

# Rotational Clicking Noise From Front Drive Shaft Assembly on Acceleration

**Service Category** Drivetrain

**Section** Drive Shaft/Propeller Shaft

**Market** USA

Toyota Supports  
ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2024	Grand Highlander, Grand Highlander HV	

### REVISION NOTICE

October 18, 2024 Rev1:

- The Production Change Information and Required Tools & Equipment sections have been updated.

Any previous printed versions of this bulletin should be discarded.

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### Introduction

Some 2024 Grand Highlander and Grand Highlander Hybrid vehicles may exhibit a rotational clicking noise from one or both front drive shaft assemblies when accelerating while making turns. This condition may occur without a grease leak present on the front drive shaft assemblies. An updated front drive shaft assembly is available to resolve this condition. 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
Grand Highlander	TMMI	2WD	5TDAAA5#RS013257
		AWD	5TDAAAB5#RS048090
Grand Highlander HV		2WD	5TDABAA5#RS001120
		AWD	5TDACAB5#RS016903

## Rotational Clicking Noise From Front Drive Shaft Assembly on Acceleration

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
TC2407	R & R the Front Drive Shaft Assembly (One Side)	1.7	43420-0E3##*	91	50
Combo A	Opposite Side	0.3	43410-0E5##*		

\*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

#### APPLICABLE WARRANTY

- This repair is covered under the Toyota Powertrain Warranty. This warranty is in effect for 60 months or 60,000 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
43420-0E340	Shaft Assy, Fr Drive, LH*	1
43420-0E350		
43410-0E520	Shaft Assy, Fr Drive, RH*	1
43410-0E530		
43410-0E550		

\*Order the part(s) corresponding to the affected side and vehicle by searching in the Electronic Parts Catalog using the VIN filter.

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### Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
ChassisEAR™ (or equivalent)	ADE	<a href="#">JSPSM06606</a> (JS Products)	1

**NOTE**

- A mechanic's stethoscope or similar tool may be used in place of ChassisEAR™.
- ChassisEAR™ may be ordered by visiting the [Toyota Tools and Equipment Program](#) website at *Home – Service Resources – Toyota Tools and Equipment Program* or by calling 1-800-368-6787.

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

\*Essential SST.

**NOTE**

- Only ONE of the Techstream units listed above is required.
- GTS+ Software version 2024.03.004.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.

### Repair Procedure

1. Confirm the condition.

Does the vehicle exhibit a rotational clicking noise when accelerating while making turns?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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### Repair Procedure (continued)

2. Place the vehicle on a lift and install the ChassisEAR™ (or equivalent) on BOTH of the front knuckle assemblies, as shown in Figure 1, to help isolate the source of the noise.

**Figure 1.**



<b>1</b>	<b>ChassisEAR™ on the Front Knuckle Assembly</b>
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3. Test drive the vehicle.  
Is one or both front drive shaft assemblies the source of the rotational clicking noise?
  - **YES** — Continue to step 4.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  
4. Remove the affected front drive shaft assembly.  
Refer to TIS, applicable model and model year Repair Manual:
  - [2024](#) Grand Highlander:  
*Drivetrain – Drive Shaft / Propeller Shaft – Front Drive Shaft Assembly (for T24A-FTS) – Removal*
  - [2024](#) Grand Highlander HV:  
*Drivetrain – Drive Shaft / Propeller Shaft – Front Drive Shaft Assembly (for A25A-FXS) – Removal*

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### Repair Procedure (continued)

5. Install the NEW front drive shaft assembly.  
Refer to TIS, applicable model and model year Repair Manual:
  - [2024](#) Grand Highlander:  
*Drivetrain – Drive Shaft / Propeller Shaft –  
Front Drive Shaft Assembly (for T24A-FTS) – Installation*
  - [2024](#) Grand Highlander HV:  
*Drivetrain – Drive Shaft / Propeller Shaft –  
Front Drive Shaft Assembly (for A25A-FXS) – Installation*
6. Perform steps 4 and 5 for the other front drive shaft assembly if necessary.
7. Perform a grease distribution test drive by driving the vehicle continuously for 5 minutes above 40 mph. If unable to perform this drive pattern, alternately drive the vehicle on a dyno continuously for 5 minutes above 40 mph, if it is safe to do so.

**NOTICE**

**Failure to perform the grease distribution test drive procedure may lead to joint damage and false detection of the noise after replacement.**

8. Confirm the condition is no longer present.