

# 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###<br>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   |

## Power Back Door Squeak Noise

### 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](#)”

## Power Back Door Squeak Noise

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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”](#)