



**Technical Service  
BULLETIN**

April 19, 2004

Title:

**POWER SLIDING DOOR INOPERATIVE**

Models:

'04 Sienna

**T S B**

**ELECTRICAL  
EL004-04**

**Introduction** In some instances, customers with 2004 model year Sienna vehicles may experience power sliding door inoperative conditions. A new Power Slide Door Motor, Center Bracket No. 1, and Center Hinge have been made available to improve the durability of this system.

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

**NOTE:**

This repair is only to be performed on a door that has experienced the above condition, not both doors of the vehicle.

**Production Change Information**

MODEL	TYPE	PRODUCTION CHANGE EFFECTIVE VIN
Sienna	2WD	5TDZA2#C#4S092228
	AWD	5TDBA2#C#4S010887

**Warranty Information**

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL4001	R & R Power Slide Door Motor (Right Side)	3.7	85620-08040	72	12
EL4002	R & R Power Slide Door Motor (Left Side)	3.7	85620-08050		

**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

SIDE	PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
Right	85620-08040	85620-08041	Motor & Cable Assembly, Power Slide Door	1
	68380-08030	68380-08031	Center Hinge, Power Slide Door*	1
	68765-08010	68765-08011	Bracket, Center No. 1	1
Left	85620-08050	85620-08051	Motor & Cable Assembly, Power Slide Door	1
	68390-08030	68390-08031	Center Hinge, Power Slide Door*	1
	68766-08010	68766-08011	Bracket, Center No. 1	1

**\* NOTE:**

The new Center Hinge must be sublet for finishing per CRIB Bulletin No. 138.

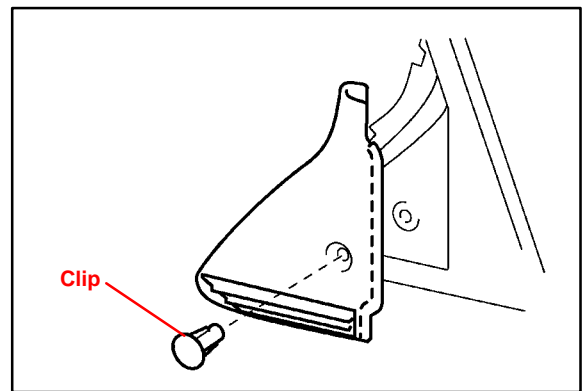
Repair  
Procedure**Remove Power Slide Door Motor, Cable Assembly, and Center Hinge.****BEFORE BEGINNING PROCEDURE:**

Ensure that the Center Hinge has returned from the finishing process (sublet as noted above).

1. Remove Slide Door Window Garnish.
  - A. Fully open the slide door window.
  - B. Remove the glass run.
  - C. Using a screwdriver, disengage the clip and remove the garnish.

**HINT:**

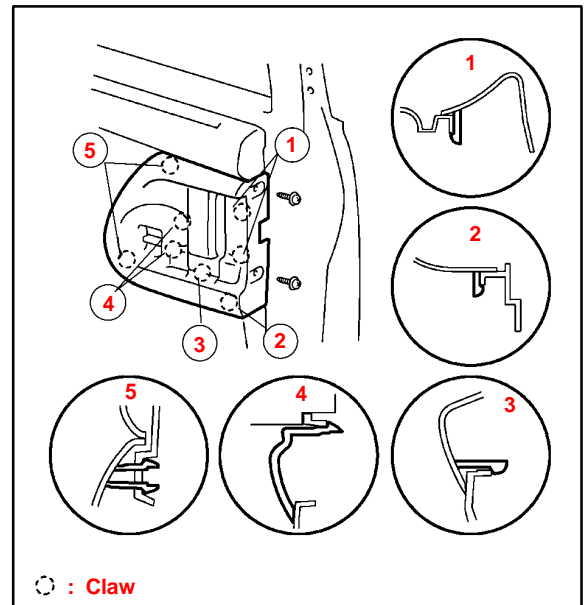
Tape the screwdriver tip before use.



- D. Using the taped screwdriver, disengage the 2 claws and remove the inner weatherstrip from the garnish.

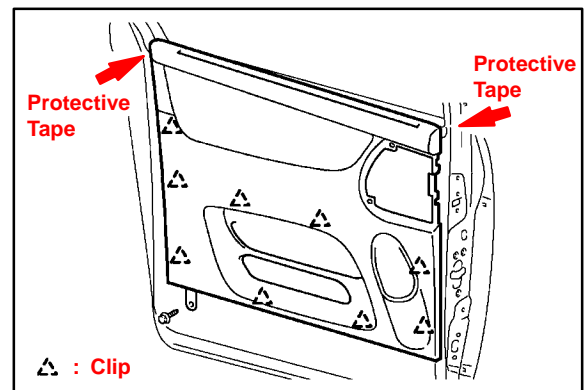
**Repair Procedure**  
(Continued)

2. Remove Side Trim Board Cover Rear.
  - A. Remove the 2 screws.
  - B. Using the taped screwdriver, disengage the 8 claws and remove the cover together with the window control switch.
  - C. Remove the 2 screws and window control switch.

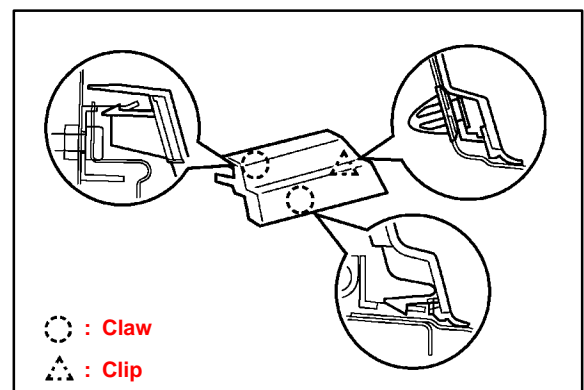


3. Remove Rear Door Trim Board Sub-assembly.
  - A. Remove the screw.
  - B. Using the taped screwdriver, disengage the 9 clips and remove the trim board.

**HINT:**  
In order to prevent the door panel from being damaged, cover the areas with protective tape as indicated by the arrows in the illustration.

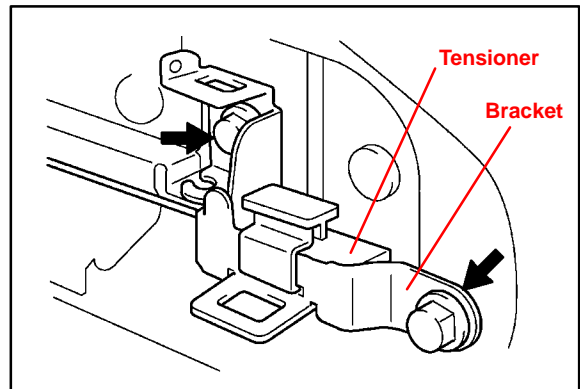


4. Remove Rail End Molding.
  - A. Open the quarter glass.
  - B. Using the taped screwdriver, disengage the clip and 2 claws, and remove the rail end molding.

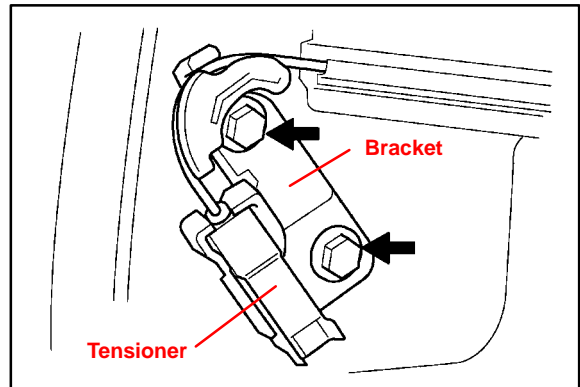


**Repair  
Procedure**  
(Continued)

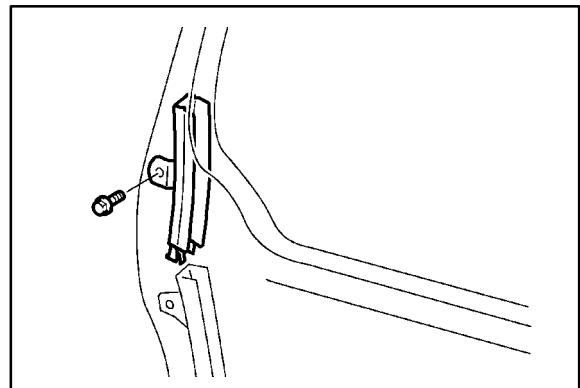
5. Remove Center Bracket No. 2.
  - A. Remove the 2 bolts and Center Bracket No. 2 together with the tensioner (color: white).
  - B. Remove the tensioner from Center Bracket No. 2.



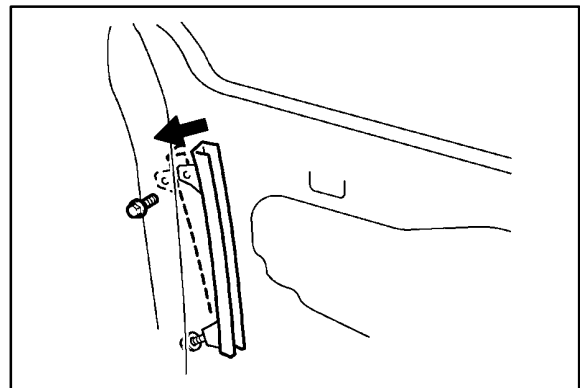
6. Remove Center Bracket No. 1.
  - A. Remove the 2 bolts and Center Bracket No. 1 together with the tensioner (color: black).
  - B. Remove the tensioner from Center Bracket No. 1.



7. Remove Slide Door Window Assembly LH.
  - A. With Sunshade: Remove the sun shade hook.
  - B. Remove the bolt and window frame.



- C. Remove the bolt.
- D. Loosen the nut.
- E. Push the rear lower window frame in the direction indicated by the arrow in the illustration.



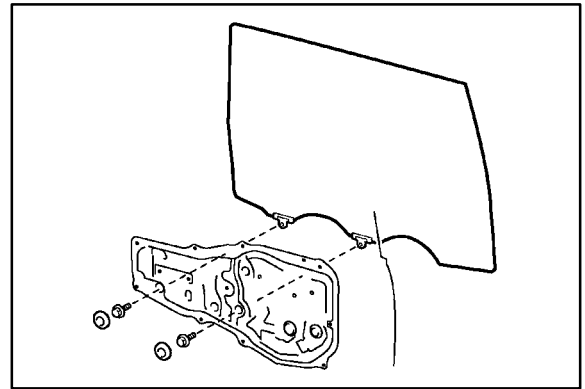
**Repair  
Procedure**  
(Continued)

- F. Remove the 2 hole plugs.
- G. Move the window until the bolts appear in the service holes.

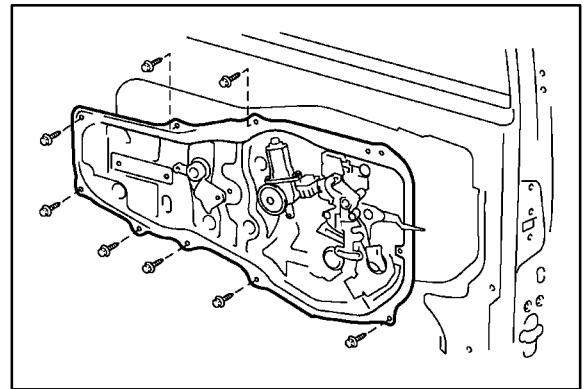
**CAUTION:**

- Do not damage the window.
- When the bolts are removed, the window may fall and become deformed.

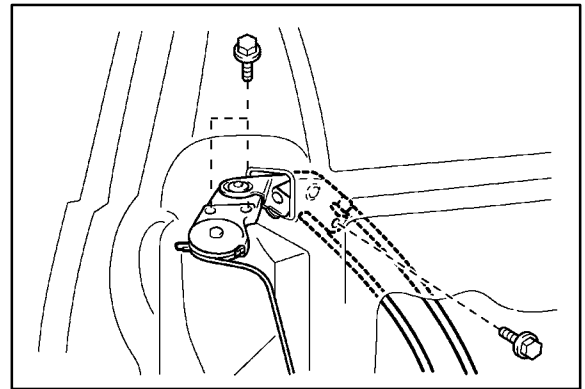
- H. Remove the 2 bolts and window.



- 8. Remove Power Slide Door Attachment Assembly.
  - A. Disconnect the connectors from the lock actuator, power window regulator motor, lock release motor and power slide door lock.
  - B. Disengage the control wires.
  - C. Remove the 8 bolts and attachment control.



- 9. Remove Power Slide Door Control Motor and Clutch.
  - A. Remove the 3 bolts from the upper part of the control motor and clutch.

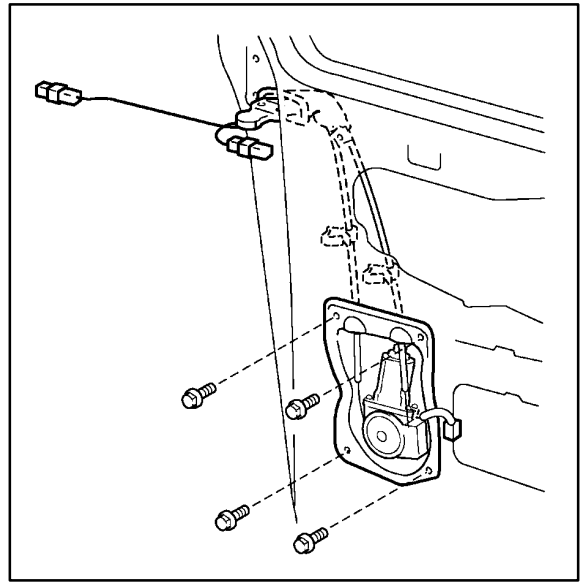


**Repair  
Procedure**  
(Continued)

- B. Remove the 2 clips and 4 bolts from the lower part of the control motor and clutch.
- C. Remove the control motor and clutch.

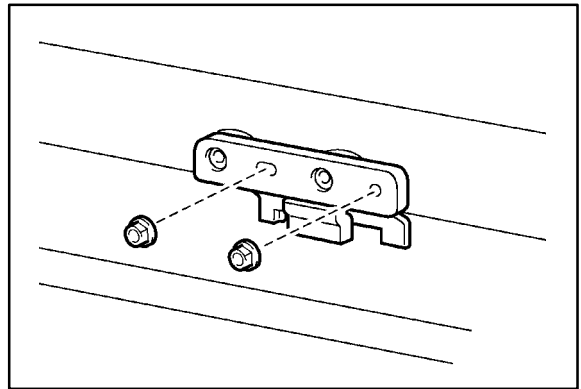
**HINT:**

Remove the motor and clutch through the service hole.



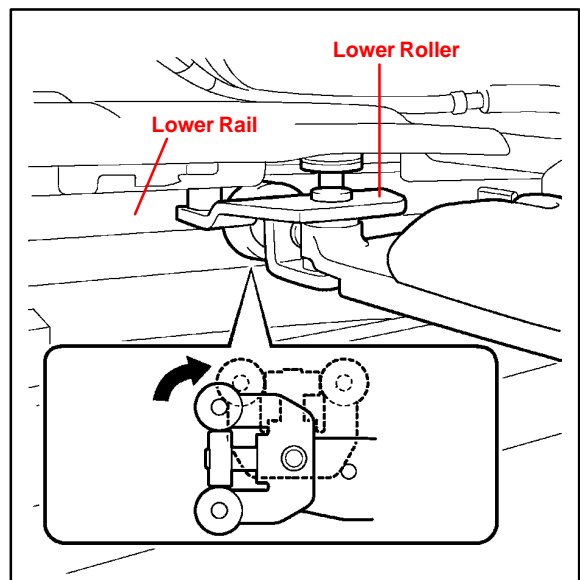
10. Remove Open Stop.

- A. Remove the 2 nuts and open stop.



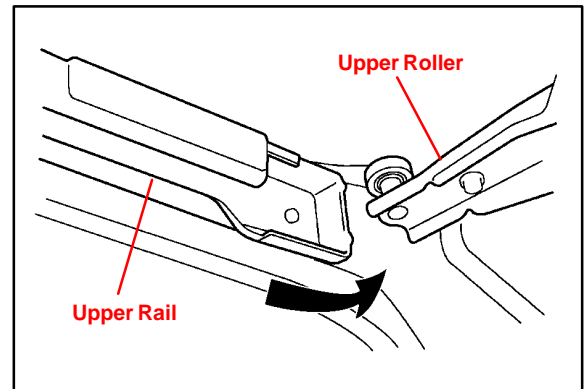
11. Disengage Lower Roller from Track.

- A. Rotate the base of the slide door lower roller in the direction indicated by the arrow in the illustration and then remove the roller from the cut area of the lower rail from the body side.

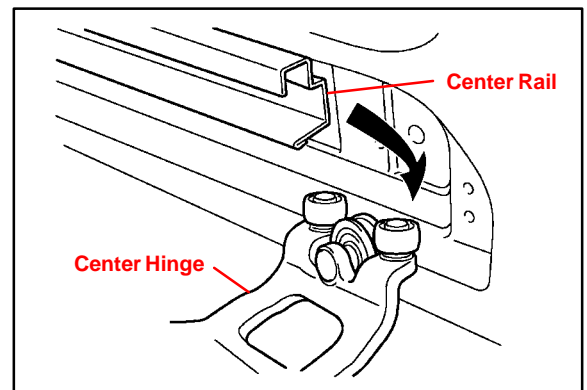


**Repair  
Procedure**  
(Continued)

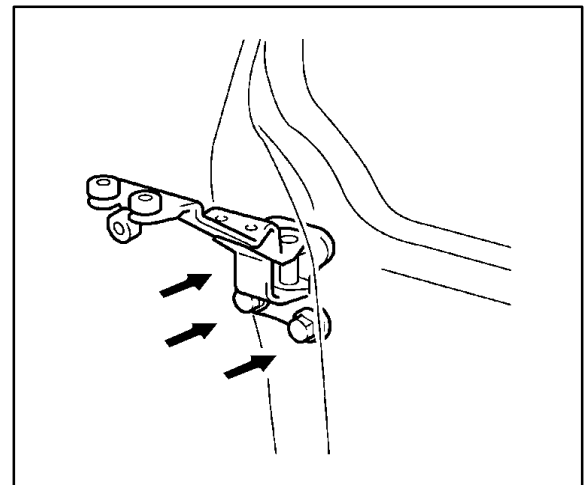
12. Disengage Upper Roller from Track.
- A. Move the slide door rearward and then remove the slide door upper roller from the cut area in the rear part of the slide door upper rail.



13. Remove the Slide Door.
- A. Move the slide door further rearward and then remove the slide door center hinge from the rear part of the slide door center rail. Then, remove the slide door.
- B. Carefully lower door onto a blanket or other protective material.



14. Remove Slide Door Center Hinge Assembly.
- A. Remove the 3 bolts and hinge.
- B. LH side:  
Remove the cover.



15. Reinstall with updated parts in reverse order of disassembly.