

Subject

Abnormal noise driving over speed bumps/uneven roads from front strut support and bearing (Puerto Rico only)

Market

USA

Service Category

Suspension

Section

Front Suspension

Applicability

2018-2020 Yaris SD MEX

APPLICABLE VEHICLES

2018-2020

Yaris SD MEX-Prod

CONDITION

****Puerto Rico Only****

Vehicle has abnormal noise condition when going over speed bumps or irregular roads. Noise is coming from strut support and bearing

RECOMMENDATIONS

If the vehicle is in **Puerto Rico** and the noise condition is coming from the front strut support and/or bearing, confirm the following criteria:

- Vehicle is manufactured in Mexico, which it can be identified when the VIN starts with "3MY"
- Vehicle mileage is under 36,000 miles
- Vehicle does not have any previous repairs nor attempt of repairs
- Take pictures of the front of the vehicle **if** any damage can be seen/identified
- Record an audio/video file of noise condition
- Create a TAS case. Attach the audio/video and picture files

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