

Slide Door Abnormal Operation

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
 ASE Certification 

Applicability

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

REVISION NOTICE

November 14, 2018 Rev1:

- **The Diagnosis Procedure and Repair Procedure sections have been updated. Any previous printed versions of this bulletin should be discarded.**

Introduction

Some 2011 – 2018 model year Sienna vehicles may exhibit a condition where the slide door's — power or manual — front and rear latches may not latch simultaneously due to corrosion on the latch lever pin of the front lock assembly. Additionally, some 2011 – 2015 model year Sienna vehicles may exhibit a condition where the power slide door does not close properly due to internal corrosion in the latch switch of the rear lock assembly. Follow the procedures in this bulletin to address these conditions.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
BD1629	R & R Front Lock and Striker (One Side)	0.7	69370-08031	9A	84
Combo A	Opposite Side	0.4	69380-08031		
BD1630	R & R Rear Lock Assy Replacement (One Side)	0.9	69200-08020	87	73
Combo A	Opposite Side	0.3	69300-08020		
BD1631	R & R Front Lock and Striker and Rear Lock Assy (One Side)	1.1	69370-08031	9A	84
			69380-08031		
			69200-08020	87	73
			69300-08020		

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.**

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Parts Information

Front Lock Condition

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
69370-08031	04007-02308	Lock Assy, Slide Door, FR RH Kit	1
69380-08031	04007-02408	Lock Assy, Slide Door, FR LH Kit	1

Rear Lock Condition

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
69200-08020	04007-02108	Lock Assy, Power Slide Door, RH Kit	1
69300-08020	04007-02208	Lock Assy, Power Slide Door, LH Kit	1

Required Tools & Equipment

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

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 13.20.018 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	00002-06020-01	1

NOTE

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

* Essential SST.

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Diagnosis Procedure

1. Check the slide door cable, center hinge, and upper and lower roller condition.
Are there ANY abnormal conditions (damaged cable, stiff hinge operation, etc.)?
 - **YES** — Diagnose and repair, then continue to step 2.
 - **NO** — Continue to step 2.
2. Using Techstream, perform a Health Check.
Are ANY current Diagnostic Trouble Codes (DTCs) for the power slide door stored?
 - **YES** — Record stored DTCs, then continue to step 3.
 - **NO** — Continue to step 3.
3. Check the slide door operation.
 - A. Turn OFF the power slide door main switch.
 - B. Check the slide door manual operation.

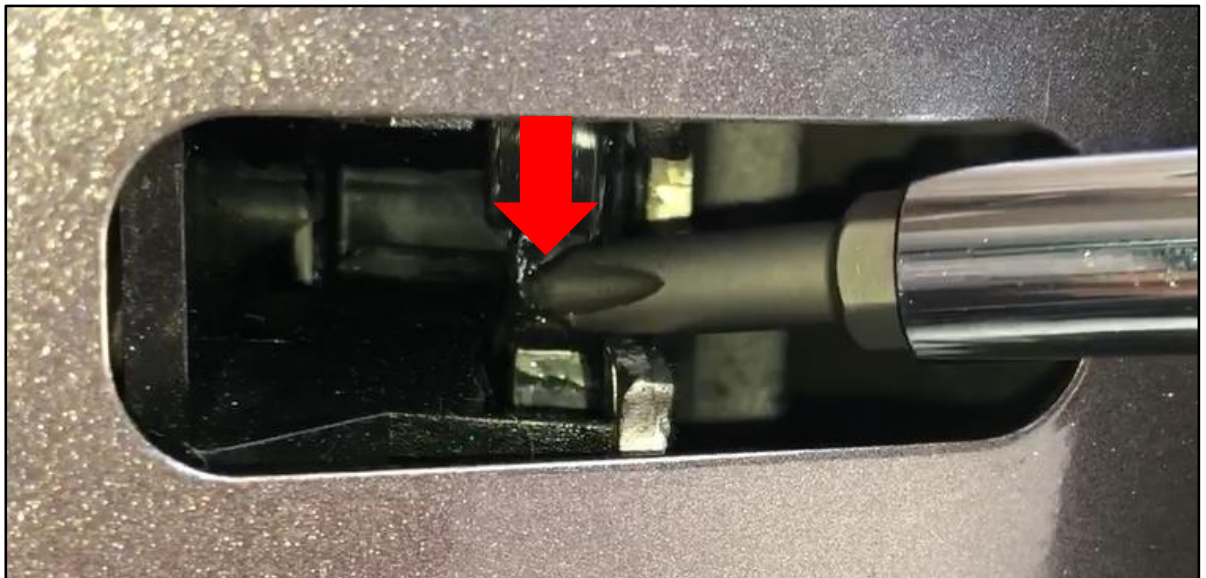
Are the door latch functions inoperative when the door is at a closing position?

 - **YES** — Continue to Front Latch Diagnosis, then proceed to the Front Lock Assembly and Striker Replacement procedure.
 - **NO** — Continue to step 4.

Front Latch Diagnosis

4. Check the functionality of the front latch pawl while the slide door is open.
 - A. Using a screwdriver, depress the front latch pawl until it latches.

Figure 1.



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Diagnosis Procedure (continued)

Front Latch Diagnosis (continued)

- B. With the pawl latched, pull the screwdriver toward you to see if the pawl releases.

Figure 2.



Does the pawl release when pulled toward you?

- **YES** — Proceed to the Front Lock Assembly and Striker Replacement procedure.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

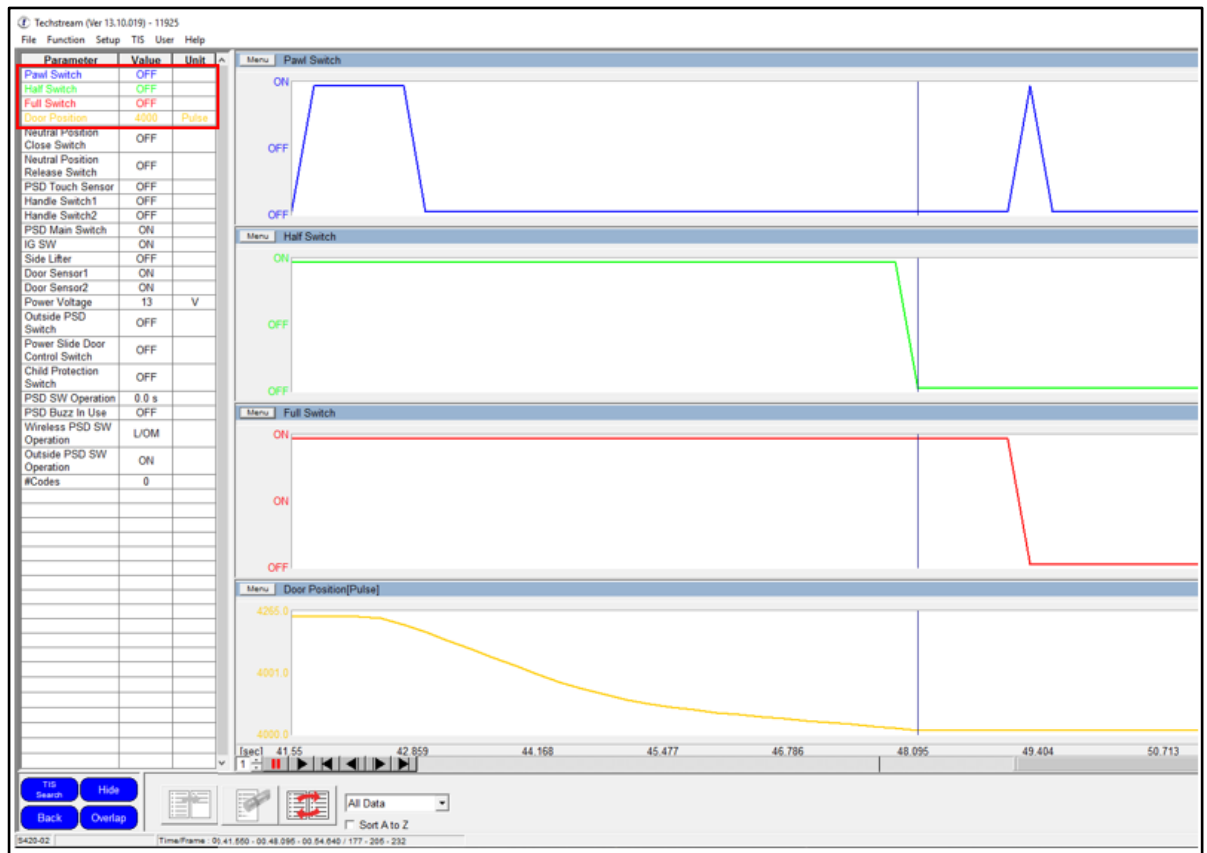
Slide Door Abnormal Operation

Diagnosis Procedure (continued)

Rear Latch Diagnosis

5. Using Techstream, check the data list for half and full latch switch ON/OFF conditions.
 - A. Select "Rear Left Door" or "Rear Right Door" in the data list.
 - B. Double-click Pawl Switch, Half Switch, Full Switch, and Door Position.

Figure 3.



- C. Turn ON the power slide door main switch and close the slide door.

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Diagnosis Procedure (continued)

Rear Latch Diagnosis (continued)

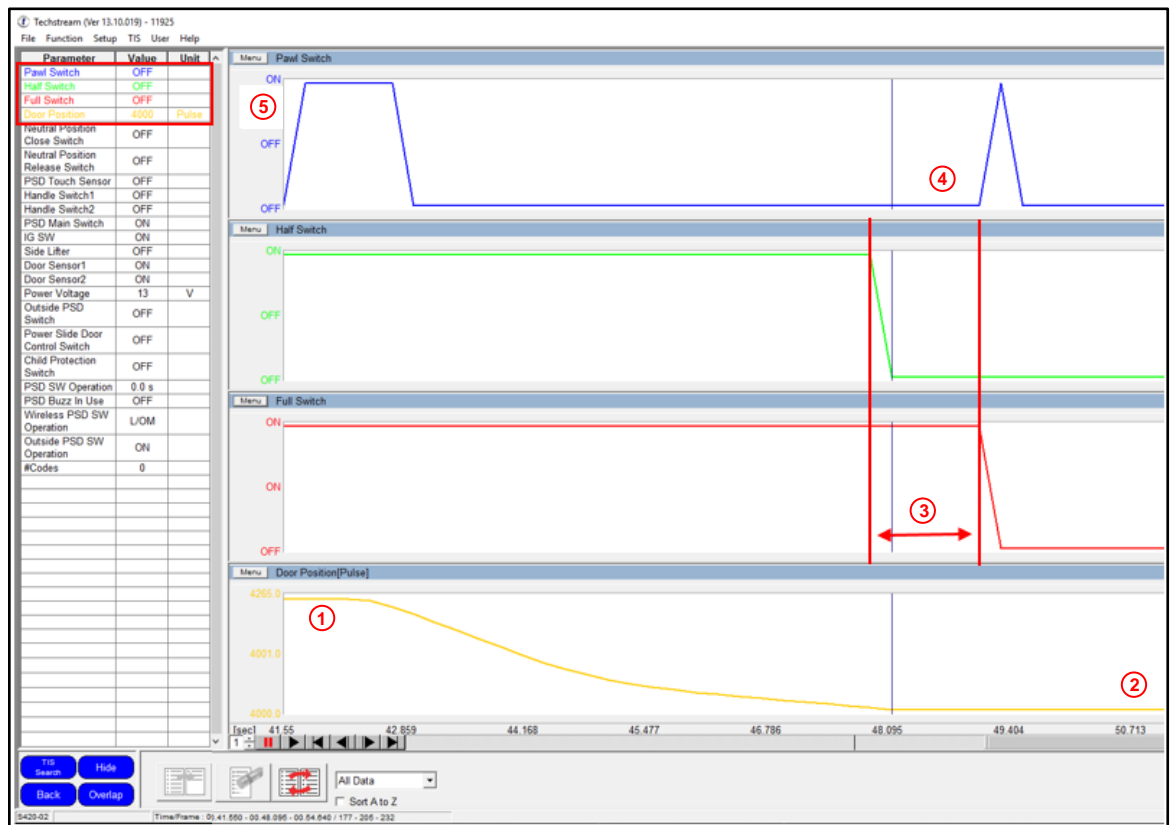
D. Check the switch ON/OFF condition.

Do ANY of the following abnormal switch ON/OFF conditions appear?

- (1) No time lag (ΔT) between half switch and full latch switch activation.
- (2) The half switch stays ON or OFF regardless of the slide door position.
- (3) The full switch stays ON or OFF regardless of the slide door position.
- (4) The pawl switch stays ON or OFF regardless of slide door position.

- **YES** — Proceed to the Rear Lock Assembly Replacement procedure.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 4.



1	Slide Door Opened
2	Slide Door Closed
3	Time Lag (ΔT) Between Half and Full Switch Activation

4	Pawl Switch Change in Position
5	Techstream Parameters

Slide Door Abnormal Operation

Repair Procedure

Front Lock Assembly and Striker Replacement

1. Remove the front slide door lock assembly.

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

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) / [2018](#) Sienna:
Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Removal”

2. Install the NEW slide door front lock assembly.

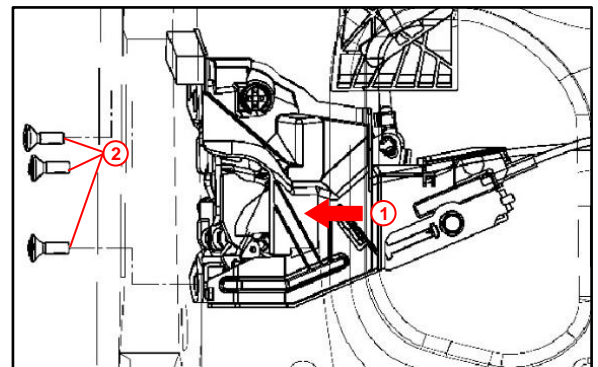
Refer to TIS, applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) / [2018](#) Sienna:
Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Installation”

- A. Apply MP grease to the sliding parts of the slide door front lock.

- B. To ensure a correct seal, push and hold the slide door front lock to the door until three T30 TORX screws are temporarily installed.

Figure 5.



1	Push
2	Screw

- C. Using a T30 TORX socket wrench, install the slide door front lock with the three screws.
Torque: 5.0 N*m (51 kgf*cm, 44 in*lbf)

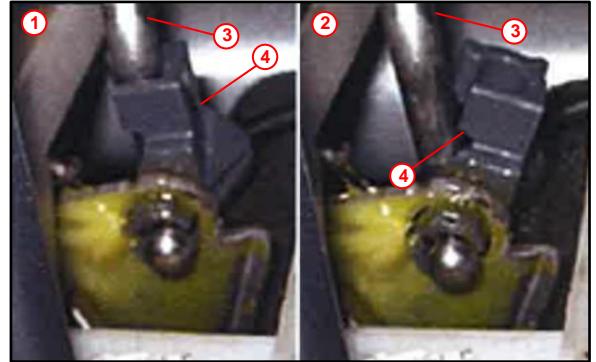
Slide Door Abnormal Operation

Repair Procedure (continued)

Front Lock Assembly and Striker Replacement (continued)

D. Connect the rod and attach the lock clip to the rod.

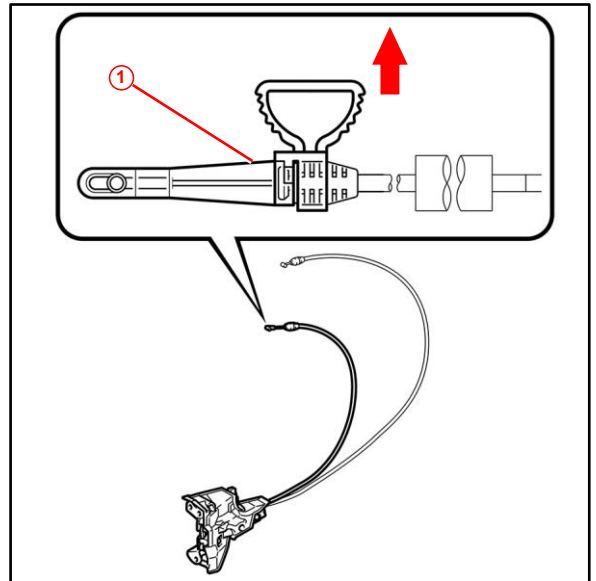
Figure 6.



1	OK Condition
2	NG Condition
3	Rod
4	Lock Clip

E. Remove the clamp.

Figure 7.



1	Clamp
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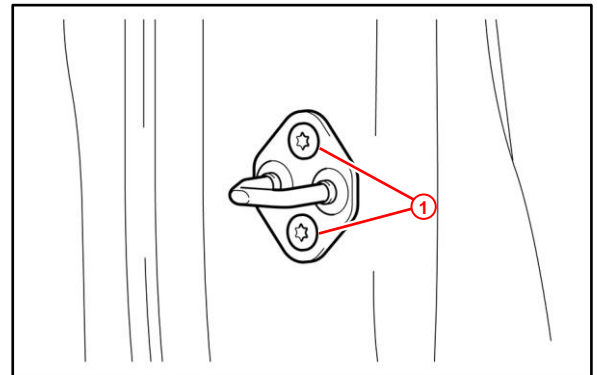
Slide Door Abnormal Operation

Repair Procedure (continued)

Front Lock Assembly and Striker Replacement (continued)

3. Remove the slide door striker.
 - Using a T40 TORX socket wrench, remove the two screws.

Figure 8.



1	Screw
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4. Install the NEW striker and striker cover.
 - A. Check the installation direction of the front striker and assemble the striker and striker cover.

Figure 9.



1	Bottom
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Slide Door Abnormal Operation

Repair Procedure (continued)

Front Lock Assembly and Striker Replacement (continued)

- B. Check the striker direction, then set the striker and cover to the body. The pink marking should be located at the bottom.
- C. Apply thread lock or Loctite™ on the screws.
- D. Using a T40 TORX socket wrench, install the screws.
Torque: 23 N*m (235 kgf*cm, 17 ft*lbf)

Figure 10.



1	Bottom
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- 5. Initialize the power window system and check the door latch function.
- 6. Using Techstream, perform a Health Check and confirm there are no DTCs present.

Rear Lock Assembly Replacement

- 7. Remove the rear slide door lock assembly.
Refer to TIS, applicable model and model year Repair Manual:
 - [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) / [2018](#) Sienna:
Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Removal”
- 8. Install the NEW rear slide door lock assembly.
Refer to TIS, applicable model and model year Repair Manual:
 - [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) / [2018](#) Sienna:
Vehicle Interior – Door Lock – “Door Lock: Slide Door Lock: Installation”
- 9. Initialize the power window system and confirm the power slide door open/close function operates normally.