

Door Will Not Unlock From Remote or Smart Entry

Service Category Vehicle Interior

Section Door Lock

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016	IS200T, IS300, RC200T, RC300	
2014 - 2015	IS250	
2014 - 2016	IS350	
2015 - 2016	NX200T, NX300H, RC F, RC350	

REVISION NOTICE

July 31, 2017 Rev1:

- **Applicability has been updated to include 2014 – 2015 model year IS 250 vehicles. Any previous printed versions of this bulletin should be discarded.**

Introduction

Some 2014 – 2016 model year Lexus vehicles may not unlock with either the Smart Entry or the wireless remote. The door lock can be placed in the middle position between lock and unlock when exiting the vehicle. This can cause the door lock to be inoperative. Follow the Repair Procedure in this bulletin to address this condition.

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Production Change Information

This bulletin applies to:

- ALL 2014 – 2015 model year IS 250 vehicles.
- Vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
IS 200t	Tahara	2WD	JTHBA1D2#G5017777
IS 300		AWD	JTHCM1D2#G5007229
IS 350		2WD	JTHBE1D2#G5027396
		AWD	JTHCE1D2#G5011545
RC 200t		2WD	JTHHA5BC#G5002199
RC 300		AWD	JTHSM5BC#G5001010
RC 350			JTHSE5BC#G5006253
RC F		2WD	JTHHP5BC#G5004973
NX 200t	TMK	2WD	JTJYARBZ#G2030549
		AWD	JTJBARBZ#G2063326
NX 300h		2WD	JTJYWRBZ#G2010905
		AWD	JTJBIRBZ#G2036633

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD1616	R & R Front Door Lock Assy (One Side)	0.7	69030-##### or 69040-#####	72	40
BD1616A	Opposite Side				
BD1617	R & R Rear Door Lock Assy (One Side)		69050-##### or 69060-#####		
BD1617A	Opposite Side				

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.

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Parts Information

IS	NX	RC	PART NAME	QTY
69750-53072	69750-78011	69750-24111	Cable Assy, FR Door Inside Locking	As Needed*
69770-53082	69770-78011	-	Cable Assy, RR Door Inside Locking	
69040-53130			Lock Assy, FR Door w/Motor, LH	
69030-53120			Lock Assy, FR Door w/Motor, RH	
69060-30580	69060-48060	-	Lock Assy, RR Door w/Motor, LH	
69050-30530	69050-48060		Lock Assy, RR Door w/Motor, RH	

*Replace the door lock(s) that is/are exhibiting the condition as described in the Introduction section.

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Repair Procedure

1. Remove the door lock cable and actuator.

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

- 2016 IS 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2014 IS 250:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2015 IS 250:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2016 IS 300:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2014 – 2016 IS 350:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2015 – 2016 NX 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2015 – 2016 NX 300h:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#) / [Rear Door Lock: Removal](#)”
- 2015 – 2016 RC F:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#)”
- 2016 RC 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#)”
- 2016 RC 300:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#)”
- 2015 – 2016 RC 350:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Removal](#)”

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Repair Procedure (Continued)

2. Install the NEW door lock cable and actuator.

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

- 2016 IS 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
- 2014 IS 250:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
- 2015 IS 250:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
- 2016 IS 300:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
- 2014 – 2016 IS 350:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
- 2015 – 2016 NX 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
- 2015 – 2016 NX 300h:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#) / [Rear Door Lock: Installation](#)”
- 2015 – 2016 RC F:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#)”
- 2016 RC 200t:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#)”
- 2016 RC 300:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#)”
- 2015 – 2016 RC 350:
Vehicle Interior – Door Lock – “Door Lock: [Front Door Lock: Installation](#)”

3. Confirm door lock operation.