

Sloshing or Splashing Noise From Inside One or More Door Panels

Service Category Vehicle Exterior

Section Door/Hatch

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021 - 2022	RAV4 Prime	
2019 - 2022	RAV4, RAV4 HV	

REVISION NOTICE

March 01, 2022 Rev1:

- **The Parts Information section has been updated.**
- **Any previous printed versions of this bulletin should be discarded.**

Introduction

Some 2019 – 2022 model year RAV4 and RAV4 Hybrid and 2021 – 2022 model year RAV4 Prime vehicles may exhibit a sloshing or splashing noise from inside one or more door panels when driving, opening and/or closing a door, and/or braking. This condition is caused by a cavity wax/debris/substance that may block door drain holes and restrict water from draining properly. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD2009	R & R ALL Four Door Weatherstrip Moldings	1.6	67863-#####	66	88

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- **This repair is covered under the Toyota Standard 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

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
67863-0R040		Weatherstrip, FR Door, No.2 RH	1
67864-0R040	67864-0R030	Weatherstrip, FR Door, No.2 LH	1
67873-0R040	67873-0R030	Weatherstrip, RR Door, No.5 RH	1
67874-0R040	67874-0R030	Weatherstrip, RR Door, No.5 LH	1

Required Tools & Equipment

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

*Essential SST.

NOTE

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

Repair Procedure

- Does the vehicle exhibit a sloshing or splashing noise from inside one or more door panels when driving, opening and/or closing a door, and/or braking?
 - YES** — Go to step 3.
 - NO** — Continue to step 2.

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Repair Procedure (continued)

2. Lift the weatherstrip molding in the bottom of one of the doors exhibiting the condition and check for the condition of ALL three drain holes.

Is there excessive cavity wax/debris/substance blocking the door drain holes and restricting water from draining properly?

- **YES** — Continue to step 3.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1.



1	Wax-type Substance Blocking the Door Drain Holes
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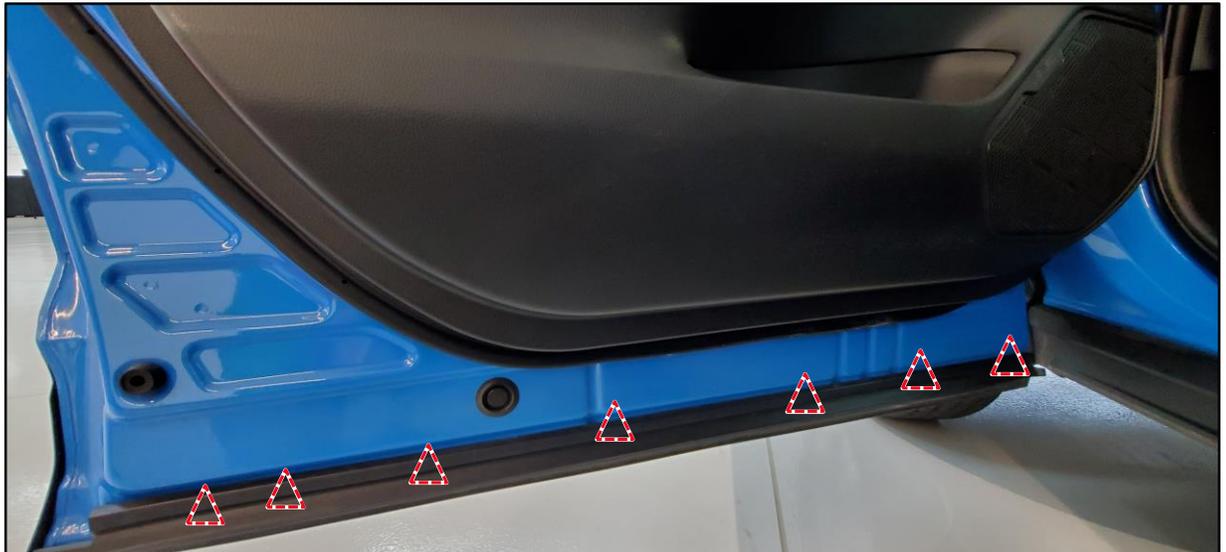
Repair Procedure (continued)

3. Remove the bottom door weatherstrip molding from ALL four doors (front left, front right, rear left, and rear right).
 - A. Use the plastic clip removal tool to disengage the clips from the front doors and remove the front door No. 2 weatherstrip molding.
 - B. Use the plastic clip removal tool to disengage the clips from the rear doors and remove the rear door No. 5 weatherstrip molding.

NOTE

Replace weatherstrip molding if the clips are damaged during removal.

Figure 2.



 Location of Clips Behind the Weatherstrip Molding

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Repair Procedure (continued)

- Use high pressure water to clean ALL debris from the weatherstrip moldings and drain holes from ALL four doors.

NOTE

Make sure all weatherstrip moldings and drain holes on all doors are clean and free of road debris.

Figure 3.



	Location of Drain Holes
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Figure 4. Example of Debris on Weatherstrip Molding



Figure 5. Example of Debris on Drain Hole

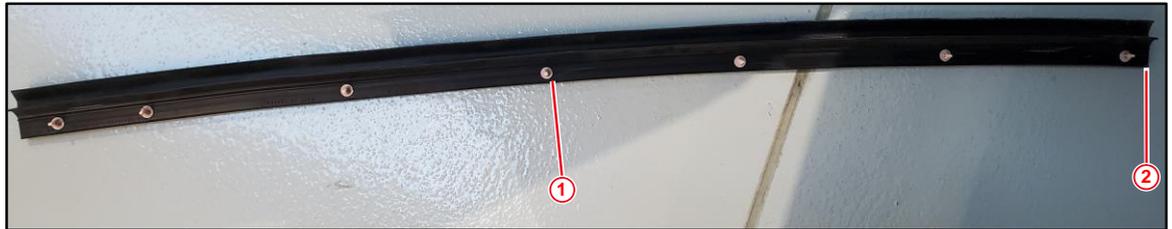


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Repair Procedure (continued)

5. BEFORE reinstalling the front door weatherstrip moldings trim the inner lip of the weatherstrip moldings for ALL front doors to prevent debris buildup in the future.
 - A. Measure 27 mm from clip No. 4 from the rear edge of the molding (right).

Figure 6. Weatherstrip Molding



1	Clip No. 4
2	Rear Edge of the Molding

Figure 7. Weatherstrip Molding



1	Inner Lip
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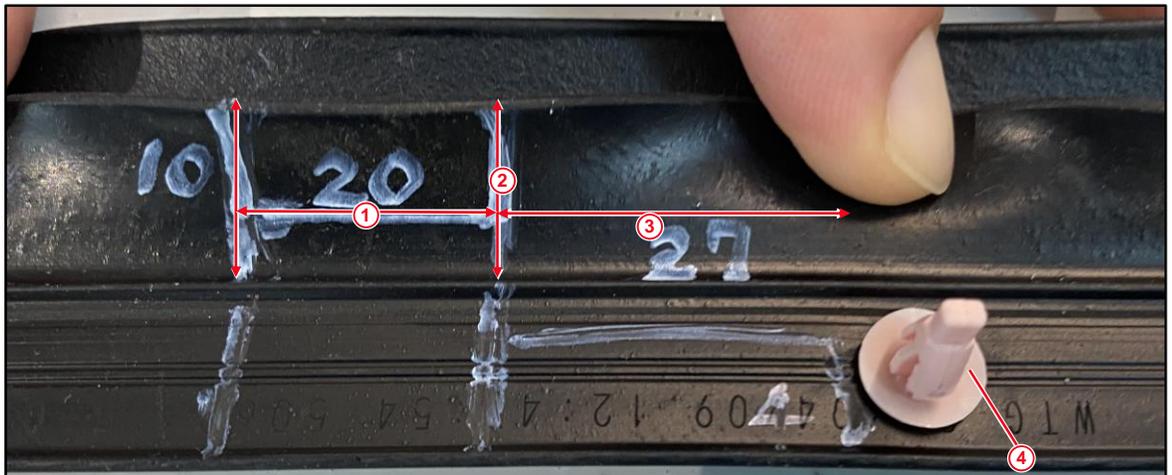
Repair Procedure (continued)

B. Cut the inner lip of the weatherstrip molding with the following dimensions:

Length: 20 mm

Height: 10 mm

Figure 8. Weatherstrip Molding



1	Length of Cut: 20 mm
2	Height of Cut: 10 mm
3	Length Between Cut and Clip No. 4: 27 mm
4	Clip No. 4 (from rear edge of the molding)

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Repair Procedure (continued)

6. BEFORE reinstalling the rear door weatherstrip moldings, trim the inner lip of the weatherstrip moldings for ALL rear doors to prevent debris build up in the future.
 - A. Measure 37 mm from clip No. 3 from the front edge of the molding (left).

Figure 9. Weatherstrip Molding



1	Front Edge of the Molding
2	Clip No. 3

Figure 10. Weatherstrip Molding



1	Inner Lip
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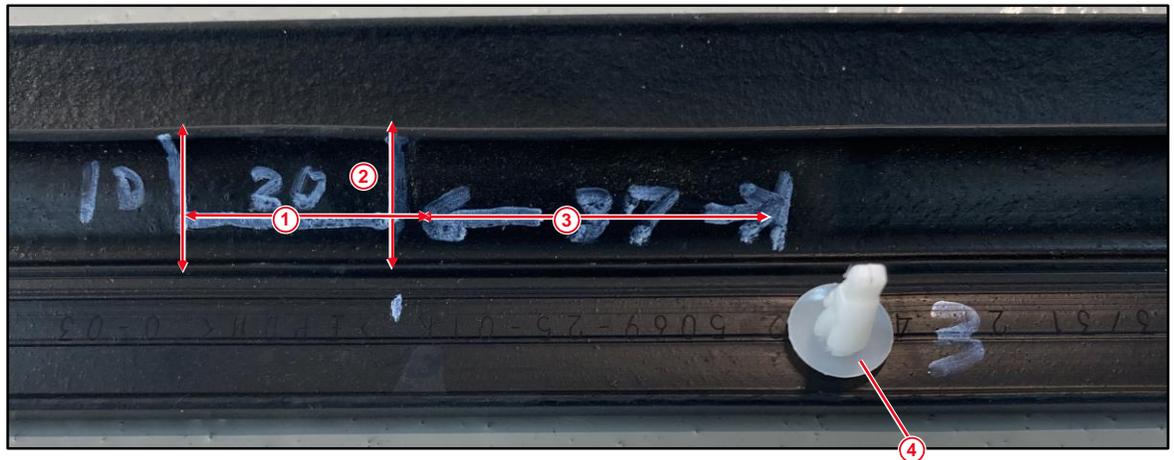
Repair Procedure (continued)

B. Cut the inner lip of the weatherstrip molding with the following dimensions:

Length: 20 mm

Height: 10 mm

Figure 11. Weatherstrip Molding



1	Length of Cut: 20 mm
2	Height of Cut: 10 mm
3	Length Between Cut and Clip No. 3: 37 mm
4	Clip No. 4

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Repair Procedure (continued)

7. Reinstall the weatherstrip molding back on ALL doors.
 - A. Reinstall the front door No. 2 weatherstrip moldings by reinstalling the clips.
 - B. Reinstall the rear door No. 5 weatherstrip moldings by reinstalling the clips.

NOTE

Replace weatherstrip molding if the clips are damaged during removal.

Figure 12. Reinstalling Weatherstrip Molding to Door



8. Ensure the cut window on the weatherstrip molding and the drain hole align properly.

Figure 13.



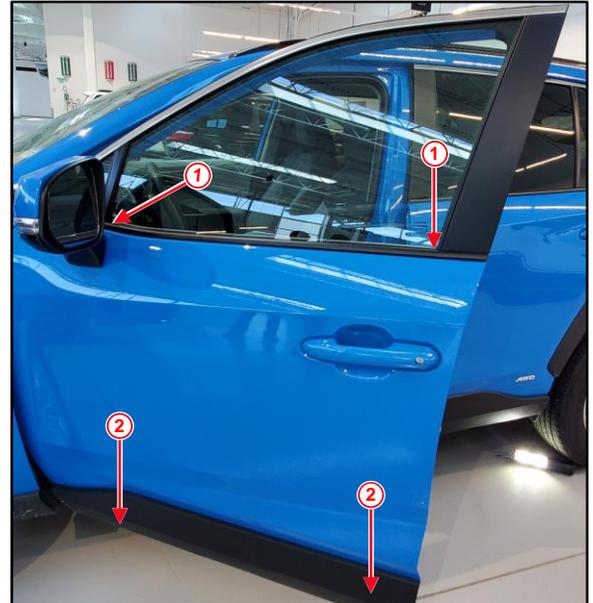
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Repair Procedure (continued)

9. Pour water into the repaired doors to confirm the drain holes are working properly.

10. Open and close the repaired doors and test-drive the vehicle to ensure the condition no longer exists.

Figure 14.



1	Pour Water Here
2	Check Water Drain