

Clicking/Creaking Noise From Clad Wheels While Driving

Service Category Suspension

Section Tire/Wheel

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	Sienna HV	VDS(s): DRKEC, ERKEC, GRKEC, XRKEC, ZRKEC Drive Type(s): FWD

Introduction

Some 2021 model year Sienna Hybrid vehicles equipped with FWD and 20-in. clad wheels may exhibit a clicking/creaking noise from one or more of the wheels while driving. The clad wheels are a two-piece design that includes an alloy wheel with a permanently affixed resin wheel cover (cladding). The source of the noise was determined to be contact between the cladding and the wheel. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Sienna HV	TMMI	2WD	5TDDRKEC#MS022170 5TDGRKEC#MS022170 5TDXRKEC#MS022170 5TDERKEC#MS022170 5TDZRKEC#MS022170

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
420091	R & R Wheel (One Wheel)	0.7	4260D-08010	91	99
Combo A	R & R Wheel (Combo Each Additional Wheel)	0.3	4260D-08040		

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
4260D-08010 4260D-08040	Wheel, Disc	1

Repair Procedure

1. Is the vehicle equipped with 20-in. clad wheels?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1. Clad Wheel Examples



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Repair Procedure (continued)

2. Drive slowly with the windows down and listen for a clicking/creaking noise from one or more of the wheels.

HINT

Having someone walk alongside the vehicle while it is being driven slowly may help identify which wheel(s) is(are) making the clicking/creaking noise.

Does the vehicle exhibit a clicking/creaking noise from one or more of the wheels while driving?

- **YES** — Continue to step 3.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

3. Determine which wheel(s) exhibit the clicking/creaking noise.
4. Remove and replace the wheel(s) that exhibit a clicking/creaking noise with the NEW post countermeasure wheel(s).

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

- 2021 Sienna HV:
Suspension – Tire/Wheel: “Tire and Wheel: [Removal](#) / [Installation](#)”

5. Test-drive the vehicle to ensure the condition no longer exists.