

Abnormal Squeak Noise From Rear Suspension Over Uneven Roads

Service Category Suspension

Section Rear Suspension

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2018	Highlander, Highlander HV	

REVISION NOTICE

February 23, 2018 Rev1:

- Applicability has been updated to include 2018 model year Highlander and Highlander HV vehicles.
 - The Introduction, Warranty Information, and Repair Procedure sections have been updated.
- Any previous printed versions of this bulletin should be discarded.

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0016-16.

- The entire bulletin has been updated.

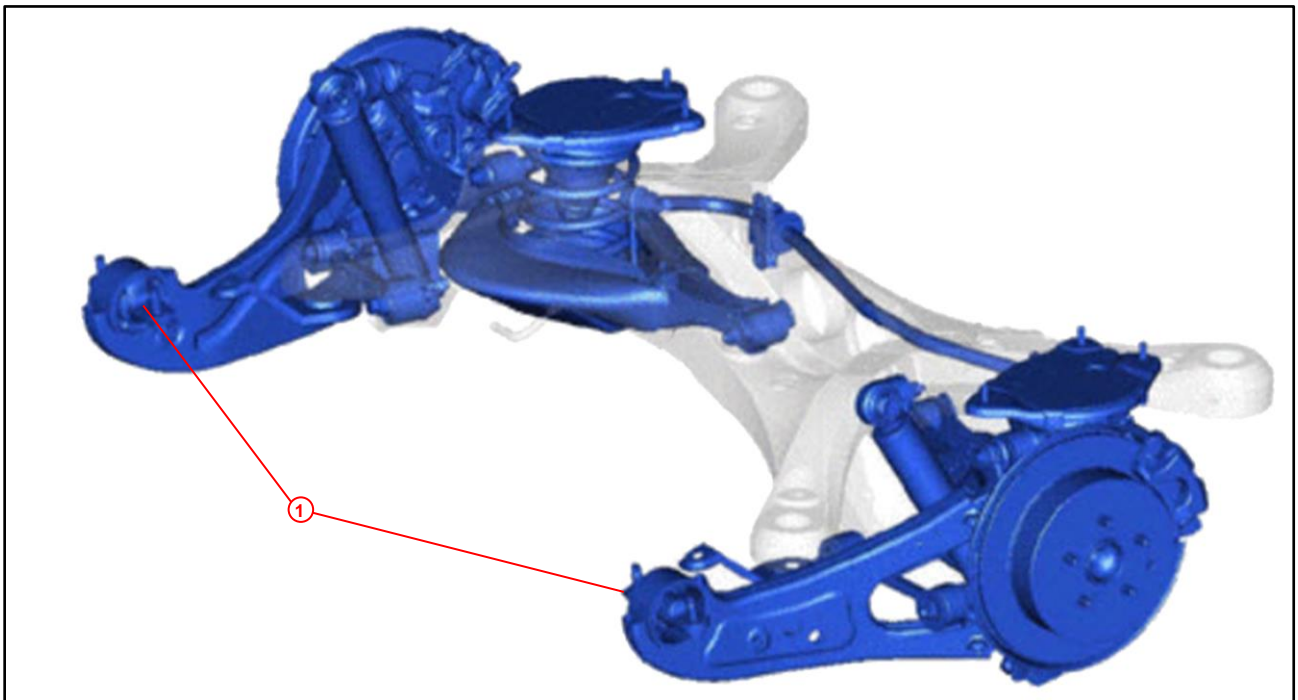
Service Bulletin No. T-SB-0016-16 is obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Abnormal Squeak Noise From Rear Suspension Over Uneven Roads

Introduction

Some 2014 – 2018 model year Highlander and Highlander HV vehicles may exhibit an abnormal squeak noise from the rear suspension. This condition may be more noticeable in colder, ambient temperatures and may occur when traveling over uneven roads or when the vehicle comes to a complete stop. The abnormal noise may be caused by the rear trailing arm bushing. An updated rear trailing arm assembly is available. Follow the Repair Procedure below to address this condition.

Figure 1.



1	Rear Trailing Arm Bushing
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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
482091	R & R Rear Trailing Arm Assembly (One Side)	1.0	48760-0E050 48760-0E051 48780-0E060 48780-0E061	91	99
Combo A	R & R Rear Trailing Arm Assembly (Opposite Side)	0.2			
Combo B	Rear Toe-in Adjustment	0.2			

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
PREVIOUS	NEW		
48760-0E050 48760-0E051	48760-0E070	Arm Assy, Trailing, RR RH	1
48780-0E060 48780-0E061	48780-0E080	Arm Assy, Trailing, RR LH	1

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
ChassisEAR™ (or Equivalent)	ADE	JSPSM06606 (JS Products)	1

NOTE

- A mechanic's stethoscope or similar tool may be used in place of ChassisEAR™.
- ChassisEAR™ may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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Repair Procedure

1. Confirm the condition exists.

Using ChassisEAR™ (or equivalent), test drive the vehicle over an uneven road surface, such as a sloped driveway, to verify the condition is coming from the bushings.

HINT

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

Is a squeak noise present?

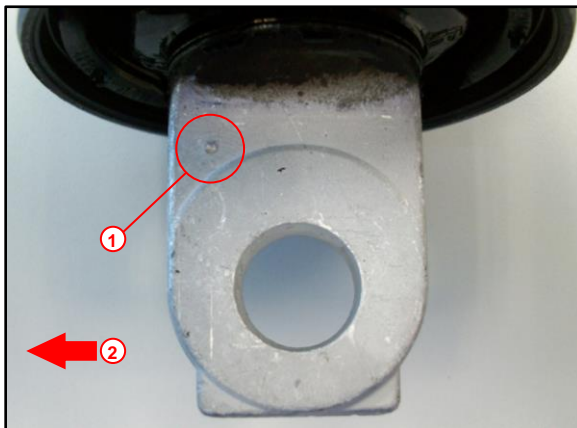
- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. BEFORE installing NEW parts, confirm the identification mark as shown. If this mark is NOT present, the part is incorrect and SHOULD NOT BE INSTALLED.

NOTE

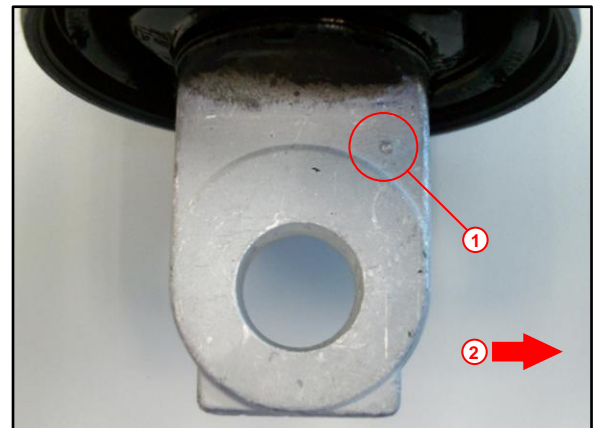
The identification mark on the NEW part faces the outside of the vehicle.

Figure 2. LH Side



1	Identification Mark
2	Front

Figure 3. RH Side



1	Identification Mark
2	Front

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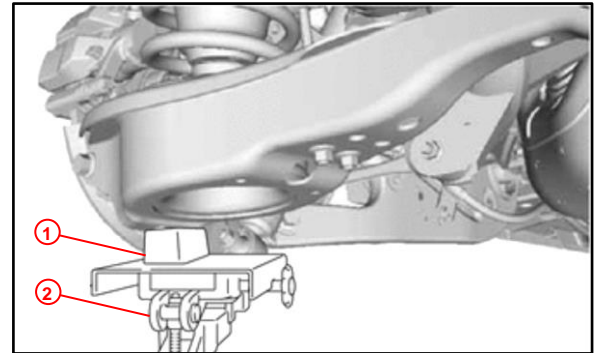
Repair Procedure (continued)

3. Replace BOTH rear trailing arm assemblies even if ONLY one side is emitting the squeak noise.

Refer to TIS, applicable model and model year Repair Manual:

- 2014 – 2018 Highlander:
Suspension – Rear Suspension – “Rear Suspension: Rear Trailing Arm: [Removal / Installation](#)”
- 2014 – 2018 Highlander HV:
Suspension – Rear Suspension – “Rear Suspension: Rear Trailing Arm: [Removal / Installation](#)”

Figure 4.



1	Wooden Block
2	Jack

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