

Subject

Front Suspension Rattle or Clunk

Market

USA

Service Category

Suspension

Section

Front Suspension

Applicability

2012-2014 Scion iQ*i*Q**APPLICABLE VEHICLES**

2012-2014

iQ

CONDITION

Some Scion iQs may exhibit a rattle or clunk type noise coming from the top front strut mount area.

RECOMMENDATIONS

If you can duplicate the condition, please stop any repairs. Please verify the following condition before contacting TAS.

NOTE: If condition cannot be duplicated, gather duplication information from the customer and proceed with diagnosis. If condition cannot be duplicated, no need to proceed with Tech Tip.

1. Pinpoint the location of the rattle/clunk noise.
2. Confirm driving condition. (Noise occurs when turning, over speed bumps, rough road surfaces etc.)
3. Ask the customer what kind of usage the vehicle typically encounters on a daily\ weekly basis. (Driven through rough roads regularly, mostly smooth highway, parking lot type slow speeds, etc.)
4. Please create a TA case and contact TAS hotline for further instructions before starting any repairs. Please enter any relevant information into the TAS case.

NOTE: If condition is found after business hours, please postpone repairs until the next business day. If unable to postpone repair, please repair as necessary and contact TAS the following business day to report the condition.

LINK REFERENCES

This Tech Tip does not contain any link references