

# 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 - 2017	CT200H	

### REVISION NOTICE

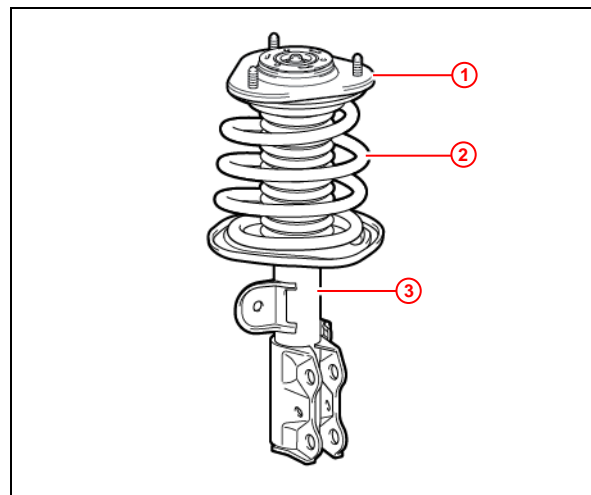
September 28, 2018 Rev1:

- Applicability has been updated to include 2016 – 2017 model year CT200h vehicles. Any previous printed versions of this bulletin should be discarded.

## Introduction

Some 2011 – 2017 model year CT200h vehicles may exhibit a metallic clicking noise from the front of the vehicle when driving over a washboard-type road surface, or a creaking noise 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.**



<b>1</b>	Front Suspension Support Sub-assembly
<b>2</b>	Coil Spring
<b>3</b>	Strut

## Abnormal Noise From Front Strut Mount

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
431451	R & R Front Strut Cap Support (One Side)	1.4	48609-12570	91	99
Combo A	Opposite Side	0.3			
Combo B	Adjust Toe-In	0.1			

#### 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.

### Parts Information

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

### 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 the vehicle to confirm the condition exists.  
Is there a metallic clicking or creaking 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 TIS, applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) CT200h:

*Suspension – Front Suspension* – “Front Suspension: Front Shock Absorber: Removal”

3. Inspect the front strut assembly.

Refer to TIS, applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) CT200h:

*Suspension – Front Suspension* – “Front Suspension: Front Shock Absorber: Inspection”

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

Refer to TIS, applicable model and model year Repair Manual:

- [2011](#) / [2012](#) / [2013](#) / [2014](#) / [2015](#) / [2016](#) / [2017](#) CT200h:

*Suspension – Front Suspension* – “Front Suspension: Front Shock Absorber: Installation”

5. Test-drive the vehicle to confirm the condition is no longer present.