

T-TCI-5280

April 29, 2020



## Corrosion on the Back-Door Steel Reinforcement Panel Around the Switch and Rear Camera

Service

Category Vehicle Exterior

Section Door/Hatch

Market

Canada

### APPLICABILITY

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017 - 2018	Prius Prime	Engine(s): 2ZR Drive Type(s): 2

### INTRODUCTION

Some 2017 – 2018 model year Prius Prime vehicles may exhibit corrosion on the back door sub-assembly steel reinforcement panel visible below the opener switch and rear camera. Follow the Repair Procedure in this bulletin to address this condition.



### PRODUCTION CHANGE INFORMATION

This bulletin applies to 2017 – 2018 Prius Prime vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Prius Prime	FWD	JTDKARFP#J3096182

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### WARRANTY INFORMATION

OP CODE	DESCRIPTION	TIME	OFP	CLAIM TYPE	T1	T2
BO1909	Inspect to Confirm Condition – Sublet Repairs to Body Shop	0.2	67005-47911	VE	67	17
BO1910	Sand, Seal, and Refinish Back Door Opener Switch Reinforcement – In-dealer Repair	2.5				

\*Use Sublet type “B1” for dealer owned body shop repair or “B2” for third party body shop repair.

### **APPLICABLE WARRANTY**

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months from the vehicle’s warranty registration date or 60,000 kilometres, whichever occurs first.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.
- In cases where perforation is found, the Toyota Corrosion Perforation coverage is in effect for 5 years from the vehicle’s in-service date, regardless of the mileage. Unlike surface rust, rust perforation is consistent with a physical hole all the way through the sheet metal.

### PARTS INFORMATION

PART NUMBER	PART NAME	QTY
67005-47911	Panel Sub-Assembly, Back Door	1

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### REQUIRED TOOLS & Material

REQUIRED TOOLS & MATERIAL	PART NUMBER	QUANTITY	FIELD REPAIR STEP NUMBER
Cavity Wax	3M™ 08852	1	3
Applicator Wand Kit (For Cavity Wax)	3M™ 08851	1	
Sand Paper (80 – 180 grit)	Any	1	4
Waterborne Cleaner	PPG™ SWX35	1	
Solvent Based Cleaner	PPG™ SX330	1	
Etch Primer	PPG™ SXA1031	1	5
Two Part Epoxy Primer	3M™ DP90LV & DP401LF	1	
Urethane Seam Sealer	3M™ 08367	1	6
Top Coat – Black Satin	Any	1	7

### REPAIR PROCEDURE

1. Confirm the condition exists.

Does the vehicle exhibit corrosion on the sub-assembly steel reinforcement panel visible below the opener switch and rear camera?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

#### **NOTE**

- **If perforation is found, photo documentation is required to be attached to Warranty claim.**
- **Unlike surface rust, rust perforation is consistent with a physical hole all the way through the sheet metal.**


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## Corrosion on the Back-Door Steel Reinforcement Panel Around the Switch and Rear Camera

### REPAIR PROCEDURE (CONTINUED)

- Remove the rear deck trim cover, then remove the back door opener switch and rear camera.

#### NOTE

- It is **NOT** necessary to remove the back door to complete this repair.
- Use proper Personal Protective Equipment (PPE) while performing this repair.
- The Back-door steel reinforcement panel sits between two CFRP (Carbon Fiber Reinforced Plastic) panels. The exterior CFRP panel is painted body color and the interior CFRP panel is black (not coated).

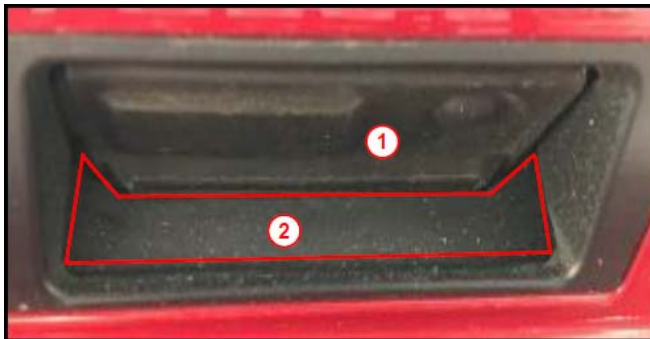
Refer to TIS, applicable model and model year Repair Manual:

- 2017 – 2018 Prius Prime:  
*Vehicle Exterior – Door / Hatch – “Door / Hatch: Back Door: Disassembly”*
  - 2017 – 2018 Prius Prime:  
*Vehicle Exterior – Door / Hatch – “Door / Hatch: Back Door Opener Switch: Removal”*
  - 2017 – 2018 Prius Prime:  
*Vehicle Exterior – Door / Hatch – “Park Assist / Monitoring: Television Camera: Removal”*
- Apply wax to the hidden part of back door steel reinforcement panel.

#### NOTE

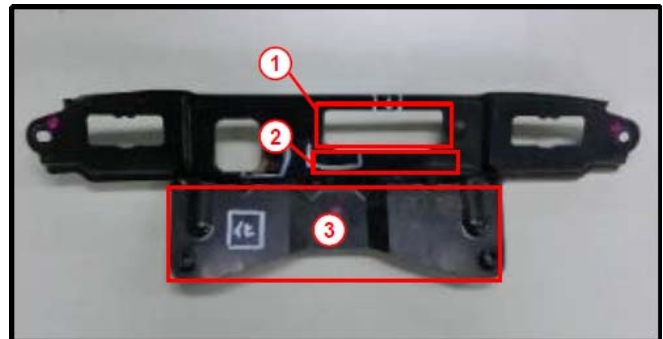
- Only a small portion of the steel reinforcement panel is visible below the back-door opener switch when assembled (Figure 1).
- Coat the part of the steel reinforcement panel that is **NOT** visible with wax (Figure 2).

Figure 1.



1	Back Door Opener Switch
2	Visible Steel Reinforcement Panel

Figure 2.



1	Back Door Opener Switch Hole
2	Visible Steel Reinforcement Panel
3	Hidden Steel Reinforcement Panel


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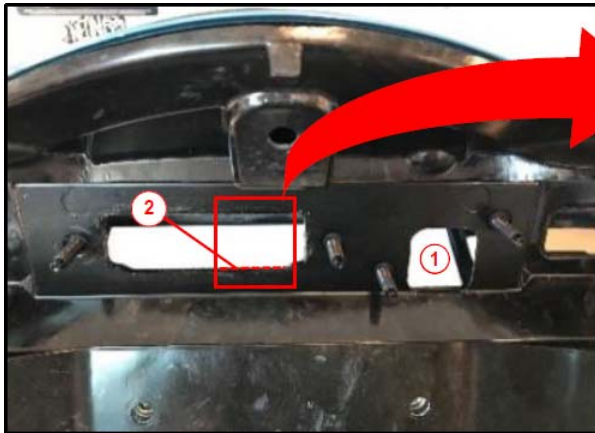
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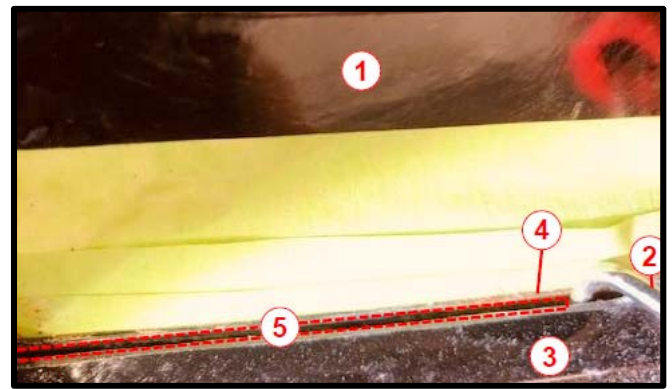
## Corrosion on the Back-Door Steel Reinforcement Panel Around the Switch and Rear Camera

### REPAIR PROCEDURE (CONTINUED)

- A. Lightly pry the interior CFRP and steel reinforcement panel apart with a small pry tool (Figure 4).
- B. Use an applicator wand kit to spray cavity wax in the cavity between the steel reinforcement

**Figure 3.**


1	Hole for Rear Camera
2	Cavity Between the Steel Reinforcement Panel and Interior CFRP Panel

**Figure 4.**


1	Exterior CFRP Panel
2	Pry Tool
3	Interior CFRP Panel
4	Steel Reinforcement Panel
5	Cavity Between the Steel Reinforcement Panel and Interior CFRP Panel

4. Prepare the back-door steel reinforcement panel visible surface below the back-door opener switch and rear camera holes for primer application.

### **NOTE**

**Mask the painted surrounding area to prevent damage.**


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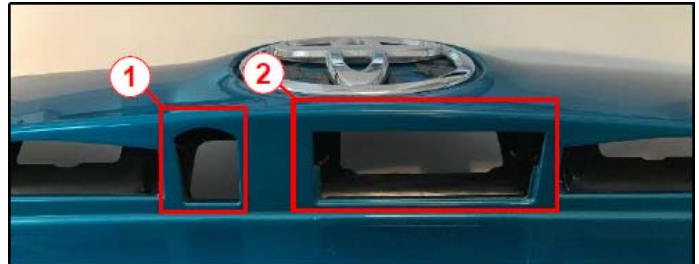
### REPAIR PROCEDURE (CONTINUED)

- A. Use 80 – 180 grit sand paper to remove rust from the exposed steel reinforcement panel surface at the back-door opener switch and rear camera hole locations (Figure 5).

#### NOTE

- To remove organic contaminants, use waterborne cleaner PPG™ SWX35 (or equivalent).
- To remove petroleum-based contaminants such as cavity wax, use solvent based cleaner PPG™ SX330 (or equivalent).

Figure 5.



1	Rear Camera Hole
2	Back-door Opener Switch Hole

5. Apply primer to the visible back door steel reinforcement panel.

- A. Apply spray etch primer to the exposed portions of the back-door steel reinforcement panel (Figure 6). Ensure ALL of the exposed area is coated and allow it to dry per the material manufacturer's recommendations.

Figure 6.



1	Visible Back-door Steel Reinforcement Panel
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- B. Apply two-part epoxy primer to the visible area of the back-door steel reinforcement panel surrounding the back-door opener switch and rear camera holes and allow to dry per the manufacturer's recommendations.


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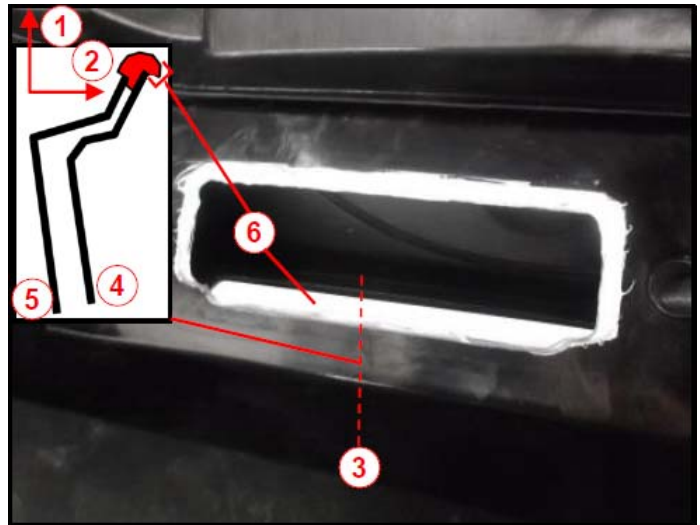
### REPAIR PROCEDURE (CONTINUED)

6. Seal the gap between the back door interior CRFP panel and steel reinforcement panel.
- A. Use urethane seam sealer to fill the edge gap between the interior CFRP panel and the steel reinforcement panel (Figure 7) to prevent water entry between the two panels. Allow the sealer to dry per the manufacturer's recommendations.

#### **NOTE**

To ensure proper fit of the back-door opener switch and rear camera to the reinforcement panel when reassembling, the sealer should be no more than 1.5 mm thick.

**Figure 7.**



1	Up
2	Rear
3	Cross Section
4	Interior CRFP Panel
5	Steel Reinforcement Panel
6	Sealer ≤ 1.5 mm Thick


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### REPAIR PROCEDURE (CONTINUED)

7. Apply two top coats to the back-door steel reinforcement panel.
  - A. Apply two coats of black satin top coat to the visible area of the back-door steel reinforcement panel surrounding the back-door opener switch and rear camera holes (Figure 6) and allow each coat to dry according to material manufacturer recommendation. The completed repair is illustrated in Figure 8 and Figure 9.

#### **NOTE**

**Coat the visible portions of the back-door steel reinforcement panel surrounding both the door opener switch and the rear camera.**

Figure 8.



1

Visible Front Area of Steel Reinforcement Panel Painted Black With no Visible Rust

Figure 9.



1

Rear View of the Gap between Interior CFRP and Steel Reinforcement Panel Filled With Sealer

8. Install the back door opener switch and rear camera, then install the rear deck trim cover.

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

- 2017 – 2018 Prius Prime:  
*Vehicle Exterior – Door / Hatch – “Door / Hatch: Back Door Opener Switch: Installation”*
- 2017 – 2018 Prius Prime:  
*Vehicle Exterior – Door / Hatch – “Park Assist / Monitoring: Television Camera: Installation”*
- 2017 – 2018 Prius Prime:  
*Vehicle Exterior – Door / Hatch – “Door / Hatch: Back Door: Reassembly”*

#### **NOTE:**

Issue of this Technical Service Bulletin is to ensure that proper repair information is available. IT DOES NOT CONSTITUTE AN AUTHORIZATION FOR REPAIR. Normal provisions of the formal warranty policy, as applicable, will apply.