

Abnormal Whine Noise Above 35 MPH

SB-10054855-6211

Service
 Category Drivetrain

Section Axle/Differential

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2008 – 2013	Highlander	Transmission(s): 5AT

Introduction

Some 2008 – 2013 model year Highlander vehicles equipped with the 5-speed automatic transaxle may exhibit a whine noise from the final drive gear assembly. This noise is noticeable above 35 mph. Please refer to the repair procedure to address this condition.

Production Change Information

- This bulletin applies to all 2008 – 2013 Japan built Highlander vehicles.
- This bulletin applies to all 2008 – 2013 North American built Highlander vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Highlander	2WD	5TDZK3EH#DS117257
	4WD	5TDDK3EH#DS227642

Warranty Information

OP CODE	DESCRIPTION	DRIVETRAIN	TIME	OFF	T1	T2
TC1300	R & R Transaxle Assembly, Remove Center Instrument Cluster Finish Panel Assembly, and Remove Upper Console Panel Sub-assembly	2WD	10.0	30500-48250 30500-48310 30500-48350 30500-48320	91	99
		4WD	10.7	30500-48260 30500-48340		

APPLICABLE WARRANTY

- This repair is covered under the Toyota Powertrain Warranty. This warranty is in effect for 60 months or 60,000 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

TYPE	PART NUMBER	PART NAME	QTY
2WD	30510-48250-84	REMAN Transaxle Assembly	1
4WD	30510-48260-84		1
All	00289-ATFWS	ATF WS	As Needed

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
TIS Techstream		TSPKG1	
Techstream Lite		TSLITEDLR01	

NOTE

- Only **ONE** of the Techstream units listed above is required.
- Software version 8.20.019 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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

* Essential SST.

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

REQUIRED MATERIAL	QUANTITY
Adhesive Lead Wheel Weight	1.75 oz.

Repair Procedure

1. Test drive the vehicle while at operating temperature and listen for a whine noise from the Drivetrain.

Is there a whine type noise coming from the transaxle area above 35 mph?

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

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Repair Procedure (Continued)

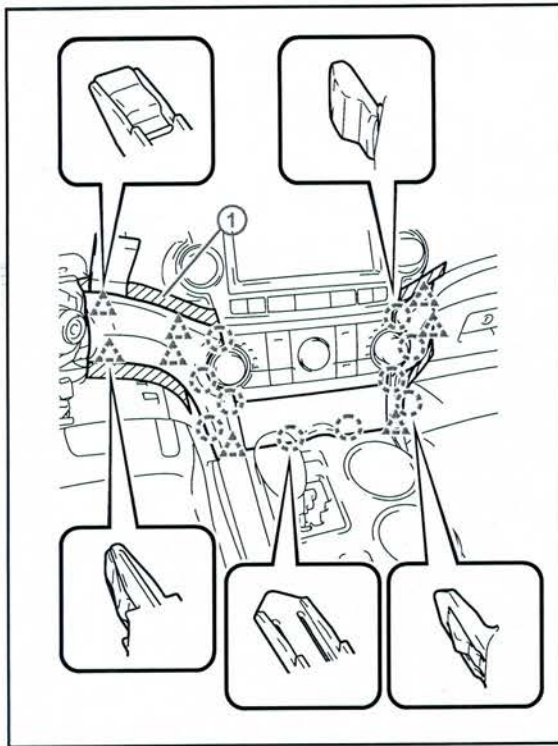
2. Confirm the fluid level is at the correct level. If adjustment was necessary, test drive again to see if the noise has improved.

If there is improvement, return the vehicle to the customer. If no improvement, proceed to step 3.

3. Remove the Center Instrument Cluster Finish Panel Assembly.

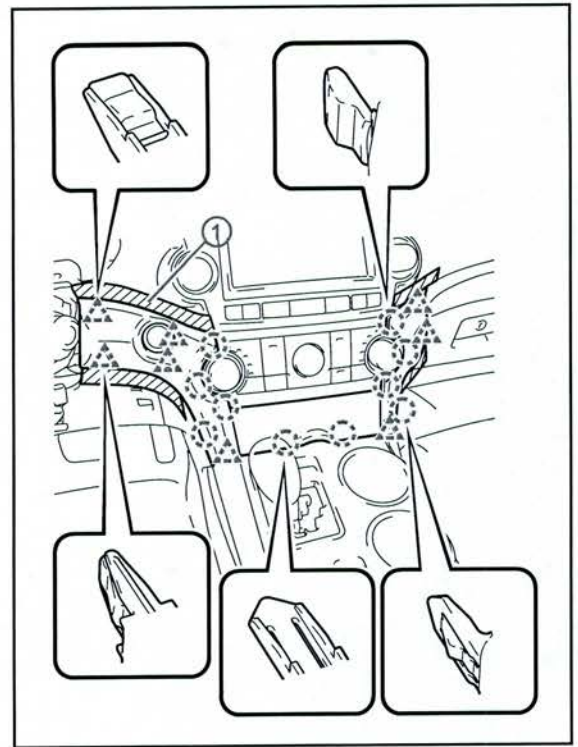
- A. Apply protective tape to the areas shown in the illustrations.

Figure 1. Without Smart Key System



1	Protective Tape
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Figure 2. With Smart Key System



1	Protective Tape
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Repair Procedure (Continued)

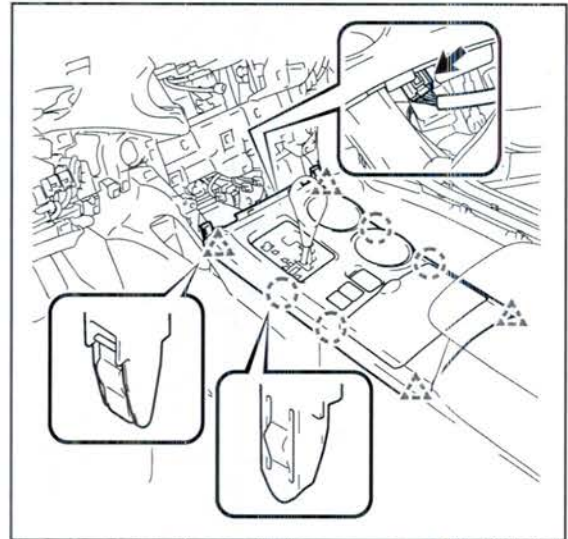
- B. Using the plastic pry tool, disengage the 10 claws and 8 clips starting from the upper part of the Center Instrument Cluster Finish Panel Assembly.

NOTICE

Do NOT pull on the small storage compartment lid. Doing so may cause damage.

- C. Disconnect each connector and remove the Center Instrument Cluster Finish Panel Assembly.
4. Remove Upper Console Panel Sub-assembly.
- A. Disengage the 4 claws and 4 clips.
- B. Disconnect the connector and remove the Upper Console Panel Sub-assembly.

Figure 3.

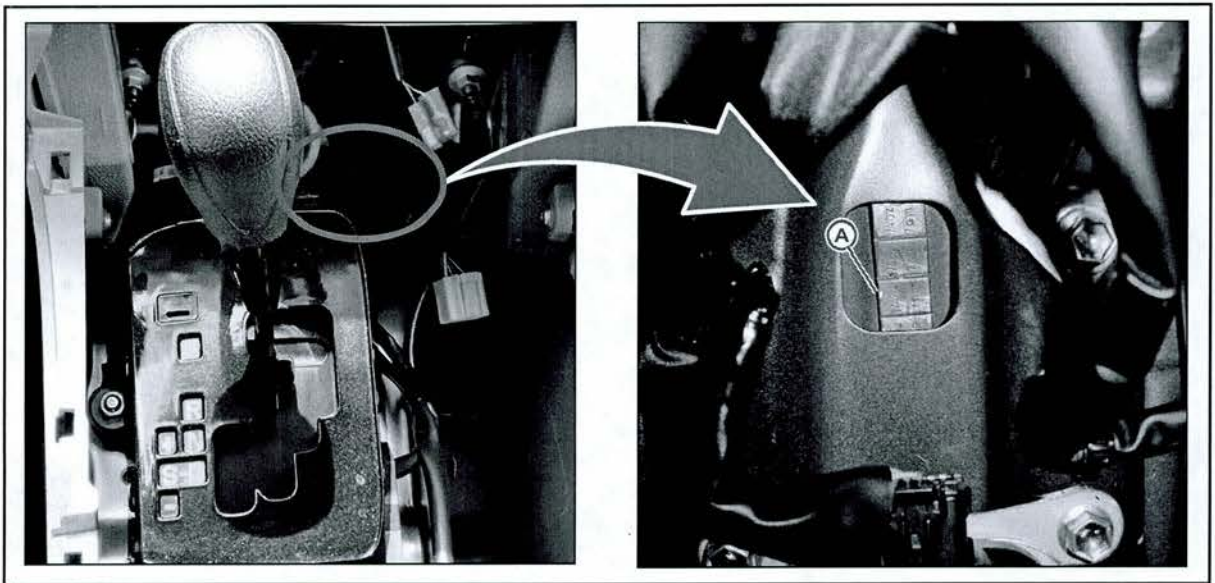


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Repair Procedure (Continued)

5. Attach a 1.75 ounce wheel weight to location A.

Figure 4.



6. Install the Upper Console Panel Sub-assembly.
 - A. Connect the connector.
 - B. Engage the 4 claws and 4 clips, and install the Upper Console Panel Sub-assembly.
7. Replace Automatic Transaxle Assembly.

Refer to the Technical Information System (TIS), applicable model year Highlander Repair Manual:

- 2008 / 2009 / 2010 / 2011 / 2012 / 2013 Highlander:
Drivetrain – Automatic Transmission/Transaxle – “U151E Automatic Transaxle: Automatic Transaxle Assembly: Removal”
 - 2008 / 2009 / 2010 / 2011 / 2012 / 2013 Highlander:
Drivetrain – Automatic Transmission/Transaxle – “U151E Automatic Transaxle: Automatic Transaxle Assembly: Installation”
8. Test drive vehicle and confirm repair.