

Power Back Door Squeak Noise

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2018	Highlander, Highlander HV	

Introduction

Some 2014 – 2018 model year Highlander and Highlander HV vehicles may exhibit a condition where the power back door (PBD) makes a squeak noise while the door is opening or closing. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1812	R & R Power Back Door Unit Assembly Set	0.6	68910-09### 68920-09###	91	84

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	COMPONENT	QTY
PREVIOUS	NEW			
68910-09041	68910-09140	Unit Assy Set, Power Back Door, RH	W/ Woofer	1
68910-09054	68910-09150	Unit Assy Set, Power Back Door, LH		1
68910-09023	68910-09120	Unit Assy Set, Power Back Door, RH	W/O Woofer	1
68910-09053	68910-09130	Unit Assy Set, Power Back Door, LH		1

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Repair Procedure

1. Confirm the squeak noise location.
Is the squeak noise coming from the seal in the strut of the PBD unit assembly?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1.



2. Review the video file.
[Squeak Noise Example](#)
Does the noise from the video match the observed noise?
 - **YES** — Continue to step 3.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
3. Replace both the RH and LH PBD unit assembly.
Refer to TIS, applicable model and model year Repair Manual:
 - 2014 – 2018 Highlander:
Vehicle Exterior – Door/Hatch– “Door / Hatch: Power Back Door Drive Unit: [Removal / Installation](#)”
 - 2014 – 2016 Highlander HV:
Vehicle Exterior – Door/Hatch– “Door / Hatch: Power Back Door Drive Unit: [Removal / Installation](#)”
 - 2017 – 2018 Highlander HV:
Vehicle Exterior – Door/Hatch– “Door / Hatch: Power Back Door Drive Unit: [Removal / Installation](#)”
4. Initialize the PBD system.
Refer to TIS, applicable model and model year Repair Manual:
 - 2014 – 2018 Highlander:
Vehicle Exterior – Door/Hatch– [“Door / Hatch: Power Back Door System: Initialization”](#)
 - 2014 – 2018 Highlander HV:
Vehicle Exterior – Door/Hatch– [“Door / Hatch: Power Back Door System: Initialization”](#)

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Repair Procedure (continued)

5. Check operation of the PBD and confirm the squeak noise is no longer present.
Refer to TIS, applicable model and model year Repair Manual:
 - 2014 – 2018 Highlander:
Vehicle Exterior – Door/Hatch – [“Door / Hatch: Power Back Door System: Operation Check”](#)
 - 2014 – 2018 Highlander HV:
Vehicle Exterior – Door/Hatch – [“Door / Hatch: Power Back Door System: Operation Check”](#)