

Abnormal ("Squeak") Noise From Rear Suspension Over Uneven Road

Service Category Suspension

Section Rear Suspension

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	Highlander, Highlander HV	

REVISION NOTICE

September 21, 2016 Rev1:

- Production Change Information section has been updated.
- Any previous printed versions of this bulletin should be discarded.

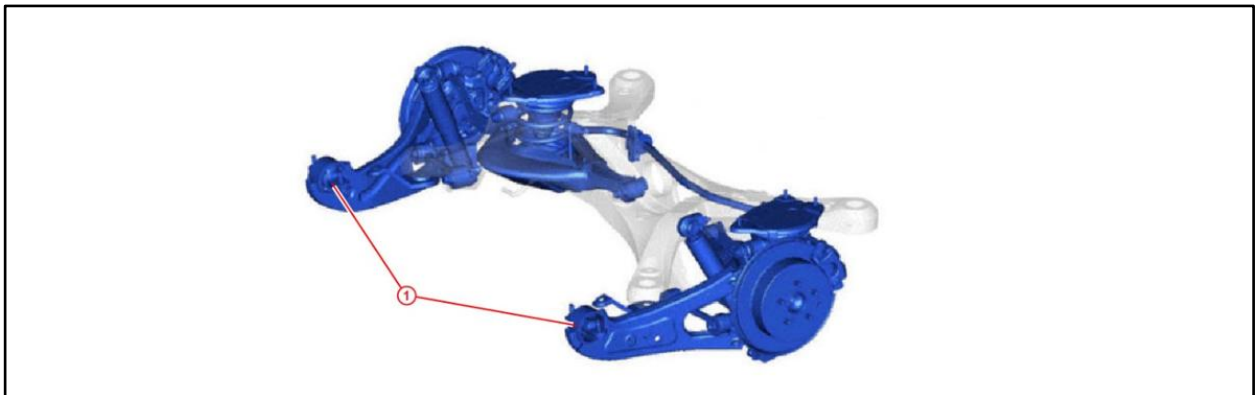
Introduction

Some 2014 model year Highlander and Highlander HV vehicles may exhibit an abnormal noise, like a "squeak/squawk/groan" type noise, from the rear suspension when traveling over uneven roads which may become more pronounced in colder ambient temperatures. The abnormal noise may be caused by the Rear Trailing Arm bushing. An updated Rear Trailing Arm Assembly is available. Follow the Repair Procedure in this bulletin to address this condition.

Refer to the video link below for an example of the squeak/squawk/groan noise condition:

[Highlander & HV "Squeak"/Squawk/Groan Noise Example](#)

Figure 1.



1	Rear Trailing Arm Assembly Bushing
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Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	ENGINE	VIN RANGE
Highlander	TMMI	2GR-F	5TDYKRFH#ES031098 5TDKKRFH#ES031098 5TDZKRFH#ES031098 5TDDKRFH#ES056876 5TDJKRFH#ES056876 5TDBKRFH#ES056876
		1AR-F	5TDZARFH#ES056876
Highlander HV		Hybrid	5TDDCRFH#ES006540 5TDJCRFH#ES006540 5TDBCRFH#ES006540

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
482091	R & R Rear Trailing Arm Assembly (One Side)	1.0	48760-0E050	91	99
Combo A	Opposite Side	0.2	48780-0E060		

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic 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.

Parts Information

PART NUMBER	PART NAME	QTY
48760-0E050	Arm Assy, Trailing, RR RH	1
48780-0E060	Arm Assy, Trailing, RR LH	1

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Repair Procedure

1. Confirm the condition.
2. Using chassis ears or equivalent, test drive over uneven road surfaces, such as turning into a sloped driveway, to verify concern is coming from bushings.

HINT

Applying soapy water to the suspected bushing may temporarily diminish the noise intensity, assisting to identify the source of the noise.

Is a "squeak/squawk/groan" type noise present?

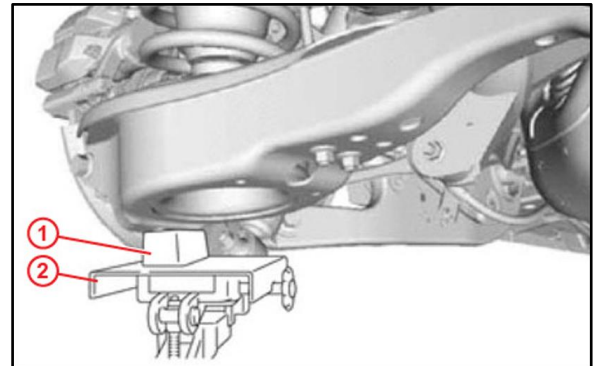
- **YES** — Go to step 3.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
3. Replace BOTH Rear Trailing Arm Assemblies even if only 1 side is emitting the "squeak/squawk/groan" type noise.

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

- 2014 Highlander:
Suspension – Rear Suspension –
[*"Rear Trailing Arm: Removal"*](#)
- 2014 Highlander HV:
Suspension – Rear Suspension –
[*"Rear Trailing Arm: Removal"*](#)
- 2014 Highlander:
Suspension – Rear Suspension –
[*"Rear Trailing Arm: Installation"*](#)
- 2014 Highlander HV:
Suspension – Rear Suspension –
[*"Rear Trailing Arm: Installation"*](#)

4. Test drive vehicle to verify no abnormal noise is present.

Figure 2.



1	Wooden Block
2	Jack