

Knocking Noise From Front Shocks in Cold Temperatures

Service Category Suspension

Section Front Suspension

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019 - 2020	4Runner	

Introduction

Some 2019 – 2020 model year TRD Pro Edition 4Runner vehicles may exhibit a knocking noise when driving at low speeds over uneven road surfaces (small bumps and dips) in cold conditions. The noise is noticeable in cold temperatures (less than 40°F) and diminishes as temperatures increase. The TRD Pro shock absorbers have been improve noise performance. Follow the Repair Procedure in this bulletin to address the condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
430151	R & R Front Shock Absorber 1-SD	1.6	PTR61-89190	91	99
430151A	Opposite Side	0.3			

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		
PTR61-89190-LF	PTR61-89200-LF	4Runner TRD Pro Shock Absorber (Left Front)	1
PTR61-89190-RF	PTR61-89200-RF	4Runner TRD Pro Shock Absorber (Right Front)	1

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a knocking noise when driving at low speeds over uneven road surfaces (small bumps and dips) in cold conditions?

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

2. Replace both front shock absorbers.

NOTE

Due to improved ride characteristics, both front shock absorbers should be replaced at the same time.

- A. Refer to the Technical Information System (TIS), *Accessory – Accessory Diagnostic Guide* – [“2019 – 2020 4Runner TRD Front Shock Assembly \(PTR61-89200-LF/RF\) Rev. A”](#)

- B. Remove both front shock absorbers.

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

- [2019 – 2020](#) 4Runner:
Suspension – Front Suspension – “Front Suspension: Front Shock Absorber: Removal”

- C. Install the NEW front shock absorbers.

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

- [2019 – 2020](#) 4Runner:
Suspension – Front Suspension – “Front Suspension: Front Shock Absorber: Installation”

NOTE

Installing the NEW front shock absorbers involves a combination of the Repair Manual AND the accessory diagnostic guide.

3. Park the vehicle outside long enough to allow the shock body to match ambient outside temperature.
4. Test-drive the vehicle to confirm the condition no longer exists.