

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

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
- 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