

Upper Windshield Tick Noise

Service Category Vehicle Exterior

Section Window/Glass

Market USA

Scion Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|-------------|---------------------------------|------------------------|
| 2004 – 2013 | FR-S, iQ, iQ EV, tC, xA, xB, xD | |

REVISION NOTICE

April 2, 2013 Rev1:

- Applicability has been updated to include 2010 – 2013 model year Scion vehicles.
- Warranty Information, Stopper Locations, and Repair Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESSON NOTICE

The information contained in this bulletin supersedes SB No. NV009-06.

- Applicability has been updated to include 2009 model year applicable vehicles.

Service Bulletin No. NV009-06 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

Introduction

If a creak, tick, or rattle noise is heard at the top of the windshield, the source of the noise may be the two windshield stoppers bonded to the top of the windshield. This bulletin provides the recommended repair procedure to eliminate these types of noises from the windshield area.

Required Tools & Equipment

| SPECIAL SERVICE TOOLS (SST) | PART NUMBER | QTY |
|-----------------------------|--------------------------------|-----|
| Plastic Pry Tool Set* | 00002-06000-01 | 1 |

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Upper Windshield Tick Noise

Warranty Information

| OP CODE | DESCRIPTION | TIME | MODEL | OFP | T1 | T2 |
|---------|---|------|-------|-------------|----|----|
| NV5019 | Remove Top Windshield Locating Pins (2) | 0.4 | FR-S | SU003-01889 | 91 | 41 |
| | | | iQ | 56116-22050 | | |
| | | | iQ EV | | | |
| | | | tC | | | |
| | | | xA | | | |
| | | | xB | | | |
| | | | xD | | | |

APPLICABLE WARRANTY

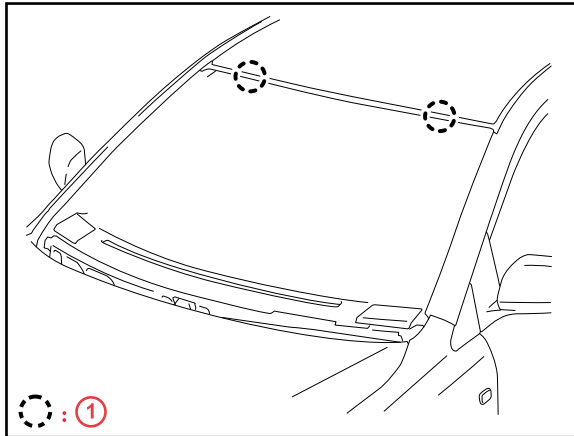
- This repair is covered under the Toyota Comprehensive Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Upper Windshield Tick Noise

Stopper Locations

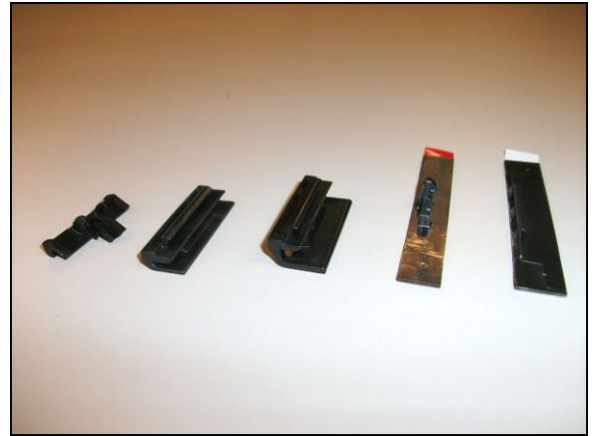
| MODEL | TOP OF WINDSHIELD | QTY |
|-------|-------------------|-----|
| FR-S | Yes | 2 |
| iQ | Yes | 2 |
| iQ EV | Yes | 2 |
| tC | Yes | 2 |
| xA | Yes | 2 |
| xB | Yes | 2 |
| xD | Yes | 2 |

Figure 1.



1 Stopper Locations

Figure 2. Stoppers



Upper Windshield Tick Noise

Repair Procedure

Upper Windshield Glass Stoppers

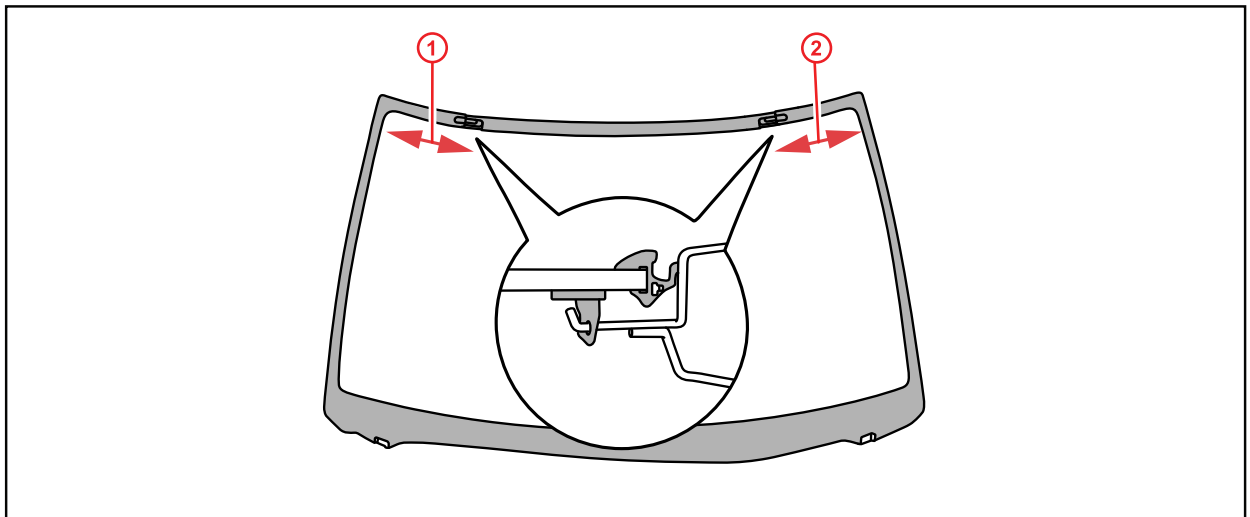
1. Refer to the appropriate model year Repair Manual for the proper procedure to obtain access to the windshield stoppers.

NOTICE

It is very important that the front of the headliner be lowered carefully and slowly. Applying too much downward force on the headliner will cause it to develop a permanent crease in the surface material.

The stoppers are located on the inside of the passenger compartment behind the windshield glass blackout section (near the top front edge of the metal roof opening). The stoppers are typically located 200 – 250 mm (7.9 – 9.8 in.) inboard of the top corners of the windshield glass.

Figure 3.



| | |
|----------|------------------------------|
| 1 | 200 – 250 mm (7.9 – 9.8 in.) |
|----------|------------------------------|

| | |
|----------|------------------------------|
| 2 | 200 – 250 mm (7.9 – 9.8 in.) |
|----------|------------------------------|

Upper Windshield Tick Noise

Repair Procedure

Upper Windshield Glass Stoppers (Continued)

- Cut OFF the tip of the plastic stopper as shown in Figure 4.

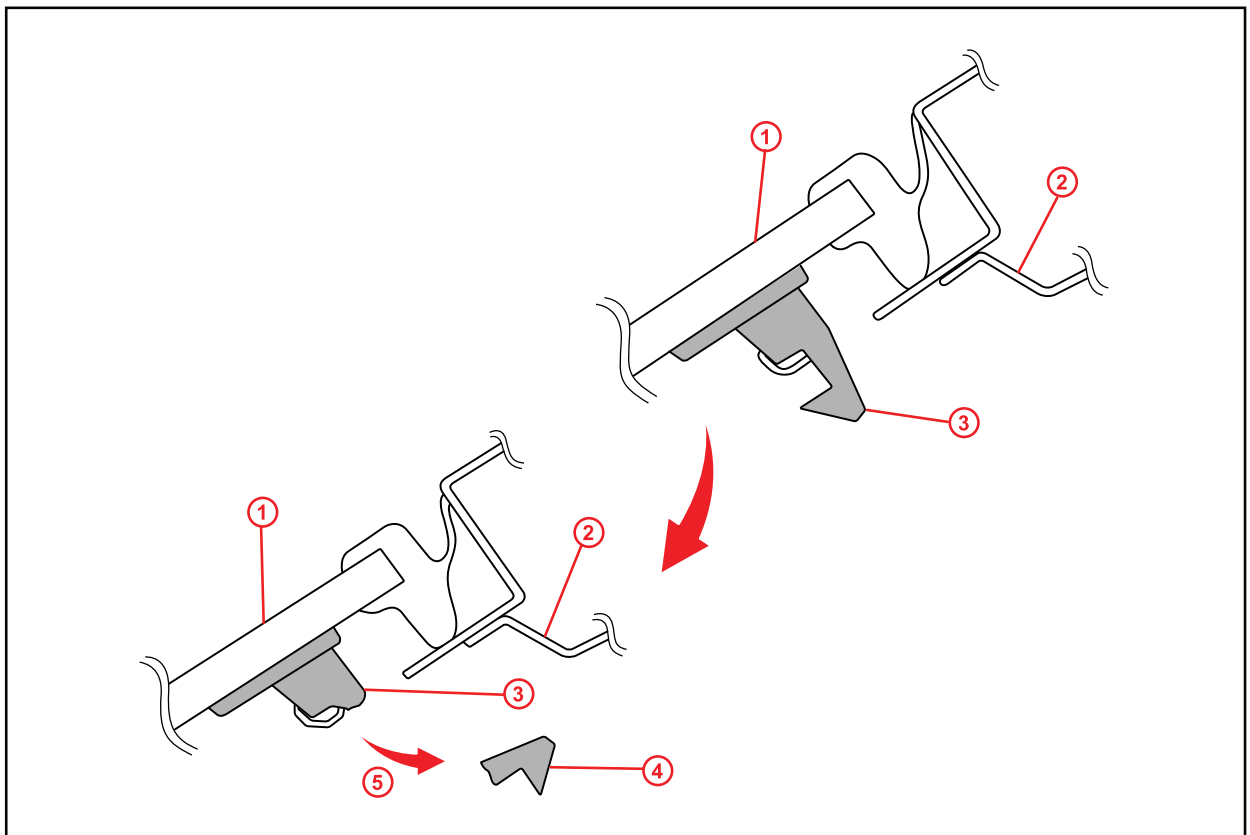
NOTE

Stopper design varies by vehicle model and may not appear exactly as shown below. See Figure 2 for a photo of actual stoppers.

HINT

It is sometimes necessary to bend the metal body tab down to gain access to the shaft of the stopper.

Figure 4.



| | |
|---|------------------|
| 1 | Windshield Glass |
| 2 | Roof Panel |
| 3 | Glass Stopper |

| | |
|---|---------------------------|
| 4 | Fragment of Glass Stopper |
| 5 | Cut |

Upper Windshield Tick Noise

Repair Procedure

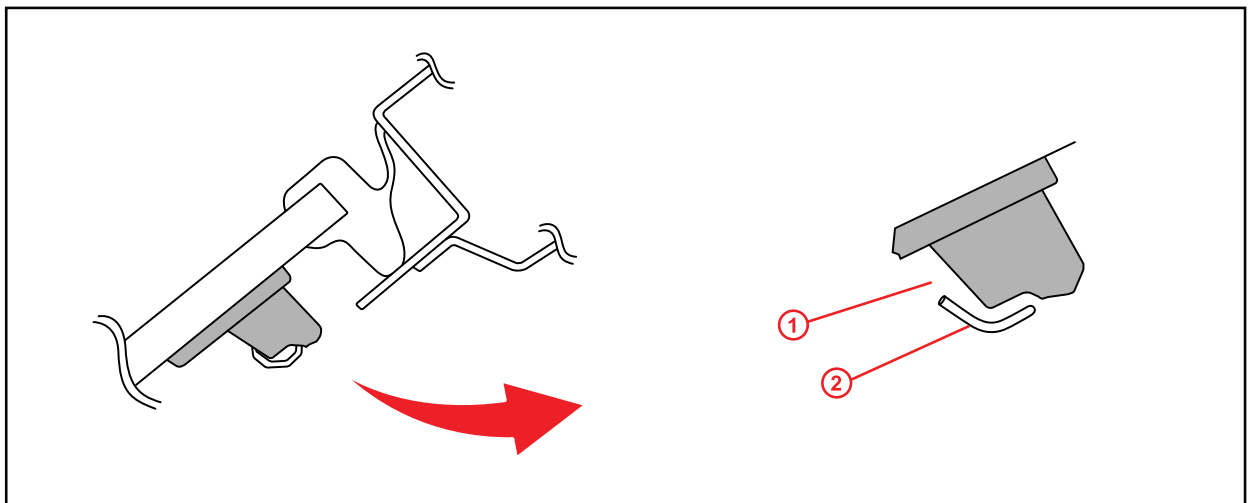
Upper Windshield Glass Stoppers (Continued)

- Once the tip of the stopper has been removed, use a screwdriver to open a gap between the roof panel and the remainder of the plastic windshield stopper.

NOTICE

Apply tape to the screwdriver tip before use to prevent scratching.

Figure 5.



1 Opening Gap

2 Roof Panel

- Test drive vehicle prior to reassembly to confirm that the noise has been eliminated.
- Reassemble the vehicle.