

# Sloshing or Splashing Noise From Inside One or More Door Panels

**Service Category** Vehicle Exterior

**Section** Door/Hatch

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021 - 2022	RAV4 Prime	
2019 - 2022	RAV4, RAV4 HV	

## Introduction

Some 2019 – 2022 model year RAV4 and RAV4 Hybrid, and 2021 – 2022 model year RAV4 Prime vehicles may exhibit a sloshing or splashing noise from inside one or more door panels when driving, opening and/or closing a door, and/or braking. This condition is caused by a cavity wax/debris/substance that may block door drain holes and restrict water from draining properly. Follow the Repair Procedure in this bulletin to address this condition.

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD2009	R & R ALL Four Door Weather Strip Mouldings	1.6	67863-#####	66	88

\*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

### APPLICABLE WARRANTY

- This repair is covered under the Toyota Standard 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.

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### Parts Information

PART NUMBER	PART NAME	QTY
67863-0R040	Weatherstrip, FR Door, No.2 RH	1
67864-0R040	Weatherstrip, FR Door, No.2 LH	1
67873-0R040	Weatherstrip, RR Door, No.5 RH	1
67874-0R040	Weatherstrip, RR Door, No.5 LH	1

### Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	<a href="#">00002-06020-01</a>	1

\*Essential SST.

#### NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

### Repair Procedure

- Does the vehicle exhibit a sloshing or splashing noise from inside one or more door panels when driving, opening and/or closing a door, and/or braking?
  - YES** — Go to step 3.
  - NO** — Continue to step 2.

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### Repair Procedure (continued)

2. Lift the weatherstrip moulding in the bottom of one of the doors exhibiting the condition and check for the condition of ALL three drain holes.

Is there excessive cavity wax/debris/substance blocking the door drain holes and restricting water from draining properly?

- **YES** — Continue to step 3.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

**Figure 1.**



<b>1</b>	<b>Wax-type Substance Blocking the Door Drain Holes</b>
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## Sloshing or Splashing Noise From Inside One or More Door Panels

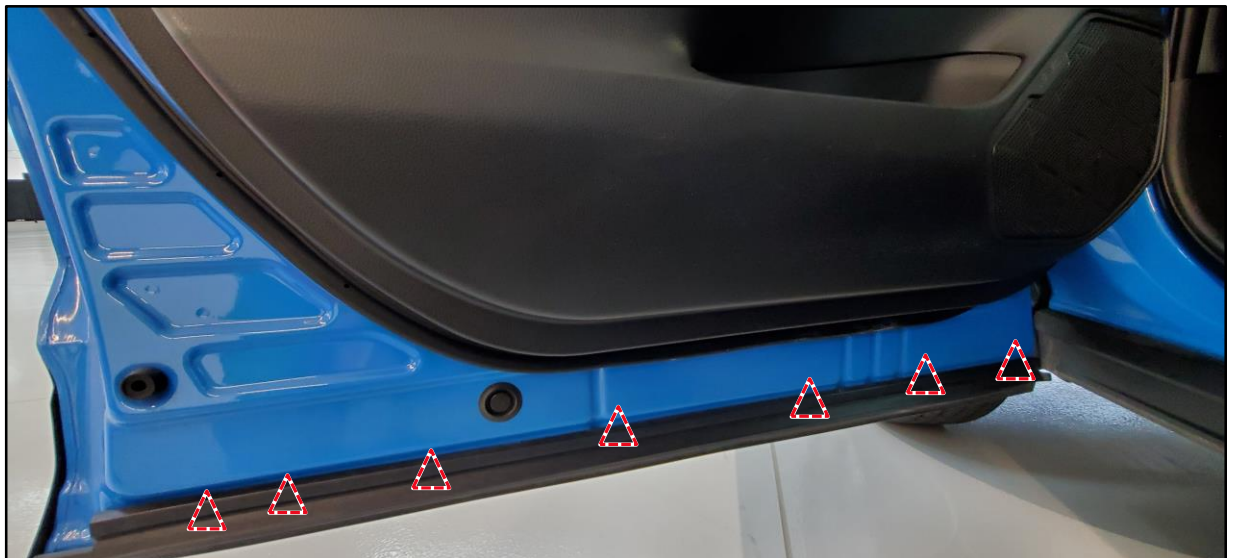
### Repair Procedure (continued)


3. Remove the bottom door weatherstrip moulding from ALL four doors (front left, front right, rear left, and rear right).
  - A. Use the plastic clip removal tool to disengage the clips from the front doors and remove the front door No. 2 weatherstrip moulding.
  - B. Use the plastic clip removal tool to disengage the clips from the rear doors and remove the rear door No. 5 weatherstrip moulding.

**NOTE**

Replace weatherstrip moulding if the clips are damaged during removal.

**Figure 2.**



 Location of Clips Behind the Weatherstrip Moulding

## Sloshing or Splashing Noise From Inside One or More Door Panels

### Repair Procedure (continued)

- Use high pressure water to clean ALL debris from the weatherstrip mouldings and drain holes from ALL four doors.

**NOTE**

Make sure all weatherstrip mouldings and drain holes on all doors are clean and free of road debris.

**Figure 3.**



○	Location of Drain Holes
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**Figure 4. Example of Debris on Weatherstrip Moulding**



**Figure 5. Example of Debris on Drain Hole**

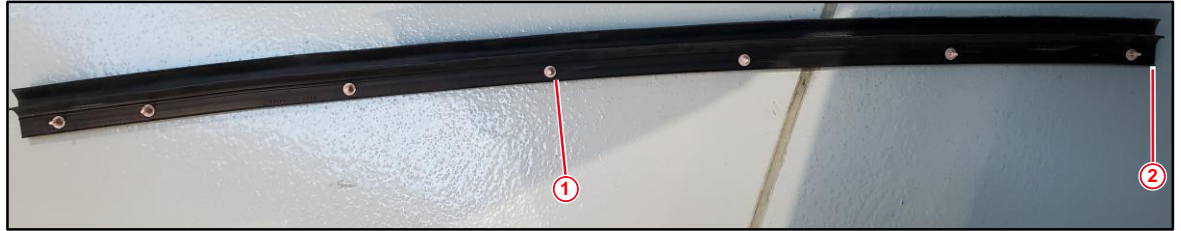


## Sloshing or Splashing Noise From Inside One or More Door Panels

### Repair Procedure (continued)

5. BEFORE reinstalling the front door weatherstrip mouldings trim the inner lip of the weatherstrip mouldings for ALL front doors to prevent debris build up in the future.
  - A. Measure 27 mm from clip No. 4 from the rear edge of the moulding (right).

**Figure 6. Weatherstrip Moulding**



<b>1</b>	Clip No. 4
<b>2</b>	Rear Edge of the Moulding

**Figure 7. Weatherstrip Moulding**



<b>1</b>	Inner Lip
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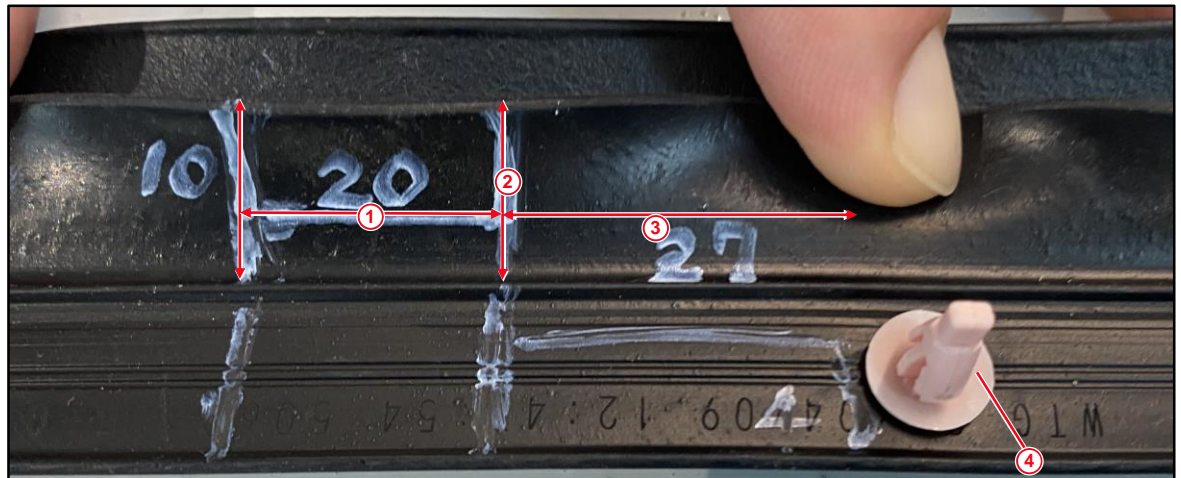
### Repair Procedure (continued)

B. Cut the inner lip of the weatherstrip moulding with the following dimensions:

**Length: 20 mm**

**Height: 10 mm**

**Figure 8. Weatherstrip Moulding**



<b>1</b>	<b>Length of Cut: 20 mm</b>
<b>2</b>	<b>Height of Cut: 10 mm</b>
<b>3</b>	<b>Length Between Cut and Clip No. 4: 27 mm</b>
<b>4</b>	<b>Clip No. 4 (from rear edge of the molding)</b>

## Sloshing or Splashing Noise From Inside One or More Door Panels

### Repair Procedure (continued)

6. BEFORE reinstalling the rear door weatherstrip mouldings, trim the inner lip of the weatherstrip mouldings for ALL rear doors to prevent debris build up in the future.
  - A. Measure 37 mm from clip No. 3 from the front edge of the molding (left).

**Figure 9. Weatherstrip Moulding**



<b>1</b>	<b>Front Edge of the Moulding</b>
<b>2</b>	<b>Clip No. 3</b>

**Figure 10. Weatherstrip Moulding**



<b>1</b>	<b>Inner Lip</b>
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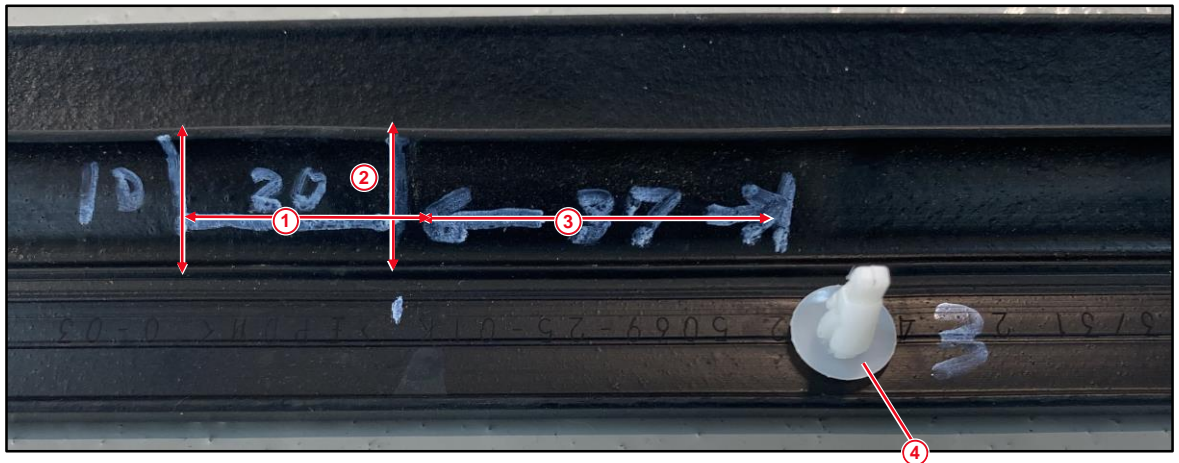
### Repair Procedure (continued)

B. Cut the inner lip of the weatherstrip moulding with the following dimensions:

**Length: 20 mm**

**Height: 10 mm**

**Figure 11. Weatherstrip Moulding**



<b>1</b>	Length of Cut: 20 mm
<b>2</b>	Height of Cut: 10 mm
<b>3</b>	Length Between Cut and Clip No. 3: 37 mm
<b>4</b>	Clip No. 4

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### Repair Procedure (continued)

7. Reinstall the weatherstrip moulding back on ALL doors.
  - A. Reinstall the front door No. 2 weatherstrip mouldings by reinstalling the clips.
  - B. Reinstall the rear door No. 5 weatherstrip mouldings by reinstalling the clips.

**NOTE**

Replace weatherstrip moulding if the clips are damaged during removal.

**Figure 12. Reinstalling Weatherstrip Moulding to Door**



8. Ensure the cut window on the weatherstrip moulding and the drain hole align properly.

**Figure 13.**



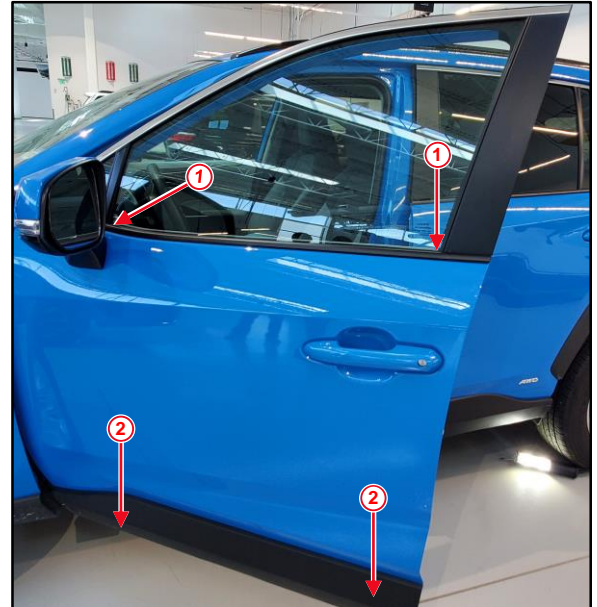
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### Repair Procedure (continued)

9. Pour water into the repaired doors to confirm the drain holes are working properly.
  
10. Open and close the repaired doors and test-drive the vehicle to ensure the condition no longer exists.

**Figure 14.**



<b>1</b>	<b>Pour Water Here</b>
<b>2</b>	<b>Check Water Drain</b>