



**Technical Service  
BULLETIN**

March 9, 2004

Title:

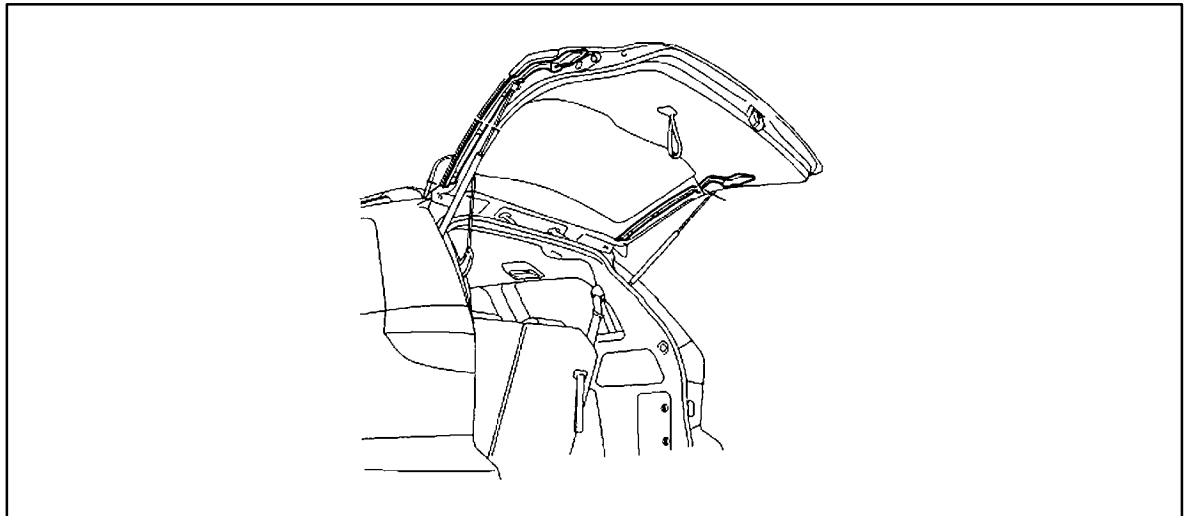
**BACK DOOR STAY LEAK AND COLD  
WEATHER SHUDDER IMPROVEMENT**

Models:

'04 Sienna

**BODY**  
**B0003-04**

**Introduction** The back door stays for 2004 model year Sienna vehicles have been redesigned in order to provide improved resistance to seal damage and prevent leakage. The improvement will also address the power back door shudder that can occur when operating during cold weather conditions.



**Applicable Vehicles**

- **2004** model year **Sienna** vehicles produced **BEFORE** the Production Change Effective VINs shown below.

**Production Change Information**

MODEL	PRODUCTION CHANGE EFFECTIVE VIN
Sienna 2WD	5TDZA23C14S106630
Sienna AWD	5TDBA22C44S012647

**Warranty Information**

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
642241	R & R Back Door Stay (One Side)	0.2	68905-08020	64	99
Combo A	R & R Back Door Stay (Opposite Side)	0.1			

**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 correction of a problem based upon a customer's specific complaint.



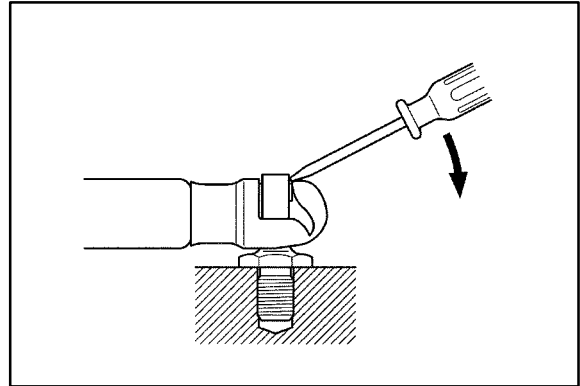
**Parts Information**

PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
68905-08020	68905-AE010	Back Door Stay	2

**Repair Procedure**

**1. Remove Back Door Stay Sub-assembly.**

- A. Remove the 2 bolts and disconnect the stay from the body panel.
- B. Using the screwdriver, disengage the clips and remove the stay from the door panel.
- C. Remove the bolt from door panel.



**2. Install Back Door Stay Sub-assembly.**

- A. Install the stay with the bolts to the door panel.

**For door side:**

**Torque:19.5 N•m (200 kgf•cm, 14 ft•lbf)**

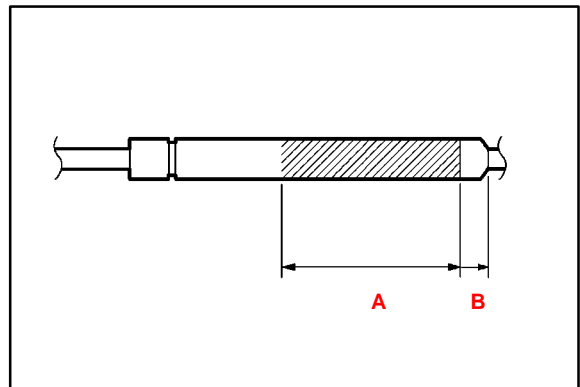
- B. Install the stay with the 2 bolts to the body panel.

**For body side:**

**Torque:17.5 N•m (180 kgf•cm, 13 ft•lbf)**

**3. Dispose of Previous Back Door Stay Sub-assembly.**

- A. Horizontally fix the stay in a vise with the piston-rod pulled out.
- B. Wearing safety glasses, gradually cut between A and B as shown in the illustration using a metal saw to gradually release the gas.



**Dimensions:**

A	80 mm (3.15 in.)
B	20 mm (0.80 in.)