

Subject Abnormal Noise from Front Shock Absorber		Market USA
Service Category Suspension	Section Front Suspension	
Applicability 2017-2021 Avalon/HV		

APPLICABLE VEHICLES

2017-2021	Avalon HV	2017-2021	Avalon
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CONDITION

Vehicle has an abnormal noise condition when going over speed bumps or irregular roads. Noise is coming from front shock absorber

RECOMMENDATIONS

If the noise condition is coming from the front shock absorber(s), confirm the following criteria:

- Vehicle mileage is under 36,000 miles
- Vehicle does not have any previous repairs, nor attempt of repairs
- CQS PE wants to recover whole front shock absorber assembly (shock absorber, insulators, coil spring, spring bumper, shock absorber dust cover, bearing, support, nut). Do not disassemble the assembly.
- Record an audio/video file of noise condition
- Create a TAS case. Attach the audio/video. (TAS will contact CQS for parts recovery)

If it is a weekend or holiday, continue with diagnosis and repair, save all parts and details (including audio/video, pictures, etc.), and contact TAS on the next available workday.

LINK REFERENCES

This Tech Tip does not contain any link references