

Tickling/Abnormal Sound From Top B Pillar Section

Service Category Vehicle Exterior

Section Body Structure

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2024 - 2025	NX250, NX350, NX350H	WMI(s): 2T2

Introduction

Some 2024 – 2025 model year NX 250, NX 350, and NX 350h North American Produced vehicles may exhibit a consistent/repeatable tick/abnormal noise from the top of the B-pillar while driving. The abnormal noise can be heard from either passenger or driver side. The spot welds between the top of the B pillar and the seatbelt anchor may contain weld slag which can create an abnormal noise. Follow the Repair Procedure in this Service Bulletin to fix this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
BD2601	Body Pillar or Roof Side Pillar Garnish Assembly R&R to Confirm Noise Condition (One Side) - Sublet Repair to Body Shop*	0.8	61305-F6010 61306-F6010	91	68
Combo A	Opposite Side	0.2			

*Use sublet type "ZZ" for body shop repair amount. Sublet should only be used for preparation, welding, sealing, and painting of Center Body Pillar Panels. Invoice required to be attached to the warranty claim. Claim all Genuine Lexus Parts used for repair under replacements parts.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

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Parts Information

PART NUMBER	PART NAME	QTY
61311-F6010	Pillar, Center Body, Outer RH	1
61312-F6010	Pillar, Center Body, Outer LH	1
61301-F6900	Pillar Sub-assy, Center Body, Outer RH	1
61305-F6010	Reinforce Sub-assy, Center Body Pillar, Lower RH	1
61302-F6900	Pillar Sub-assy, Center Body, LH	1
61306-F6010	Reinforce Sub-assy, Center Body Pillar, Lower LH	1

Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	PART NUMBER	QUANTITY
ChassisEAR™ (or equivalent)	JSP06608 (JS Products)	As Needed

NOTE

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

Ticking/Abnormal Sound From Top B Pillar Section

Repair Procedure

1. Confirm the condition exists.

Has the customer reported a consistent and repeatable abnormal ticking noise coming from the top of the B-pillar while driving?

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

2. Replicate the condition.

A. Confirm customer's driving habits, including speed and driving conditions when the noise occurs. Example of driving conditions: road surface type (gravel, asphalt, concrete), over speed bumps, rumble strips, time of day, etc.

B. Drive the vehicle per the customer's driving habits to confirm a consistent and repeatable abnormal ticking noise from the upper B-pillar section.

NOTE

Using a tool for verification may be helpful to pinpoint the noise. (i.e. ChassisEAR™ or an automotive stethoscope).

Does the vehicle exhibit a consistent and repeatable abnormal ticking noise within the B-pillar section, while the vehicle drives per the customer's driving habits?

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

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Repair Procedure (continued)

3. Remove the interior trim panels from the suspect B-pillar.
Refer to TIS, applicable model and model year Repair Manual.
- [2024 – 2025](#) NX 250, NX 350, and NX 350h:

Vehicle Interior – Interior Panels / Trim – Roof Headlining – Removal

NOTE

Perform ONLY steps 21 – 32.

- A. Drive the vehicle per the customer's driving habits to confirm a consistent and repeatable abnormal ticking noise from the upper B-pillar section (top of B-pillar to adjuster assy, front shoulder belt anchor, see Figure 1 and 2).

NOTE

Using a tool for verification may be helpful to pinpoint the noise. (i.e. ChassisEAR™ or an automotive stethoscope).

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Repair Procedure (continued)

- B. Does the vehicle exhibit a consistent and repeatable abnormal ticking noise while the vehicle drives per the customer's driving habits within the area in Figure 1?
- **YES** — Continue to step 4.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 1. Top of B-pillar to Adjuster Assembly, Front Shoulder Belt Anchor with Trim



Figure 2. Top of B-pillar to Adjuster Assembly, Front Shoulder Belt Anchor without Trim



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Repair Procedure (continued)

4. Remove the interior curtain shield airbag assembly.
Refer to TIS, applicable model and model year Repair Manual.
 - [2024 – 2025](#) NX 250, NX 350, and NX 350h:
Vehicle Interior – Supplemental Restraint Systems – Curtain Shield Airbag Assembly – Removal

5. Review the precautions for repairing body structure and welding.
Refer to TIS, applicable model and model year Collision Repair Manual:
 - [2024 – 2025](#) NX 250, NX 350, and NX 350h:
General – Introduction – Work Notices and Precautions – Precautions for Repairing Body Structure (Including Crush Boxes)
 - [2024 – 2025](#) NX 250, NX 350, and NX 350h:
General – Introduction – Work Notices and Precautions – Precautions for Welding

6. Replace the entire B-pillar section.
Refer to TIS, applicable model and model year Collision Repair Manual.
 - [2024 – 2025](#) NX 250, NX 350, and NX 350h:
Vehicle Interior – Body Panel – Center Body Pillar – Cut and Join Replacement Sections

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Repair Procedure (continued)

7. Reinstall the interior curtain shield airbag assembly.
Refer to TIS, applicable model and model year Repair Manual.
 - [2024 – 2025](#) NX 250, NX 350, and NX 350h:
*Vehicle Interior – Supplemental Restraint Systems –
Curtain Shield Airbag Assembly – Installation*

8. Reinstall headliner assembly.
Refer to TIS, Applicable model and model year Repair Manual.
 - [2024 – 2025](#) NX 250, NX 350, and NX 350h:
*Vehicle Interior – Interior Panels / Trim –
Roof Headlining – Installation*

9. Confirm the condition is no longer present per the customer's driving habits.