

# Squeak Noise Over Uneven Surfaces With Suspension in Low Height Position

**Service Category** Suspension

**Section** Rear Suspension

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018 - 2020	Land Cruiser	

## Introduction

Some 2018 – 2020 model year Land Cruiser vehicles equipped with Active Height Control may exhibit a squeak noise from the rear of the vehicle over uneven surfaces when the suspension is set to the low height position. The squeak noise is caused by contact between the passenger rear lower control arm and lower control arm support bracket. 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 VIN shown below.

MODEL	PRODUCTION CHANGE EFFECTIVE VIN
Land Cruiser	JTMCY7AJ#L4087876

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### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
SU1910*	Visual Inspection To Confirm Condition	0.0	5150C-60010	91	57

\*Use sublet type "ZZ" for body shop repairs. Invoice required to be attached to the warranty claim.  
See Warranty Policy 8.22 for additional information on submitting claims for sublet work.

#### 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.

### Required Tools & Equipment

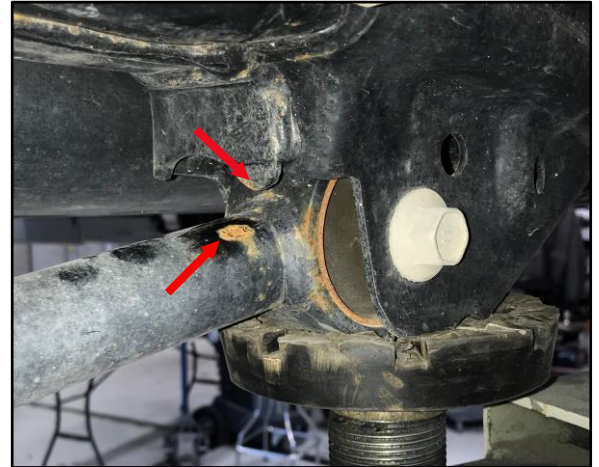
REQUIRED TOOLS & MATERIAL	QUANTITY
Masking Tape	1
Cut-off Tool	1
Cut-off Wheel	1
Bonded Abrasive Disc	1
Two-Part Epoxy Primer	1
Black Topcoat	1

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### Repair Procedure

1. Confirm the condition exists.  
 Set the suspension height to neutral or high and visually inspect the passenger rear lower control arm and lower control arm support bracket.  
 Are there signs of contact/witness marks between the two components?
  - **YES** — Sublet the vehicle to a qualified collision repair facility for repair.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

**Figure 1.**



**NOTE**

The remaining steps in this bulletin are for the collision repair facility.

2. Disconnect the lower control arm from the bracket.  
 Refer to TIS, applicable model and model year Repair Manual:
  - 2018 – 2020 Land Cruiser:  
*Suspension – Rear Suspension* – “Rear Suspension: Rear Lower Arm: [Removal](#)”
3. Using masking tape, mark the support bracket to use as a guide for removing excess material.

**Figure 2.**



<b>1</b>	<b>Cut Line</b>
<b>2</b>	<b>Excess (Remove Less Than 5 mm)</b>

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### Repair Procedure (continued)

4. Using a cut-off wheel, remove the excess material from the control arm bracket.

**NOTICE**

**Do NOT remove more than 5 mm. Removing more than 5 mm could negatively impact the strength of the component.**

5. Remove the masking tape used as the cut line guide.  
Using a bonded abrasive disc, remove the burrs and smooth the surface of the cut.

**Figure 3.**



6. Using a bonded abrasive disc, buff the contact/witness marks on the control arm.

**Figure 4.**



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### Repair Procedure (continued)

7. According to the coating manufacturer recommendations, prepare the newly exposed metal on both the control arm and control arm support bracket for coating.
8. Using a two-part epoxy primer, coat the exposed metal of the control arm and control arm bracket. Follow manufacturer recommendations for mixing, application, and cure time.

#### NOTE

According to TS-CRIB-186-D, when electrophoretic-deposition primer (E-coat) is damaged or removed, it should be replicated with a two-component primer or epoxy primer. Etch primer does not exhibit the corrosion prevention characteristics of primer or epoxy primer and E-coat over the long term; therefore, it is not recommended as a substitute for E-coat, primer, or epoxy primer.

9. Cover the primer with a black topcoat. Follow manufacturer recommendations for application and cure time.
10. Reconnect the control arm to the bracket.  
Refer to TIS, applicable model and model year Repair Manual:
  - 2018 – 2020 Land Cruiser:  
*Suspension – Rear Suspension* – “Rear Suspension: Rear Lower Arm: [Installation](#)”
11. Set the suspension height to the low setting and test-drive over the vehicle uneven surfaces to verify the noise has been eliminated.
12. Visually inspect the control arm and bracket while in the low setting to verify that the two components are no longer making contact.