

Rattle Noise When the Sliding Roof Is Tilted Open

Service Category Vehicle Exterior

Market USA and Mexico

Section Sliding Roof/Convertible



Applicability

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

Introduction

Some 2019 – 2021 model year RAV4 and RAV4 Hybrid and 2021 model year RAV4 Prime vehicles may exhibit a rattle noise from the sliding roof assembly when it is in the tilted open position while driving over a bumpy road. Follow the Repair Procedure in this bulletin to address this condition.

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Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD2020	Apply Grease to Adjustment Nuts and Brackets	1	63205-#####*	91	40

*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 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.

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD2020	Apply Grease to Adjustment Nuts and Brackets	1	63205-#####*	91	40

*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 Basic Warranty. This warranty is in effect for 36 months or 60,000 kilometers, 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

For USA and Mexico Markets

PART NUMBER	PART NAME	QTY
63205-48030	Cable Sub-assy, Sliding Roof Drive – Service Kit	1

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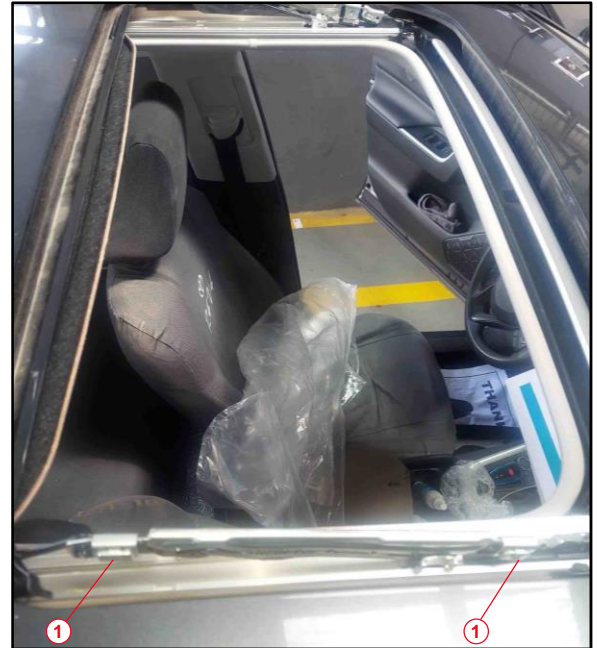
Repair Procedure

1. Confirm the condition exists.
Does the vehicle exhibit a rattle noise from the sliding roof assembly when it is in the tilted open position while driving over a bumpy road?
 - **Yes** — Continue to step 2.
 - **No** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

NOTE

The moon roof adjustment nuts shown in Figure 1 are in the same location on the other side of the sliding roof assembly.

Figure 1. Sliding Roof Assembly



1	Moon Roof Adjustment Nuts
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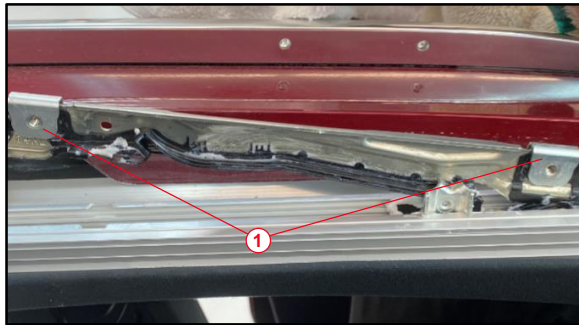
2. Remove the sliding roof glass sub-assembly.
Refer to TIS, applicable model and model year Repair Manual:
 - [2019](#) / [2020](#) / [2021](#) RAV4 and RAV4 HV:
Vehicle Exterior – Sliding Roof/Convertible – “Sliding Roof / Convertible: Sliding Roof Housing (for Moon Roof): Removal”
 - [2021](#) RAV4 Prime:
Vehicle Exterior – Sliding Roof/Convertible – “Sliding Roof / Convertible: Sliding Roof Housing (for Moon Roof): Removal”

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Repair Procedure (continued)

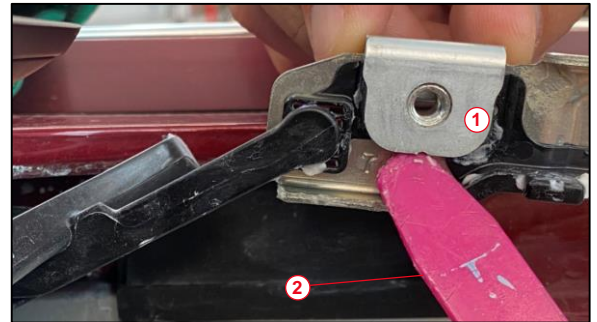
3. Remove the adjustment nuts.
 - A. Remove the nut covers by gently inserting the removal tool (e.g., plastic pliers) and twisting, as shown in Figure 3.

Figure 2.



1	Nut Cover
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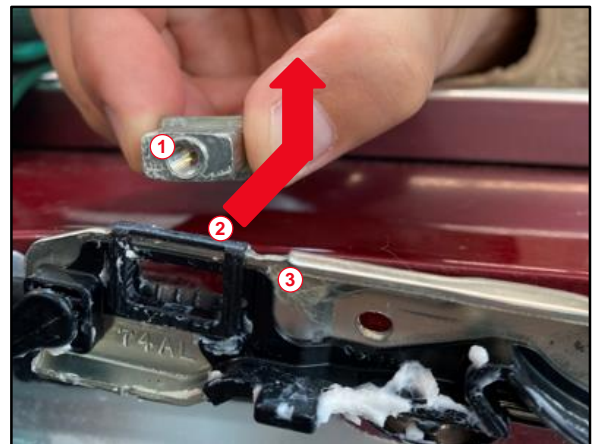
Figure 3.



1	Nut Cover
2	Removal Tool

- B. Remove the adjustment nuts by pulling them out of the mechanical bracket.

Figure 4.



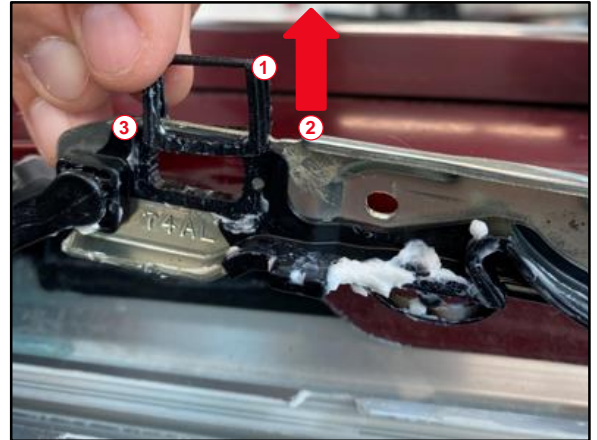
1	Adjustment Nut
2	Pull Out in This Direction
3	Mechanical Bracket

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Repair Procedure (continued)

- Remove the rubber pads by pulling them up from the mechanical bracket.

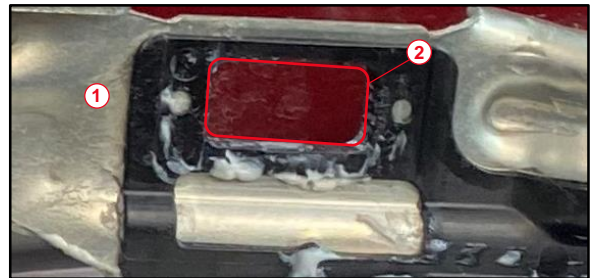
Figure 5.



1	Rubber Pad
2	Remove in This Direction
3	Mechanical Bracket

- Clean and apply NEW grease to the contact areas of the mechanical bracket.

Figure 6.



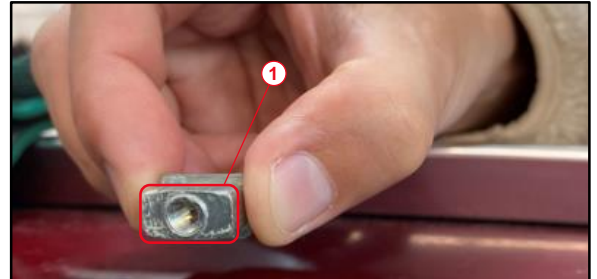
1	Mechanical Bracket
2	Apply Grease

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Repair Procedure (continued)

6. Apply grease to the outer circumference area of the NEW adjustment nut.

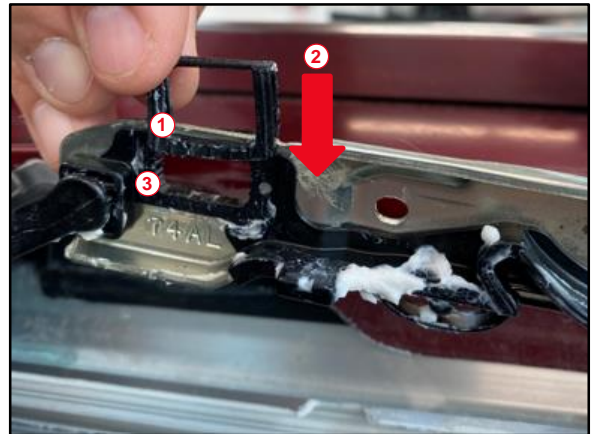
Figure 7.



1	Apply Grease
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7. Reinstall the rubber pad to the mechanical bracket.

Figure 8.



1	Rubber Pad
2	Install in This Direction
3	Mechanical Bracket

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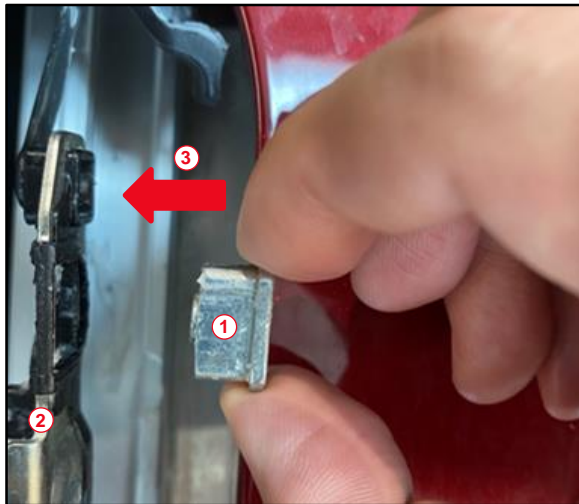
Repair Procedure (continued)

- Reinstall the adjustment nut to the mechanical bracket.

NOTE

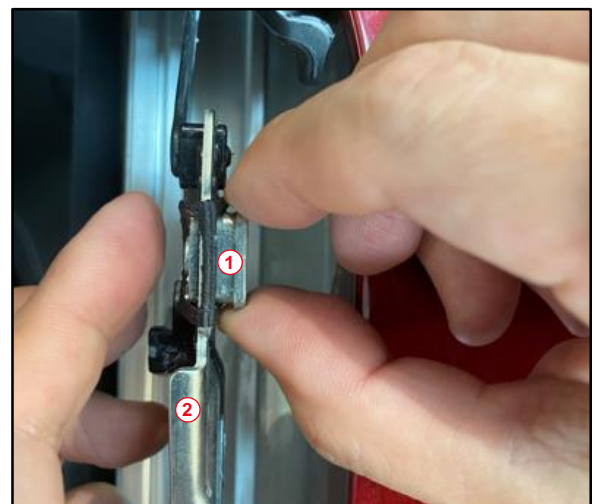
Insert the adjustment nut from outside the vehicle toward the interior.

Figure 9.



1	Adjustment Nut
2	Mechanical Bracket
3	Install in This Direction

Figure 10.



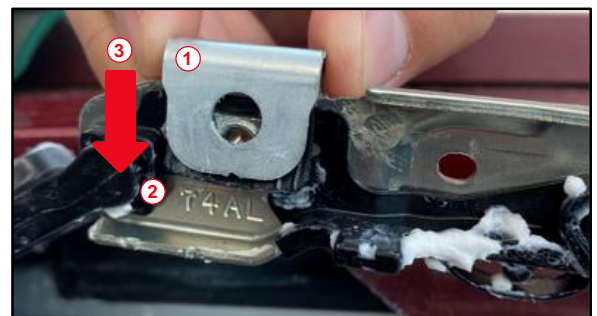
1	Adjustment Nut
2	Mechanical Bracket

- Push down the nut cover from the top of the mechanical bracket and insert it firmly.

NOTICE

When installing the nut cover, do NOT interfere with the rubber pad.

Figure 11.



1	Nut Cover
2	Mechanical Bracket
3	Install in This Direction

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Repair Procedure (continued)

10. Reinstall the sliding roof glass sub-assembly.

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

- [2019 – 2021](#) RAV4 and RAV4 HV:
Vehicle Exterior – Sliding Roof/Convertible – “Sliding Roof / Convertible: Sliding Roof Housing (for Moon Roof): Installation”
- [2021](#) RAV4 Prime:
Vehicle Exterior – Sliding Roof/Convertible – “Sliding Roof / Convertible: Sliding Roof Housing (for Moon Roof): Installation”

11. Confirm the condition no longer exists.