

Subject <b>Front suspension noise (Puerto Rico only)</b>		Market <b>USA</b>
Service Category <b>Suspension</b>	Section <b>Front Suspension</b>	
Applicability <b>2019-2021 RAV4/HV (Japan Built)</b>		

**APPLICABLE VEHICLES**

2019-2021	RAV4	2019-2021	RAV4 HV
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**CONDITION**

**\*\*Puerto Rico Only\*\***  
 Customer states hearing a loud clunk/abnormal noise coming from the front of the vehicle when going over bumps.

**RECOMMENDATIONS**

If the vehicle is in **Puerto Rico** and the noise condition is coming from the front suspension, confirm the following criteria:

- Vehicle is manufactured in Japan, which it can be identified when the VIN starts with “J”
- Vehicle mileage is under 36,000 miles
- Vehicle was not involved in an accident or has damage in front suspension
- Record an audio/video file of noise condition
- Create a TAS case and attach the audio/video file

If it is a weekend or holiday, continue with diagnosis and repair, save all parts and details (including audio/video, pictures, etc.), and contact TAS at the next available opportunity.

**LINK REFERENCES**

This Tech Tip does not contain any link references