

Subject

# Noise from Rear Differential Coupler after having been Towed or Experienced Loss of Traction

Market

USA

Service Category

Drivetrain

Section

Axle/Differential

Applicability

Applicable AWD Vehicles

## APPLICABLE VEHICLES

2016-2021	Highlander	2014-2020	Sienna
2015-2021	RAV4	2020-2021	Camry
2021	Avalon		

## CONDITION

Some 2014-2021 model year vehicles equipped with Dynamic Torque Control AWD system may experience a "Noise" or "Abnormal Operation" condition from the rear differential front coupling. In some cases, even an "AWD System Message" with or without a DTC may be present with or without other conditions present.

## RECOMMENDATIONS

If any of the above conditions occurred, confirm the vehicle was not previously towed using one of the methods not approved by Toyota. Reference the applicable owner's manual for model and model year details on the correct method of transport when vehicle needs to be towed. If any method other than the approved method is used, confirm coupler condition.

In addition, confirm vehicle hadn't experienced a driving condition in which excessive wheel spin and loss of traction occurred.

- Confirm vehicle history for one of the conditions listed above. Has the vehicle experienced one of these conditions?
  - YES** — Refer to TIS, applicable model and model year repair manual.
  - NO** — Continue to step 2
- Remove the rear differential coupler, refer to TIS applicable model and model year Repair Manual.
- Does the rear coupler present a surface appearance as seen in the images below?
  - YES** — Refer to TIS, applicable model and model year repair manual.
  - NO** — Continue to step 4.

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Market

USA

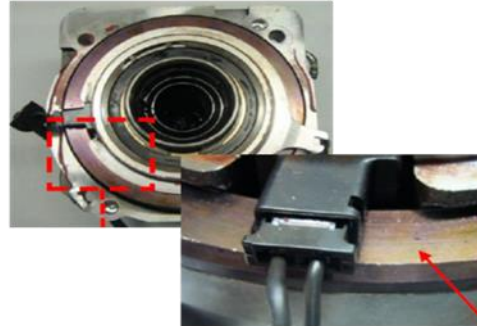
Applicability

## RECOMMENDATIONS

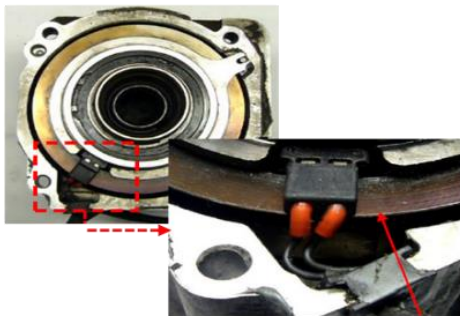
Examples:



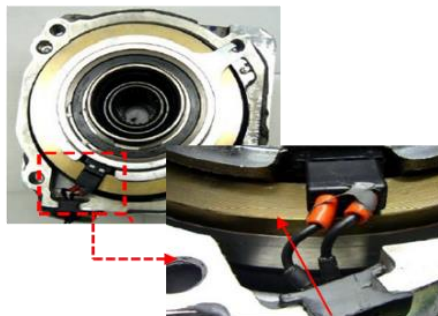
Blue



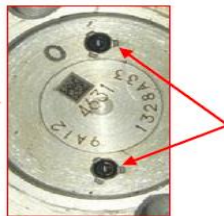
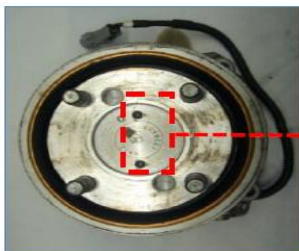
Purple



Brown



Yellow



We can see color of ball plugs changed to almost black.

4. Confirm vehicle Model Year: Is the vehicle a 20MY or Newer?
  - **YES** — Replace the rear coupler assembly and create a DPR for potential part recovery. Refer to TIS, applicable model and model year Repair Manual.
  - **NO** — Refer to TIS, applicable model and model year Repair Manual.

## LINK REFERENCES

This Tech Tip does not contain any link references