

Abnormal Noise from Front Strut Mount

Service Category Suspension

Section Front Suspension

Market USA

Lexus Supports ASE Certification 

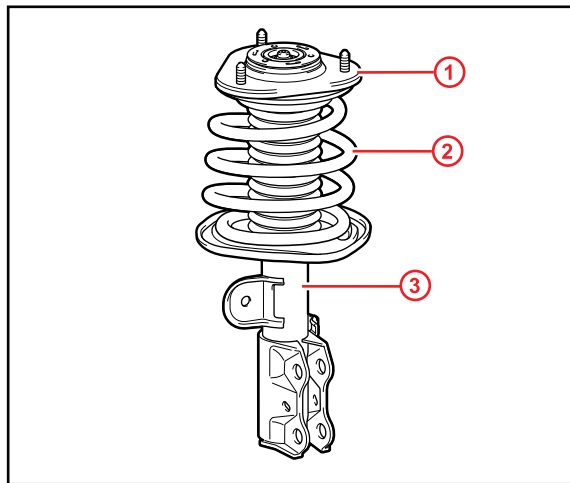
Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2011 – 2015	CT200H	

Introduction

Some 2011 – 2015 model year CT 200h vehicles may exhibit a metallic clicking noise from the front of the vehicle when driving over a washboard-type road surface, or a creak when turning left or right. A new Front Suspension Support Sub-assembly (front strut cap support) is now available to address this condition.

Figure 1.



1	Front Suspension Support Sub-assembly
2	Coil Spring
3	Strut

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
48609-12570	48609-76011	Support Sub-assy, FR Suspension	2

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Warranty Information

OP CODE	DESCRIPTION	TIME	OPF	T1	T2
431451	R & R Front Strut Cap Supports (One Side)	1.4	48609-12570	91	99
Combo A	Opposite Side	0.3			

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.

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
ChassisEAR™ (or equivalent)	ADE	JSPSM06606 (JS Products)	1

NOTE

- A mechanic's stethoscope or similar tool may be used in place of ChassisEAR™.
- ChassisEAR™ may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Repair Procedure

1. Test drive to confirm the noise as described in the Introduction.

Is there a noise from the front strut cap support?

NOTE

Use ChassisEAR™ (or equivalent) to help diagnose and isolate the noise at the front strut cap support.

- **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. Remove the front strut cap support.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) CT 200h:
Suspension – Front Suspension – “Front Suspension: Front Shock Absorber: Removal”

3. Inspect the front strut assembly.

Refer TIS, applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) CT 200h:
Suspension – Front Suspension – “Front Suspension: Front Shock Absorber: Inspection”

4. Install front strut assembly with the NEW front strut cap support.

Refer TIS, applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) CT 200h:
Suspension – Front Suspension – “Front Suspension: Front Shock Absorber: Installation”

5. Drive the vehicle to confirm the condition has been addressed.