

# Squeak Noise From Rear Suspension

**Service Category** Suspension

**Section** Rear Suspension

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2019	Highlander, Highlander HV	

### REVISION NOTICE

**February 5, 2019 Rev2:**

- **Applicability has been updated to include 2019 model year Highlander and Highlander HV vehicles.**
- **The Introduction, Warranty Information, and Repair Procedure sections have been updated.**

**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**Service Bulletin No. T-SB-0016-16 is obsolete and any printed versions should be discarded.**

## Introduction

Some 2014 – 2019 model year Highlander and Highlander Hybrid vehicles may exhibit a 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. Follow the Repair Procedure in this bulletin to address this condition.

## Squeak Noise From Rear Suspension

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
SU1901	R & R Rear Trailing Arm Assembly (One Side)	1.0	48760-0E050	91	99
Combo A	Opposite Side	0.2	48760-0E051		
Combo B	Rear Toe-in Adjustment	0.2	48780-0E060		
			48780-0E061		

#### 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.

# Squeak Noise From Rear Suspension

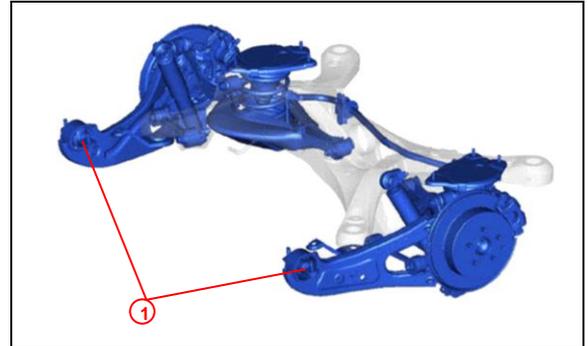
## Repair Procedure

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.

Figure 1.



<b>1</b>	<b>Rear Trailing Arm Bushing</b>
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Is a squeak noise present?

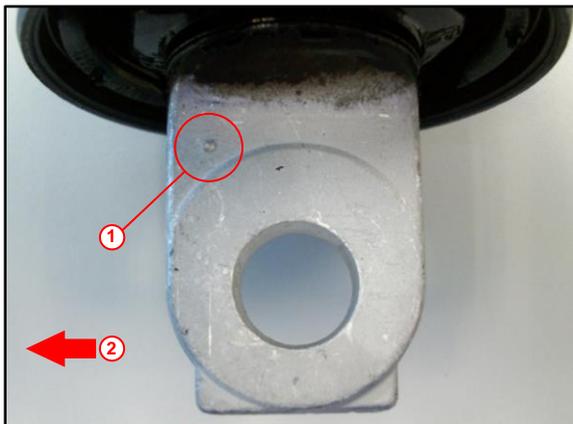
- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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**

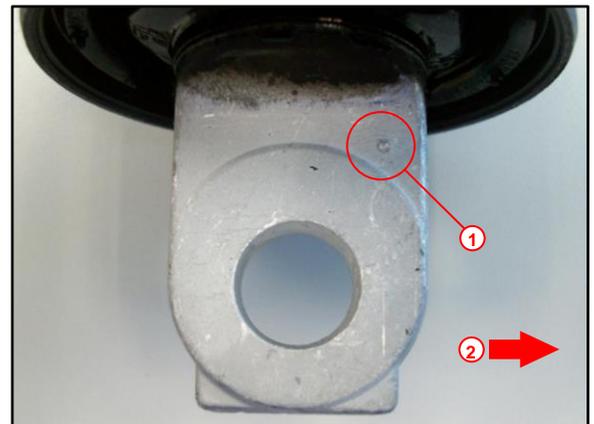
The identification mark on the NEW part faces the outside of the vehicle.

Figure 2. Left-hand Side



<b>1</b>	<b>Identification Mark</b>
<b>2</b>	<b>Front</b>

Figure 3. Right-hand Side



<b>1</b>	<b>Identification Mark</b>
<b>2</b>	<b>Front</b>

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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](#)”
- 2019 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](#)”
- 2019 Highlander HV:  
*Suspension – Rear Suspension* – “Rear Suspension: Rear Trailing Arm:  
[Removal](#) / [Installation](#)”

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