

Rear Hatch Hinge Corrosion

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013 - 2017	RAV4	WMI(s): 2T3 Plant Code(s): W Serial Number Range: 001004 - 660294

Introduction

Some 2013 – 2017 model year RAV4 vehicles may exhibit corrosion around the rear hatch hinges. The corrosion may be present in varying degrees, ranging from paint blisters to red surface rust with perforation. Follow the Repair Procedure in this bulletin to address this condition.

Figure 1. Paint Blistering



Figure 2. Defined Red Rust



Production Change Information

This bulletin applies to 2013 – 2017 model year RAV4 vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	TMMC	AWD	2T3RFREV#HW660294
		2WD	2T3WFREV#HW381372

Rear Hatch Hinge Corrosion

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1810	Sublet to Repair Shop (Repair and Sealer)*	0.2	68810-0R010	67	17

*Use typical body shop sublet type "ZZ" other for claiming repair, sealing, and replacement of the back door hinges.

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
68810-0R010	Hinge Assy, Back Door	2

Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	PART NUMBER	QTY
3M™ Heavy Bodied Sealer or 3M™ Urethane Seam Sealer	8308 or 8405	1

Repair Procedure

1. Inspect the vehicle for corrosion around the rear hatch hinges.
Is corrosion present around the rear hatch hinges?
 - **YES** — Sublet the vehicle to a body shop for repair, then continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
2. Remove the hatch and hinges from the body and perform the body repairs.
3. Install the NEW hinges to the body side.
4. Apply 3M™ Heavy Bodied Sealer (or 3M™ Urethane Seam Sealer) around ALL four sides of each rear hatch hinge.

NOTE

- For accessibility, step 4 MUST be completed BEFORE the hatch is installed to the upper portion of the hinge.
- Step 4 will provide additional protection AFTER the hinge is installed to the body.

Rear Hatch Hinge Corrosion

Repair Procedure (continued)

5. Use a spatula to smooth and complete the seal around the hatch hinges.

Figure 3. LH Hinge

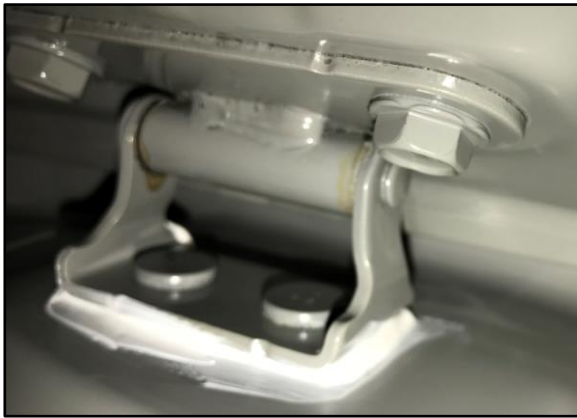


Figure 4. RH Hinge



6. Install the hatch to the upper portion of the hinge.