

# LH Rocker Panel Pop/Creak Noise

**Service Category** Vehicle Exterior

**Section** Body Structure

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 – 2015	Avalon, Avalon HV	

## Introduction

Some 2014 – 2015 model year Avalon and Avalon HV vehicles may exhibit a condition where there is a pop/creak type noise from the LH rocker panel/bottom of the driver's door opening area. This is caused by two body panels contacting one another within the rocker panel structure. Use the following Repair Procedure to address this condition.

## Production Change Information

This bulletin applies to:

- ALL 2014 model year TMMK built Avalon & Avalon HV vehicles
- 2015 model year TMMK built Avalon & Avalon HV vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Avalon	TMMK Line 1	2WD	4T1BK1EB#FU133267
Avalon HV			4T1BD1EB#FU035563

## Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	QUANTITY
Prybar (Similar to Snap-on® MPBS 11400)	1
Borescope (must be able to fit in a 15 mm diameter hole)	1
Cavity Wax (Similar to 3M® Rust Fighter-I, 08892)	1
MP (Multi-Purpose) Grease	1

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### Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1500	Separate Body Panels Within the Rocker Panel	1.5	57404-06140	91	43

#### 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.

### Repair Procedure

1. Disassemble the vehicle.

A. Remove the scuff plate garnish and the lower cowl garnish.

B. Remove the driver's side front seat assembly.

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

- Avalon [2014](#) / [2015](#):  
*Vehicle Interior – Seat – "Seat: Front Seat Assembly: Removal"*
- Avalon HV [2014](#) / [2015](#):  
*Vehicle Interior – Seat – "Seat: Front Seat Assembly: Removal"*

C. Peel back the carpet on the driver's side to access the rocker panel area.

D. Remove the wire harness from the wire harness clips and remove the clips from the area.

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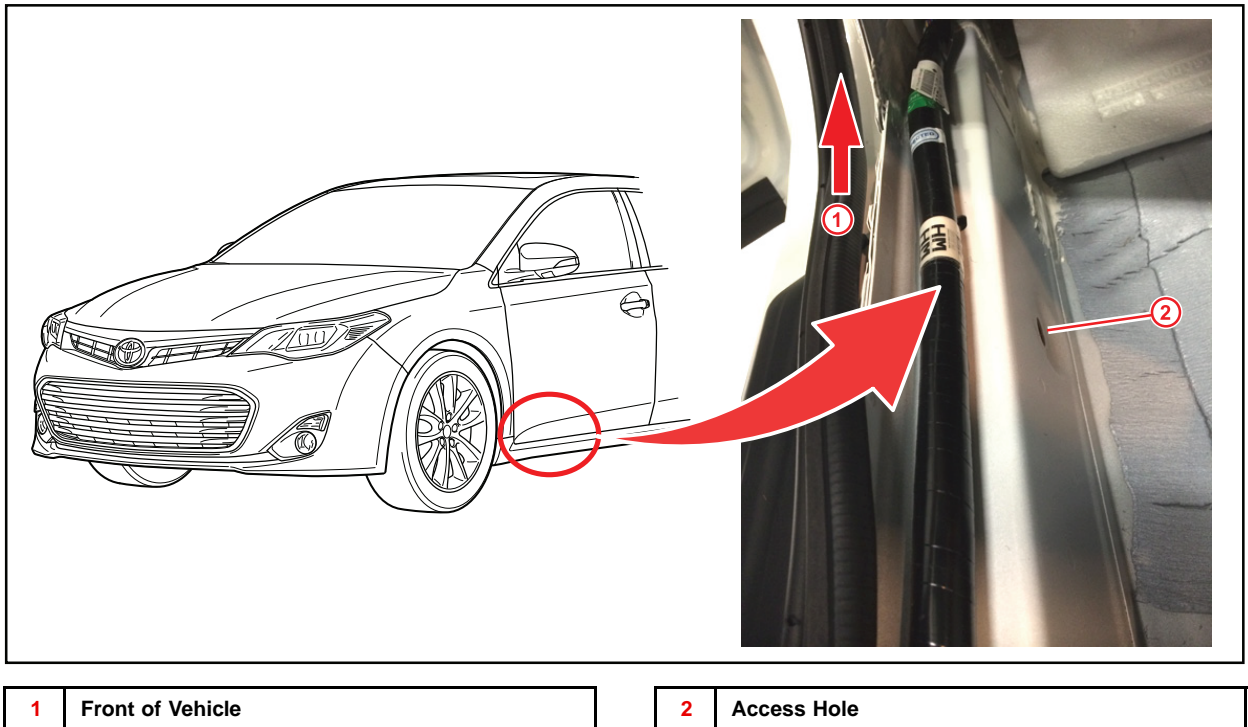
### Repair Procedure (Continued)

E. Remove the plug from the access hole on the inside of the rocker panel.

**NOTE**

Ensure to keep plug to reinstall after repair.

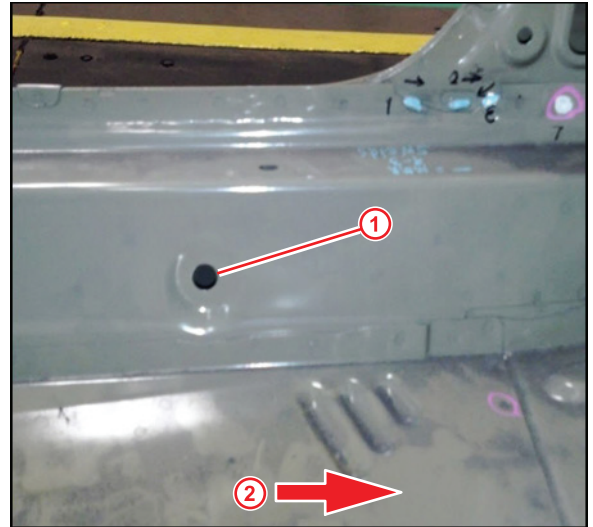
Figure 1. Suspected Contact Area



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### Repair Procedure (Continued)

**Figure 2.**



<b>1</b>	Access Hole
<b>2</b>	Front of Vehicle

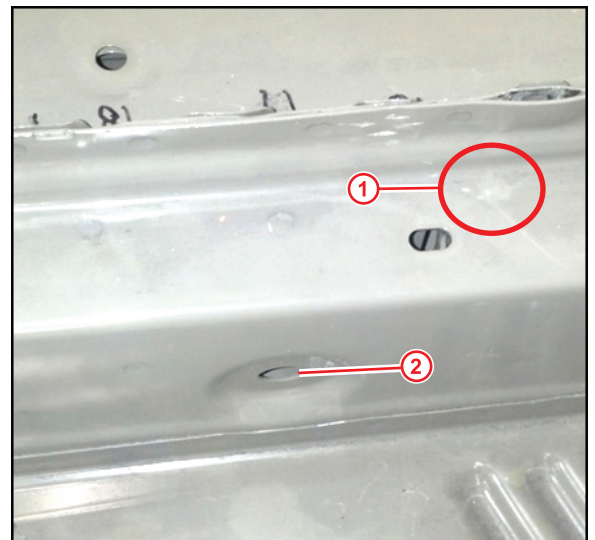
2. Confirm and repair contact point No. 1.

- A. Using a borescope, navigate into the rocker panel through the access hole (from step 1E) towards the contact point No. 1.

**NOTE**

The areas of contact are internal to the rocker panel structure.

**Figure 3. Contact Point No. 1**



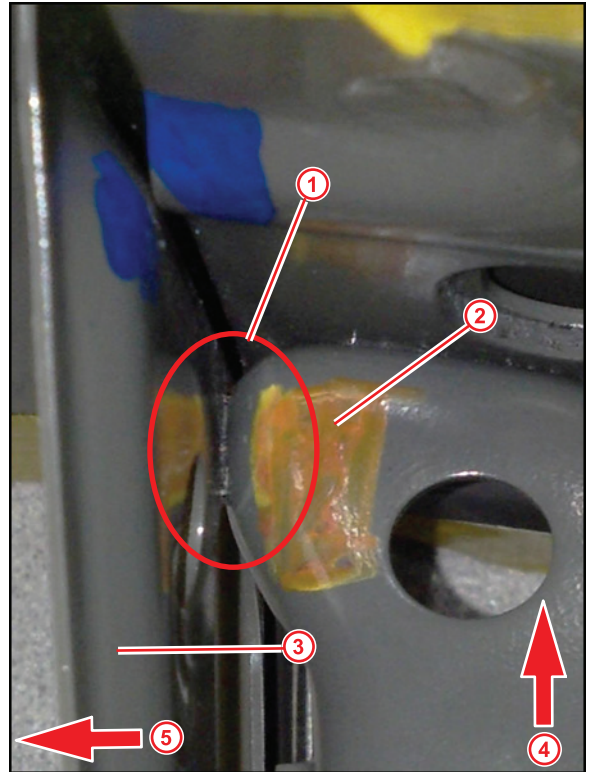
<b>1</b>	Contact Point No. 1
<b>2</b>	Access Hole

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### Repair Procedure (Continued)

- B. Observe through the borescope if any part of the A-pillar reinforcement is contacting the step panel reinforcement at contact point No. 1.

**Figure 4.**



1	Contact Point No. 1
2	Step Panel Reinforcement
3	A-pillar Reinforcement
4	Up
5	Left of the Vehicle

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### Repair Procedure (Continued)

- C. If contact is found in step 2B, insert a prybar through the access hole to the position of contact between the A-pillar reinforcement and the step panel reinforcement.

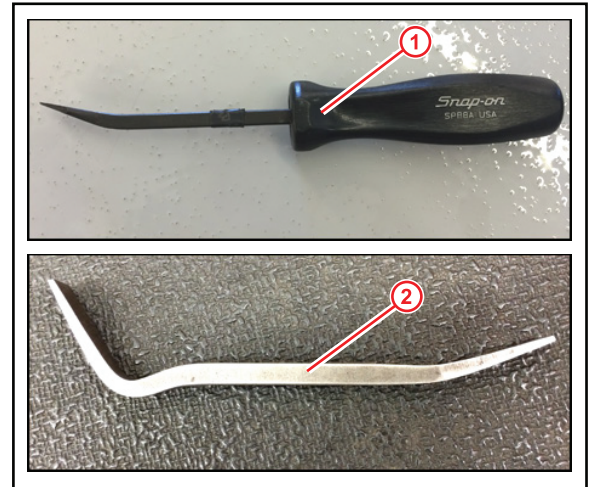
**NOTICE**

To avoid damage to the body panel finish, please wrap the end of the tool used in electrical tape.

**NOTE**

If NO contact was found in step 2C, continue to step 3.

**Figure 5. Sample Tools**



<b>1</b>	<b>Prybar</b>
<b>2</b>	<b>Drum Brake Shoe Adjustment Tool</b>

- D. Using a hammer, tap the end of the pry bar until separation is created at the contact point.
- E. Lift the weather strip to access rocker panel flange.
- F. Confirm separation by shining a flashlight through the rocker panel flange towards the bulkhead and confirm with the borescope that light is coming in between the A-Pillar reinforcement and the step panel reinforcement.

**Figure 6.**



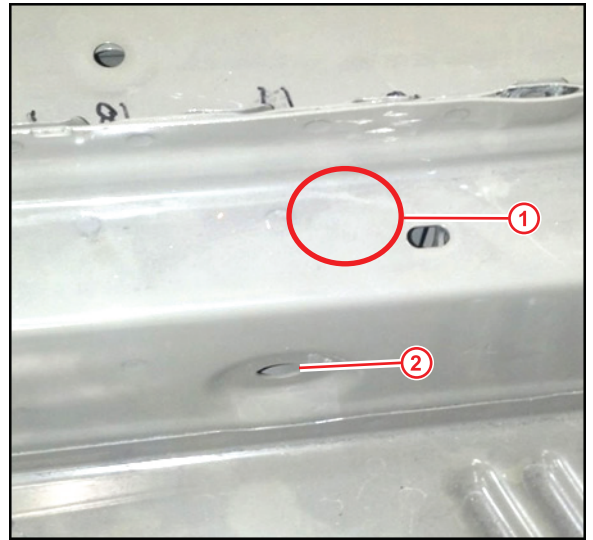
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### Repair Procedure (Continued)

3. Confirm and repair contact point No. 2.
  - A. Using a borescope, navigate into the rocker panel through the access hole (from step 1E) towards contact point No. 2.

**Figure 7. Contact Point No. 2**



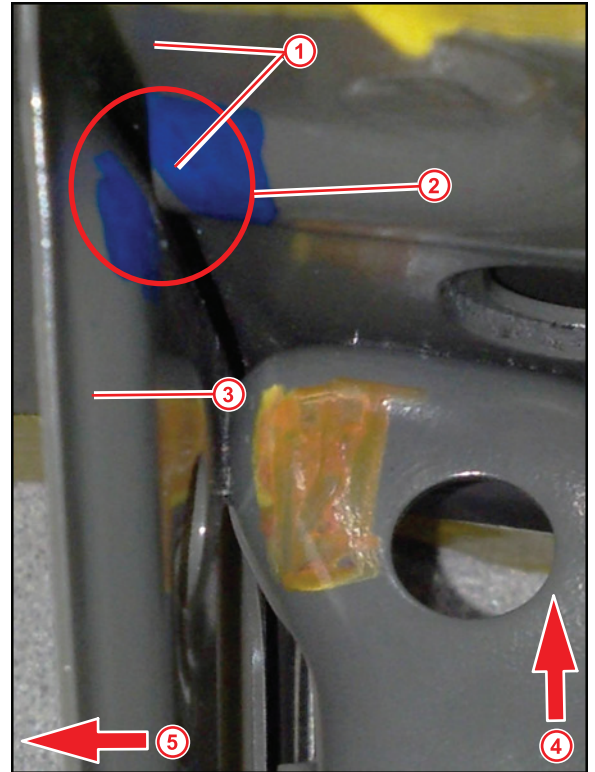
<b>1</b>	<b>Contact Point No. 2</b>
<b>2</b>	<b>Access Hole</b>

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### Repair Procedure (Continued)

- B. Using the borescope, observe if any part of the A-pillar reinforcement is contacting the front floor under reinforcement bracket at contact point No. 2.

**Figure 8.**



1	Front Floor Under Reinforcement Bracket
2	Contact Point No. 2
3	A-pillar Reinforcement
4	Up
5	Left of the Vehicle

- C. If contact is found in step 3A, insert a pry bar through the access hole and use the tip of the pry bar to locate the contact point between the A-pillar reinforcement and the front floor under reinforcement bracket.

**NOTE**

If NO contact is found, move on to step 4.



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### Repair Procedure (Continued)

- D. Using a hammer, tap the pry bar three to four times to create a gap between the two panels.

Figure 9.



- E. Use a flashlight to confirm the gap between the A-pillar reinforcement and the front floor under reinforcement bracket.
4. Reseal the area.

**NOTE**

If sheet metal was exposed during the repair, apply cavity wax to surface exposed.

5. Reassemble vehicle.
- A. Reinstall the access hole plug.
  - B. Reinstall the wire harness clips (insert wire harness into clips).
  - C. Reposition the weather strip and ensure it is fully installed.
  - D. Replace the carpet.
  - E. Reinstall the driver's front seat.

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

- Avalon [2014](#) / [2015](#):  
*Vehicle Interior – Seat – “Seat: Front Seat Assembly: Installation”*
- Avalon HV [2014](#) / [2015](#):  
*Vehicle Interior – Seat – “Seat: Front Seat Assembly: Installation”*

- F. Replace the scuff plate garnish and the lower cowl garnish.
6. Confirm repair.