

Subject

**Front Suspension Rattle or Clunk**

Market

USA

Service Category

**Suspension**

Section

**Front Suspension**

Applicability

**2012-2014 Scion iQ/iQc****APPLICABLE VEHICLES**

2012-2014

iQ

**CONDITION**

Some Scion iQs may exhibit a rattle or clunk type noise coming from the top front strut mount area.

**RECOMMENDATIONS**

If you can duplicate the condition, please stop any repairs. Please verify the following condition before contacting TAS.

**NOTE:** If condition cannot be duplicated, gather duplication information from the customer and proceed with diagnosis. If condition cannot be duplicated, no need to proceed with Tech Tip.

1. Pinpoint the location of the rattle/clunk noise.
2. Confirm driving condition. (Noise occurs when turning, over speed bumps, rough road surfaces etc.)
3. Ask the customer what kind of usage the vehicle typically encounters on a daily\ weekly basis. (Driven through rough roads regularly, mostly smooth highway, parking lot type slow speeds, etc.)
4. Please create a TAS case and contact Technical Assistance (TAS) to submit details on any vehicle identified matching the condition described in this document prior to repair.

**NOTE:** If you are attempting to contact TAS on a weekend or TMS holiday, continue with diagnosis and submit the requested information on the next available work day. Retain all replaced parts and technician notes for possible review with TMS TAS Product Engineer.

**LINK REFERENCES**

This Tech Tip does not contain any link references