

# Slide Door Inspection

**Service Category** Vehicle Exterior

**Section** Door/Hatch

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2011 - 2018	Sienna	

## Introduction

Some 2011 – 2018 model year Sienna customers may express concern about their vehicle's slide door performance. Upon customer request, the Inspection Procedure in this bulletin may be performed for a functional check of the slide door system.

## Claim Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1820	Slide Door Inspection (Both Doors)	0.5	–	87	17

### APPLICABLE CLAIM

This inspection is available until June 11, 2020, regardless of mileage. One inspection per vehicle may be completed only upon customer request. Please verify eligibility by confirming through TIS that no inspection has been previously completed.

## Slide Door Inspection

### Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

\*Essential SST.

#### NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 14.10.028 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

### Inspection Procedure

1. If the vehicle is equipped with manual slide doors, continue to step 2.  
If the vehicle is equipped with power slide doors, check the slide doors' operation with power ON.

Can the power slide door be fully opened and closed?

- **YES** — Continue to step 2.
- **NO** — Confirm the power slide doors are getting power. If there is no power to the slide doors, refer to the Problem Symptoms Table in the Repair Manual for additional diagnostics. If the doors are getting power, continue to step 2.

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

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) / [2018](#) Sienna: *Vehicle Exterior –Door/Hatch–* “Door / Hatch: Power Slide Door System: Problem Symptoms Table”

## Slide Door Inspection

### Inspection Procedure (continued)

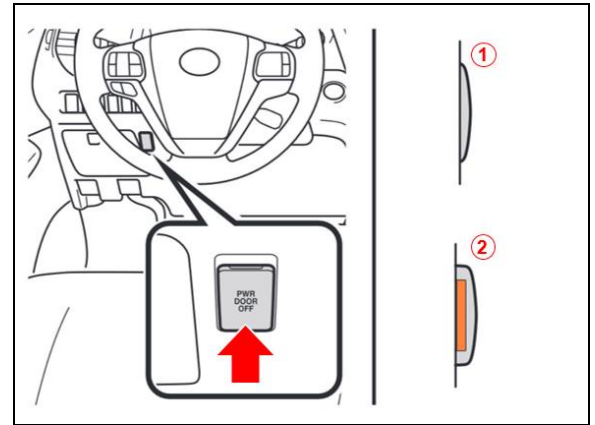
2. Check the slide door operation with power OFF. Turn the power slide door OFF by pushing the main switch as shown.

**NOTE**

The orange mark on the switch should NOT be visible when the switch is OFF.

- A. Can the slide door be fully opened and closed?
  - **YES** — Continue to substep B.
  - **NO** — Inspect upper fuel lid hinge for separation by referring to the inspection procedure in [T-SB-0068-19 Fuel Lid Door Hinge Broken](#). If the fuel lid hinge is separated, continue to use [T-SB-0068-19 Fuel Lid Door Hinge Broken](#) for the Repair Procedure. AFTER the repair is complete, continue substep B.

**Figure 1.**



<b>1</b>	<b>OFF</b>
<b>2</b>	<b>ON</b>

## Slide Door Inspection

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### Inspection Procedure (continued)

- B. Verify manually that the slide doors open and close repeatedly. Check for indications of abnormal conditions (e.g., damaged slide door cable and/or seized power slide door center hinge bushing).
- (1) Can a separated power slide door cable be seen hanging from the door opening?
    - **YES** — Complete the Repair Procedure in Service Bulletin No. [T-SB-0141-18](#) *Power Sliding Door Cable Replacement*. AFTER the repair is complete, continue to step B (2).
    - **NO** — Continue to B (2).
  - (2) Is the door difficult to slide open and closed?
    - **YES** — Inspect for seized slide door center hinge by referring to the Inspection Procedure in [T-SB-0067-19](#) *Power Slide Door Center Hinge Corrosion* or [T-SB-0066-19](#) *Manual Slide Door Center Hinge Corrosion* where applicable. If a seized center hinge is found, then continue to use [T-SB-0067-19](#) *Power Slide Door Center Hinge Corrosion* or [T-SB-0066-19](#) *Manual Slide Door Center Hinge Corrosion* where applicable for the Repair Procedure. AFTER the repair is complete, continue to step 3.
    - **NO** — Continue to step 3.
3. Check slide doors' operation again with power ON.
- Are door latch functions inoperative when the door is at closing position?
- **YES** — Check the functionality of the front latch pawl by referring to the Inspection Procedure in [T-SB-0244-17](#) *Slide Door Abnormal Operation*. If the front latch pawl is sticking, continue to use [T-SB-0244-17](#) *Slide Door Abnormal Operation* for the Repair Procedure. AFTER the repair is complete, continue to step 4.
  - **NO** — Continue to step 4.

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### Inspection Procedure (continued)

4. Are door latch functions still inoperative when the door is at the closing position?
  - **YES** — Confirm proper rear latch operation by referring to the rear lock assembly inspection procedure in [T-SB-0244-17](#) *Slide Door Abnormal Operation*. If the rear latch is found to be corroded, complete the Repair Procedure in [T-SB-0244-17](#) *Slide Door Abnormal Operation* for the Repair Procedure. AFTER the repair is complete, continue to step 5.
  - **NO** — Continue to step 5.
  
5. Using Techstream, perform a Health Check.

If repairs were made during the inspection process in this Service Bulletin, confirm no Diagnostic Trouble Codes (DTCs) are present.

If no DTCs are present or if no repairs were made (but concern is still present) continue diagnosis using the applicable Repair Manual.