Water Leak At Back Door Hatch

Service Category: Vehicle Exterior
Section: Door/Hatch
Market: USA

Applicability

<table>
<thead>
<tr>
<th>YEAR(S)</th>
<th>MODEL(S)</th>
<th>ADDITIONAL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006 – 2007</td>
<td>Highlander HV</td>
<td></td>
</tr>
<tr>
<td>2001 – 2007</td>
<td>Highlander</td>
<td></td>
</tr>
</tbody>
</table>

Introduction

Some 2001 - 2007 model year Highlander / Highlander HV vehicles may exhibit water intrusion into the rear of the vehicle due to a cracked body seam sealer just above the back door stay mount area. Use the following repair information to address this condition.

Figure 1.
Water Leak At Back Door Hatch

Warranty Information

<table>
<thead>
<tr>
<th>OP CODE</th>
<th>DESCRIPTION</th>
<th>TIME</th>
<th>OFP</th>
<th>T1</th>
<th>T2</th>
</tr>
</thead>
<tbody>
<tr>
<td>BD1126</td>
<td>Inspect the Left and Right Back Door Upper Stay Mount Area*</td>
<td>0.2</td>
<td>6172#-480#0</td>
<td>66</td>
<td>68</td>
</tr>
</tbody>
</table>

* Use typical body shop sublet claim practice for preparation, welding, sealing, and painting of the rear hatch panel seam.

**APPLICABLE WARRANTY**

- This repair is covered under the Toyota Comprehensive 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.

Repair Procedure

1. Visually inspect the left and right rear hatch seams above the upper back door stay mounting bracket.

   **Figure 2.**

   ![Figure 2](image)

   A. If separation is present, proceed to step 2 of the repair procedure.

   B. If no separation is present, STOP. The source of water is coming from a different location. This TSB does NOT apply. Continue diagnostics per the Repair Manual.

2. Send the vehicle to the body shop.

3. Repair the back door seam area by removing the left and right rear hatch stays, back door weatherstrip, and the interior left and right roof side rail garnish sub-assembly in the recommended repair procedures below.

   Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:
Water Leak At Back Door Hatch

Repair Procedure (Continued)


- **2006** Highlander HV:

- **2007** Highlander HV:


- **2006** Highlander:
  Vehicle Interior – Interior Panels/Trim – “Roof Headlining: [Components / Removal / Installation]”

- **2007** Highlander:
  Vehicle Interior – Interior Panels/Trim – “Roof Headlining: [Components / Removal / Installation]”

- **2006** Highlander HV:

- **2007** Highlander HV:

- **2006** Highlander HV:
  Vehicle Interior – Interior Panels/Trim – “Roof Headlining (w/o Rear No. 2 Seat): [Components / Removal / Installation]”

- **2007** Highlander HV:
  Vehicle Interior – Interior Panels/Trim – “Roof Headlining (w/o Rear No. 2 Seat): [Components / Removal / Installation]”

- Toyota Fundamental Body Repair Procedures manual (Pub. No. 00400-BRM02-0U)
- Complete set of Collision Repair Manuals
- Toyota Fundamental Painting Procedures manual (Pub. No. 00400-BRM33-U)

**NOTE**
Publication documents may be ordered from the Material Distribution Center (MDC) through Dealer Daily – Dealer Support Materials Orders.
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Repair Procedure (Continued)

4. Record radio presets.

5. Disconnect the cable from the negative battery terminal BEFORE welding.

**CAUTION**
Wait at least 90 seconds after disconnecting the cable from the negative (-) battery terminal to prevent airbag and seat belt pretensioner activation.

6. Remove the seam sealer from the left and right upper rear hatch seam located just above the rear hatch upper stay mount.

7. Adjust the deformed area by using a wooden hammer.

**NOTE**
Lightly tap the deformed panel with a wooden hammer from point A to B and make it flush with the opposing panel. (left side image shown as reference).
Repair Procedure (Continued)

8. Mark the location for an additional plug weld on the left and right side as shown in Figure 4 (left side image shown as reference).

**Figure 4.**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6mm Down and Centered</td>
</tr>
<tr>
<td>2</td>
<td>4mm</td>
</tr>
<tr>
<td>3</td>
<td>8mm</td>
</tr>
<tr>
<td>4</td>
<td>Original Spot Welds</td>
</tr>
</tbody>
</table>

**NOTE**

Location of original spot welds are 4mm and 8mm from edge of the metal. Additional 5mm hole should be centered between the original 4mm and 8mm spot welds. Location of additional weld should be 6mm from the top edge of the sheet metal.

9. Drill a 5mm hole in the area shown in Figure 5.

**NOTE**

5mm hole should be centered between the original spot welds.

**Figure 5.**

10. Add a plug weld to the location as shown in Figure 5 to the left and right stay mount area (right side shown for reference).

11. Apply an epoxy primer in between seams prior to adding seam sealer.
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Repair Procedure (Continued)

12. Apply seam sealer to the weld location and repaint the rear hatch area according to the paint manufacturer’s recommendations.

13. Inspect and replace any deformed rear hatch stay brackets as shown in Figure 6.

14. Reassemble the interior roof side rail garnish, back door weatherstrip, and hatch stays in reverse order.

15. Confirm leak is eliminated by water testing.

16. Connect the battery and reset radio as necessary.