

Subject		Market
Noise from Rear Differential Coupler after having been Towed or Experienced Loss of Traction		USA
Service Category	Section	
Drivetrain	Axle/Differential	
Applicability		
Applicable AWD Vehicles		

APPLICABLE VEHICLES

2015-2017	NX200T	2018-2021	NX300
2016-2021	RX350	2021	ES250

CONDITION

Some 2015-2021 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 suspect 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.

1. 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.
2. Remove the rear differential coupler, refer to TIS applicable model and model year repair manual.
3. 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.

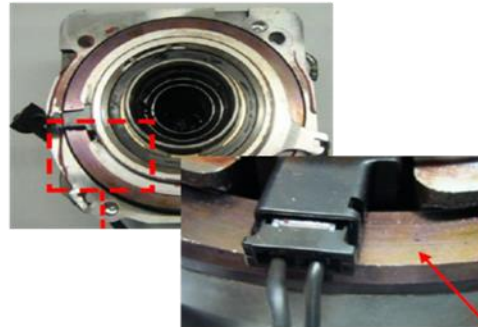
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RECOMMENDATIONS

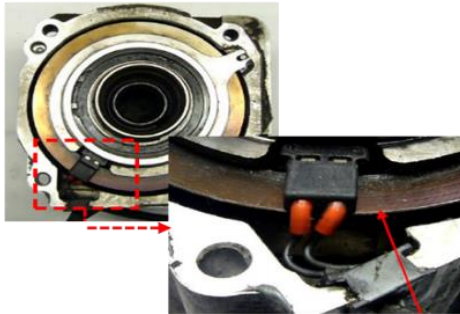
Example:



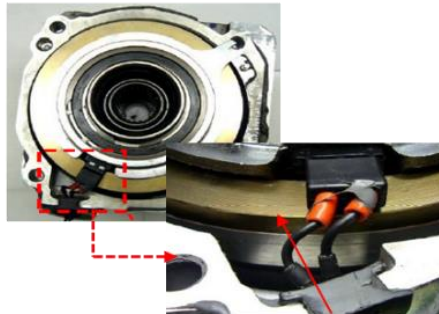
Blue



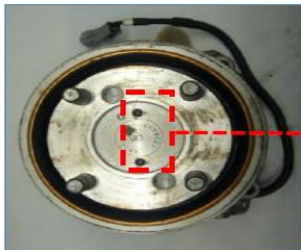
Purple



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