

Power Back Door Stops During Operation

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|-------------|---------------------------|--|
| 2014 – 2015 | Highlander, Highlander HV | Plant Code(s): S VDS(s): BKRFH, DCRFH, DKRFH, JKRFH, KKRFH, YKRFH, ZKRFH WMI(s): 5TD |

Introduction

Some 2014 – 2015 model year Highlander vehicles may exhibit a condition in which the power back door starts to open or close normally, then intermittently stops and beeps twice. In most cases no current DTC is present, but DTC B2226 or B2227 (PBD Unit Pulse Sensor LH/RH Circuit) may be in history. 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 |
|---------------|-------|------------|---------------------------------|
| Highlander | TMMI | 2WD | 5TDYKRFH#FS071249 |
| | | | 5TDKKRFH#FS071249 |
| | | | 5TDZKRFH#FS071249 |
| | | 4WD | 5TDDKRFH#FS137246 |
| | | | 5TDJKRFH#FS137246 |
| | | | 5TDBKRFH#FS137246 |
| Highlander HV | | | 5TDDCRFH#FS010095 |

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Warranty Information

| OP CODE | DESCRIPTION | TIME | OPF | T1 | T2 |
|---------|---|------|--|----|----|
| BD1508 | R & R Unit Assy Set, Power Back Door, RH & LH | 0.6 | 68910-09020 68910-09021 68910-09030 68910-09031 68920-09020 68920-09021 68920-09030 68920-09031 | 9A | 14 |

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 | | |
| 68910-09020 | 68910-09021 | Unit Assy Set, Power Back Door, RH | 1 |
| 68910-09030 | 68910-09031 | | 1 |
| 68920-09020 | 68920-09021 | Unit Assy Set, Power Back Door, LH | 1 |
| 68920-09030 | 68920-09031 | | 1 |

NOTE

There is NO part number change specific to this countermeasure.

Repair Procedure

1. 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:

- 2014 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Customize Parameters”
- 2015 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Customize Parameters”

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Repair Procedure (Continued)

2. Operate the power back door, and confirm the following conditions are met:

- The power back door starts to open or close, then stops before fully opening or closing.
- Two short beeps are heard when the door stops.

NOTE

The two short beeps heard when the condition occurs match the sound heard when jam protection is activated.

- The back door can be opened and closed manually.

Are the conditions mentioned above met?

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

3. Remove and replace the LH and RH power back door actuators (Unit Assy Set, Power Back Door) with the NEW parts.

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

Removal Procedure:

- 2014 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: Removal”
- 2015 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: Removal”

Installation Procedure:

- 2014 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: Installation”
- 2015 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door Drive Unit: Installation”

4. Perform the power back door initialization procedure.

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

- 2014 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Initialization”
- 2015 [Highlander](#) / [Highlander HV](#):
Vehicle Exterior – Door/Hatch – “Door/Hatch: Power Back Door System: Initialization”

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Repair Procedure (Continued)

5. Confirm normal operation of the power back door.

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

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