

Power Back Door Does Not Close Properly

Service
Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2008 – 2013	Highlander, Highlander HV	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0091-12.

- Applicability has been updated to include 2013 model year Highlander and Highlander HV vehicles.
- The entire bulletin has been updated.

Service Bulletin No. T-SB-0091-12 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Some 2008 – 2013 model year Highlander and Highlander HV vehicles may exhibit a condition where the Power Back Door does NOT close properly. The back door may get to the fully closed position and then reverse to the open position. In cases where the Power Back Door does close, a pop or clunk noise may also be heard when the back door latch reaches the striker during the power close function. In some cases, Diagnostic Trouble Codes (DTCs) B2222 and/or U0230 may be present. Use the following information to inspect the Power Back Door and address this condition.

NOTICE

The purpose of this Service Bulletin is to provide repair instructions for the Power Back Door. It enhances the durability of the Power Back Door when using the Power Close function. When the Power Close function is used, if objects or cargo continually interferes with the closure of the back door, damage to the back door and/or back door hinges may occur.

To minimize the possibility of damage occurring, before closing the Power Back Door, customers should always confirm that objects in the cargo area will not impede or interfere with the closing operation of the back door. Additionally, customers should not use any part of their body to intentionally activate the Jam Protection function of the Power Back Door. Please see the Owner's Manual for additional information on the Power Back Door Jam Protection function.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1122	Inspection of Rear Hinges, Hatch Assembly, & Door Motor Only*	0.5	68810-48040 68810-48041 68810-48090 68810-0E070 68810-0E071	9A	13

* Use typical body shop sublet type "ZZ" other to claim practice for claiming preparation, repair, sealing, and painting of the rear hinges and back door panel assembly.

APPLICABLE WARRANTY

- This repair is covered under the Toyota Comprehensive 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.

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	

* Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 10.10.018 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

REQUIRED MATERIAL	QUANTITY
Feeler Gauge	As Needed

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Parts Information

NOTE

Please review entire Inspection Procedure BEFORE ordering parts, all parts shown below may NOT be necessary to correct this condition.

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
68810-48040 68810-48041 68810-0E070 68810-0E071	68810-0E120	Hinge Assy, Back Door, RH (Pad Thickness = 2 mm)	1
68820-48030 68820-48031 68820-0E060 68820-0E061	68820-0E090	Hinge Assy, Back Door, LH (Pad Thickness = 2 mm)	1
67005-48430 67005-48431 67005-0E230 67005-0E231	67005-0E232	Panel Sub-Assy, Back Door (PBD)	1
85007-09001 85007-09002 85007-48010 85007-49015 85007-49017 85007-49018	85007-09003	Motor Unit, Back Door (Includes Upper Rod and Stud)	1
68975-0E010	68975-0E030	Plate, Back Door Stay	1
69356-48010	69356-48011	Back Door Upper Rod (Includes Lift Arm Stud & Plate)	1
90080-11194*		Bolt, w/Washer (for Hinge Assy)*	4

* Non-reusable part.

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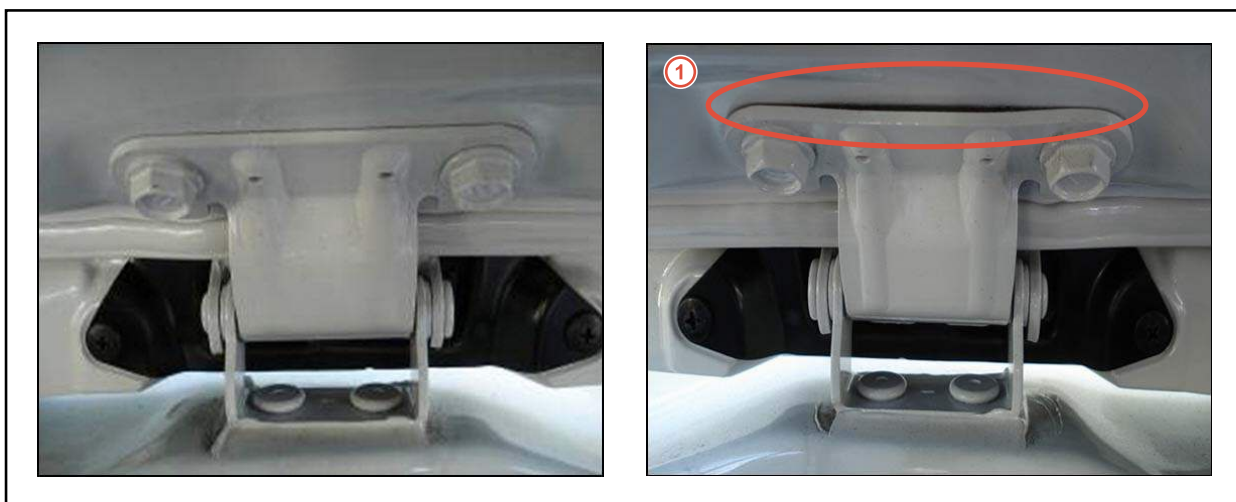
Inspection Procedure

Inspect the Power Back Door Assembly.

1. Inspect the upper hinges for any gaps present by placing a 0.05 mm (0.002 in.) or greater feeler gauge between the 2 bolts mounted to the back door as shown in Figure 1. If a gap exists, replacement of both Back Door Hinges AND the Back Door Panel Sub-assembly is required. Proceed to step 2.

If a gap is not found, **STOP** – this bulletin does NOT apply.

Figure 1.



1	Gap Location
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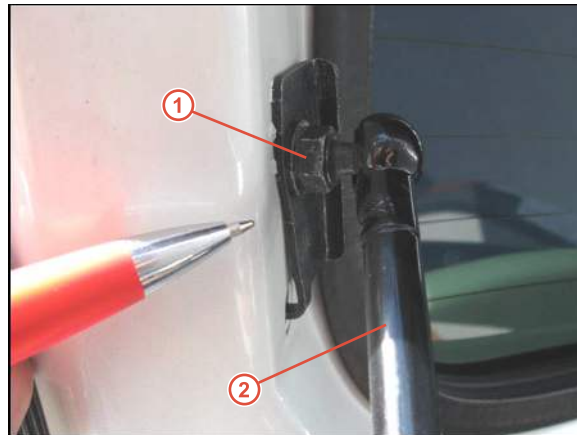
Inspection Procedure (Continued)

2. Visually inspect the Back Door Upper Rod and Lift Arm Stud for bends or damage. If the Back Door Upper Rod and Lift Arm Stud are damaged, then replace as necessary.

NOTE

The Back Door Upper Rod and Lift Arm Stud are available as separate service parts from the Back Door Motor Unit if found damaged or bent.

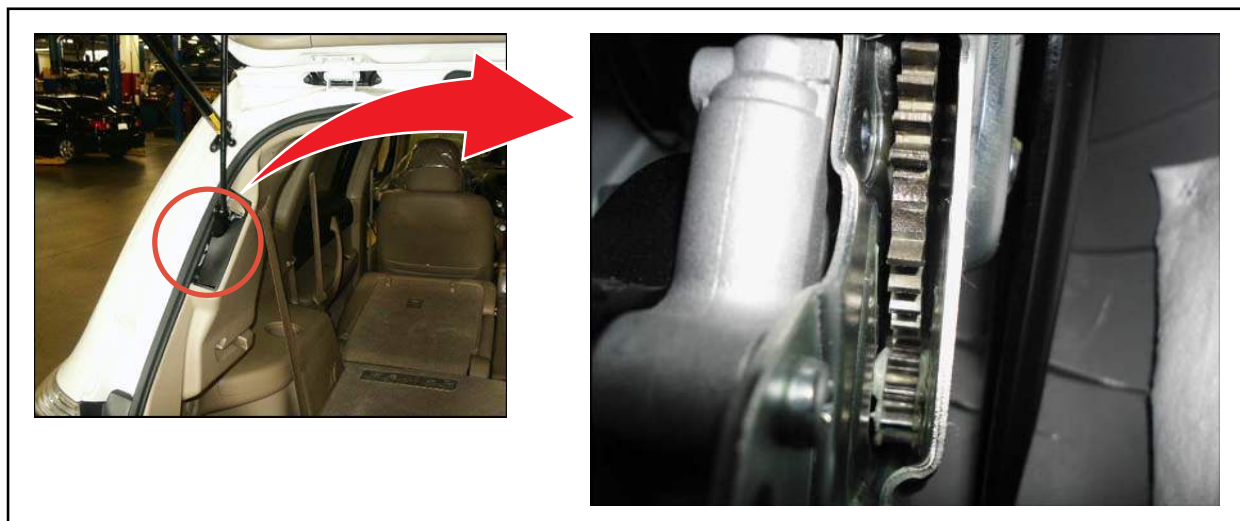
Figure 2.



1	Lift Arm Stud
2	Back Door Upper Rod

3. Visually inspect the back door motor teeth for damage by opening the back door and manually moving the door towards the half-closed position while observing the large gear teeth for damage, as shown in Figure 3. If damage is found, replacement of the Back Door Motor Unit and Back Door Stay Plate is required.

Figure 3.



4. Proceed to Repair Procedure.

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Repair Procedure

1. Sublet vehicle repair of the back door and back door hinges refinishing to a body shop if necessary. Repainting and repair of the back door and hinges should be done in accordance with Toyota's body repair recommendations.

Remove and replace the back door, hinges, lift arm, lift arm stud, PBD stud bracket, and PBD motor as needed based off inspection procedures in this bulletin.

NOTE

Original centering bolts used for the hinge assemblies are NOT reusable. Substitute referenced hardware in the Parts Information table (P/N 90080-11194).

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

- Toyota Fundamental Body Repair Procedures Manual (Pub. No. BRM002E), available from the Materials Distribution Center (MDC) through Dealer Daily – Dealer Support Materials Orders
- Toyota Collision Repair Manuals:
 - [Toyota 2008 – 2013 Highlander Collision Repair Manual \(BM06J0U\)](#)
 - [Toyota 2008 – 2013 Highlander HV Collision Repair Manual \(BM07V0U\)](#)

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Repair Procedure (Continued)

NOTE

To ensure correct installation of the back door struts, note the markings on the assembly (Figure 4). The markings indicate on which side of the car the strut should be installed, and the direction of the braces on the strut.

Figure 4.



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Repair Procedure (Continued)

2. Initialize the Power Back Door system.

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

- [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) / [2013](#) Highlander:

Vehicle Exterior – Door/Hatch – “Engine Hood / Door: Power Back Door System: Initialization”

- [2008](#) / [2009](#) / [2010](#) / [2011](#) / [2012](#) / [2013](#) Highlander HV:

Vehicle Exterior – Door/Hatch – “Engine Hood / Door: Power Back Door System: Initialization”

3. Confirm repair by opening and closing the back door in the power mode and ensuring proper operation.