

Abnormal "Squeak" Noise From Rear Suspension Over Uneven Roads

Service Category Suspension

Section Rear Suspension

Market USA

Toyota Supports
ASE Certification 

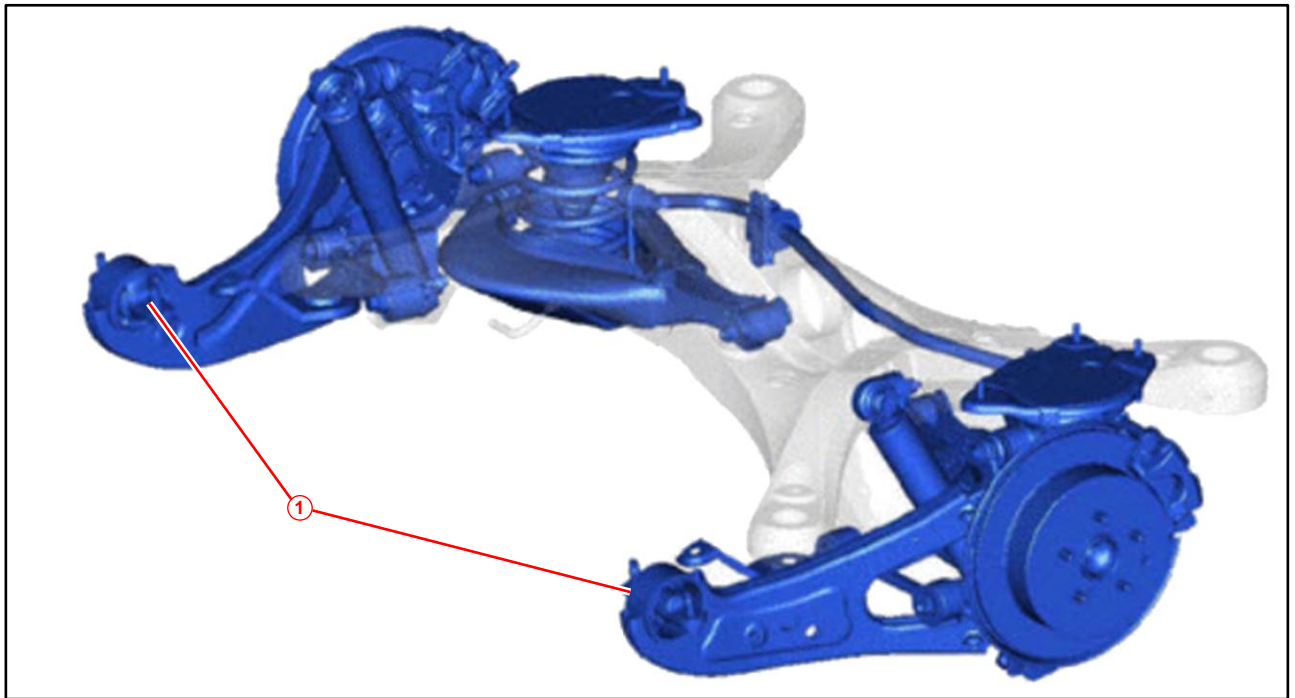
Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|-------------|---------------------------|------------------------|
| 2014 - 2017 | Highlander, Highlander HV | |

Introduction

Some 2014 – 2017 model year Highlander and Highlander HV vehicles may exhibit an abnormal squeak, squawk or groan type noise from the rear suspension when traveling over uneven roads, or when the vehicle comes to a complete stop, which may become more pronounced in colder ambient temperatures. The abnormal noise may be caused by the rear trailing arm bushing. An updated Rear Trailing Arm Assembly is available. Follow the Repair Procedure in this bulletin to address this condition.

Figure 1.



| | |
|----------|------------------------------------|
| 1 | Rear Trailing Arm Assembly Bushing |
|----------|------------------------------------|

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Warranty Information

| OP CODE | DESCRIPTION | TIME | QTY | T1 | T2 |
|---------|---|------|-------------|----|----|
| 482091 | R & R Rear Trailing Arm Assembly (One Side) | 1.0 | 48760-0E050 | 91 | 99 |
| Combo A | Opposite Side | 0.2 | 48760-0E051 | | |
| | | | 48780-0E060 | | |
| | | | 48780-0E061 | | |

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic 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.

Parts Information

| PART NUMBER | | PART NAME | QTY |
|----------------------------|-------------|---------------------------|-----|
| PREVIOUS | NEW | | |
| 48760-0E050 48760-0E051 | 48760-0E070 | Arm Assy, Trailing, RR RH | 1 |
| 48780-0E060 48780-0E061 | 48780-0E080 | Arm Assy, Trailing, RR LH | 1 |

Repair Procedure

1. Confirm the condition.
2. Using ChassisEAR™ (or equivalent), test drive over uneven road surfaces, such as turning into a sloped driveway, to verify the condition is coming from the bushings.

HINT

Applying soapy water to the suspected bushing may temporarily diminish the noise intensity, assisting to identify the source of the noise.

Is a squeak, squawk or groan type noise present?

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

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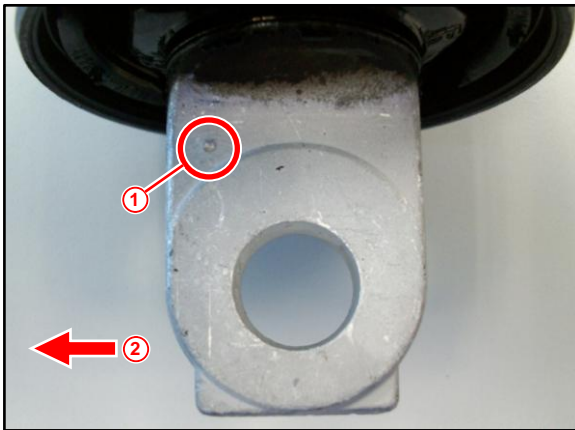
Repair Procedure (Continued)

- BEFORE installing NEW parts, confirm the identification mark as shown. If this mark is NOT present, the part is incorrect and SHOULD NOT BE INSTALLED.

NOTE

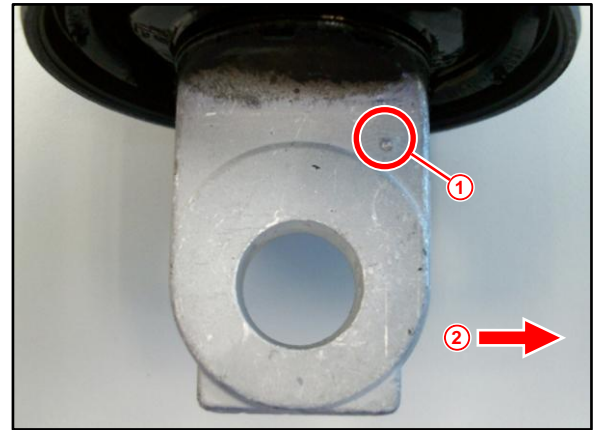
The identification mark on the NEW parts faces the outside of the vehicle.

Figure 2. LH Side



| | |
|---|---------------------|
| 1 | Identification Mark |
| 2 | Front |

Figure 3. RH Side



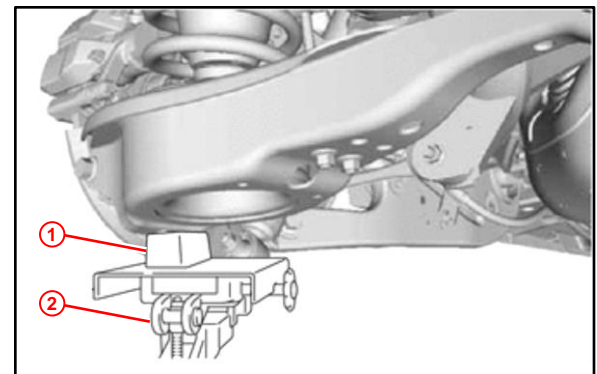
| | |
|---|---------------------|
| 1 | Identification Mark |
| 2 | Front |

- Replace BOTH Rear Trailing Arm Assemblies even if ONLY 1 side is emitting the squeak, squawk or groan type noise.

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

- 2014 – 2017 Highlander:
Suspension – Rear Suspension – “Rear Suspension: Rear Trailing Arm: [Removal / Installation](#)”
- 2014 – 2017 Highlander HV:
Suspension – Rear Suspension – “Rear Suspension: Rear Trailing Arm: [Removal / Installation](#)”

Figure 4.



| | |
|---|--------------|
| 1 | Wooden Block |
| 2 | Jack |

- Test drive the vehicle to verify no abnormal noise is present.