

Whine Noise at 30 – 50 MPH

Service Category Drivetrain

Section Transfer/4wd/Awd

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013 - 2015	GS350	VDS(s): CE1BL, CE1KS, CE5KS Drive Type(s): 4WD
2014 - 2015	IS250	VDS(s): CF1D2 Drive Type(s): 4WD
2014 - 2015	IS350	VDS(s): CE1D2 Drive Type(s): 4WD
2015	RC350	VDS(s): SE5BC Drive Type(s): 4WD

Introduction

Some AWD 2013 – 2015 GS 350, 2014 – 2015 IS 350 and 2015 model year RC 350 vehicles may exhibit a whine type noise from the transfer case area from 30 - 50 mph under light throttle. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EG1510	R & R Engine Mount & Engine Mount Support Member	2.0	12371-31290 57209-30030	91	99

APPLICABLE WARRANTY

- This repair is covered under the Lexus Powertrain Warranty. This warranty is in effect for 72 months or 70,000 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		
12371-31290	12371-31291	Insulator, Engine Mounting, Rear No. 1	1
57209-30030	57209-30060	Member, Engine Rear Mounting	1
90917-06078		Gasket, Exhaust Pipe	2

Repair Procedure

- Test drive the vehicle and confirm there is a whine type noise present between 30 – 50 MPH under light throttle.
Is the whine noise present mostly between 30 – 50 mph?
 - YES** – Continue to step 2
 - NO** – This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- Confirm the ATF level is correct. If the ATF level is NOT correct, Adjust the ATF level and test drive again. If there is NO improvement, proceed to step 3. If the noise is no longer present, return the vehicle to the customer.

NOTE

Be sure all other drivetrain components (wheel bearings, rear differential, rear propeller shaft) have been inspected for abnormal noise prior to moving to step 3

- Replace the rear engine mount (transfer case rear mount) and engine rear mount cross member (transfer case rear cross member).

NOTE

Removing the front exhaust pipe assembly bolts will allow access to Rear mount cross member to frame bolts.

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

- 2013 GS 350:
Drivetrain – Automatic Transmission/Transaxle – “A760H Automatic Transmission/Transaxle: Automatic Transmission Assembly: [Removal](#) / [Installation](#)”
- 2014 GS 350:
Drivetrain – Automatic Transmission/Transaxle – “A760H Automatic Transmission/Transaxle: Automatic Transmission Assembly: [Removal](#) / [Installation](#)”
- 2015 GS 350:
Drivetrain – Automatic Transmission/Transaxle – “A760H Automatic Transmission/Transaxle: Automatic Transmission Assembly: [Removal](#) / [Installation](#)”

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Repair Procedure (Continued)

- 2014 – 2015 IS 350:
Drivetrain – Automatic Transmission/Transaxle – “A760H Automatic Transmission/Transaxle: Automatic Transmission Assembly: [Removal](#) / [Installation](#)”
- 2015 RC 350:
Drivetrain – Automatic Transmission/Transaxle – “A760H Automatic Transmission/Transaxle: Automatic Transmission Assembly: [Removal](#) / [Installation](#)”

4. Confirm the repair.