold soak the vehicle outside, then attempt to duplicate the condition BEFORE warming the vehicle in the shop.**

Confirm that 1 of the following PBD operation scenarios occurs:

(1) The back door latch does NOT release from ANY switch (IP, key, back door).
(2) The PBD opens but then will NOT close from ANY switch (IP, key, back door).
(3) The PBD starts to close normally, but does NOT fully close and latch.
(4) The PBD starts to open normally, but stops during operation.

In scenarios (2) – (4), the door can be closed manually, but will NOT reopen. In ALL scenarios, a single long beep will sound when the condition occurs.

Is 1 of the PBD operation scenarios listed above present?"

- **YES —** Continue to step 4.
- **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

4. Replace the Back Door Lock Assembly, No. 1.

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

- 2016 / 2017 RX 350:
  Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Removal"
- 2016 / 2017 RX 450h:
  Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Removal"
- 2016 / 2017 RX 350:
  Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Installation"
- 2016 / 2017 RX 450h:
  Vehicle Interior – Door Lock – "Door Lock: Back Door Lock: Installation"

5. Perform the PBD initialization procedure.

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

- 2016 / 2017 RX 350:
  Vehicle Exterior – Door/Hatch – "Door/Hatch: Power Back Door System: Initialization"
- 2016 / 2017 RX 450h:
  Vehicle Exterior – Door/Hatch – "Door/Hatch: Power Back Door System: Initialization"

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Repair Procedure (Continued)

6. Confirm normal PBD operation.
   Refer to TIS, applicable model and model year Repair Manual:
   - 2016 / 2017 RX 350:
     Vehicle Exterior – Door/Hatch – "Door/Hatch: Power Back Door System: Operation Check"
   - 2016 / 2017 RX 450h:
     Vehicle Exterior – Door/Hatch – "Door/Hatch: Power Back Door System: Operation Check"

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