

Rear Suspension "Squawk" Noise

Service Category Suspension

Section Rear Suspension

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2009 – 2010	Venza	

Introduction

Some 2009 – 2010 Venza vehicles may exhibit a “squawk/groan” noise from the rear suspension when traveling over bumps, accelerating from a stop, and/or during slow rolling stops. The abnormal noise may be caused by rear coil spring contact with the lower strut seat due to a displaced or damaged rear coil spring lower insulator. An updated rear coil spring lower insulator is available for this condition.

Parts Information

PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
48258-0T010	48258-0T020	Insulator, Rear Coil Spring, Lower	2
Same	90080-17217	Nut, Rear Support to Rear Shock Absorber	2

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
482151	Rear Coil Spring (One Side)	1.3	48258-0T010	91	57
Combo A	Opposite Side	0.6			
Combo D	Toe-In	0.2			

APPLICABLE WARRANTY

- This repair is covered under the Toyota Comprehensive 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.

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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST'S)	PART NUMBER	QTY
Coil Spring Compressor	BRNM-ST7200	1

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Repair Procedure

NOTE

Perform the following procedure on both the right and left sides of the vehicle.

1. Verify the rear coil spring lower insulator is displaced or damaged as shown in Figure 1.

Figure 1.



2. Remove the rear strut assembly from the vehicle and disassemble.

For complete strut removal and disassembly procedures, refer to the Technical Information System (TIS), applicable model year Venza Repair Manual:

[2009 / 2010 Venza: Suspension – Rear Suspension – “Rear Shock Absorber: Removal”](#)

CAUTION

Support the rear axle carrier sub-assembly until reinstallation of the rear strut assembly is complete.

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Repair Procedure (Continued)

3. Reassemble the rear strut assembly with the NEW rear coil spring lower insulator and NEW rear support to rear shock absorber nut.

For complete strut reassembly and installation procedures, refer to the Technical Information System (TIS), applicable model year Venza Repair Manual:

[2009 / 2010 Venza: Suspension – Rear Suspension – “Suspension: Rear Suspension: Rear Shock Absorber: Installation”](#)

- A. Install the rear No. 1 spring bumper.
- B. Install the rear lower coil spring insulator.

NOTICE

Lower Insulator Positioning

- Ensure the insulator is centered in the lower spring seat of the rear strut assembly (refer to Figure 2).
- Ensure the recessed part of the rear lower coil spring insulator is placed directly against the rear strut spring seat “rise” (refer to Figure 3).

Figure 2.

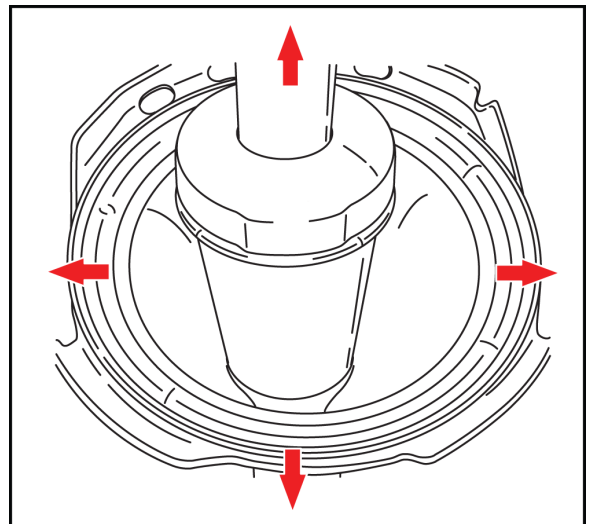
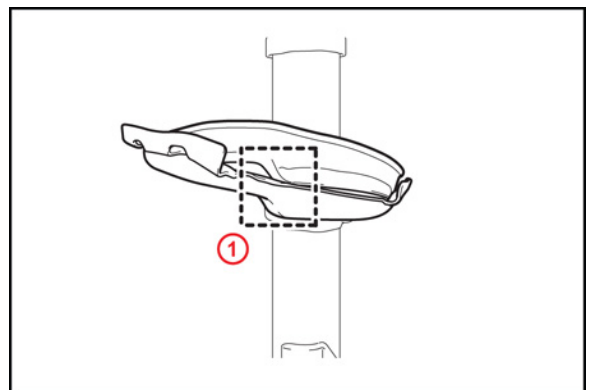


Figure 3.



1	Recessed Part
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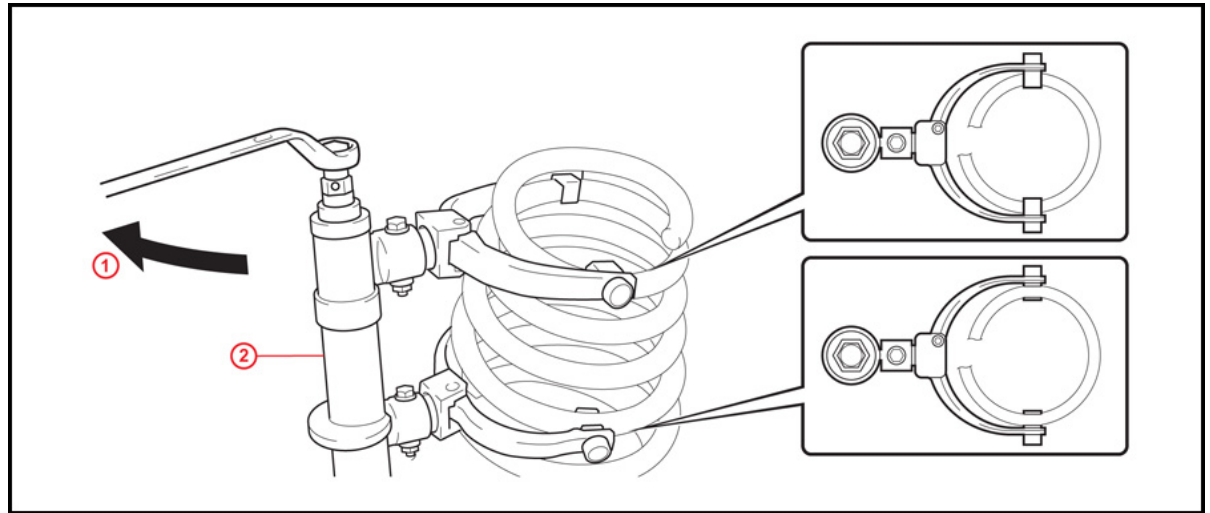
Repair Procedure (Continued)

- C. Temporarily compress the rear coil spring using SST 09727-30021 and install the coil spring with SST onto the rear strut (refer to Figure 4).

NOTICE

Do NOT use an impact wrench. It will damage the SST.

Figure 4.



1	Turn
2	SST

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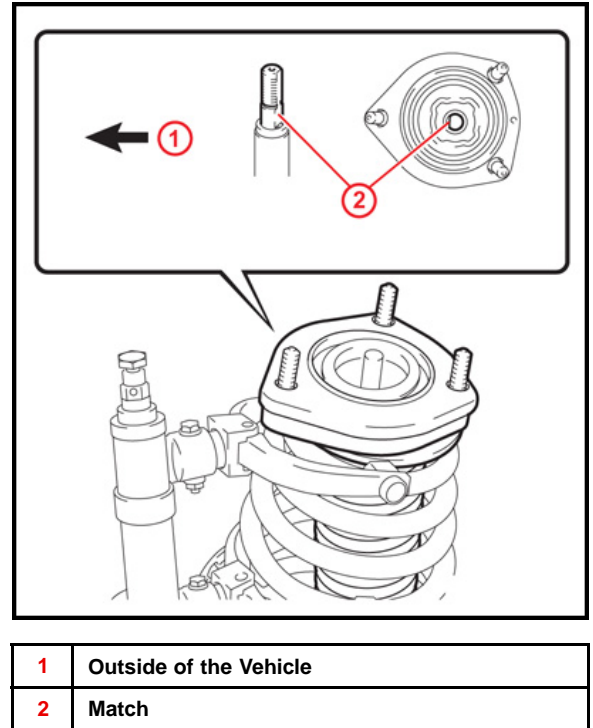
Repair Procedure (Continued)

D. Install the rear suspension support assembly.

HINT

Align the cutout on the rear shock absorber assembly with the protrusion on the rear suspension support assembly (refer to Figure 5).

Figure 5.



E. Install the rear support to the rear shock absorber collar and temporarily install the rear support to the rear shock absorber nut.

NOTICE

Do NOT reuse the old rear support to the rear shock absorber nut.

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Repair Procedure (Continued)

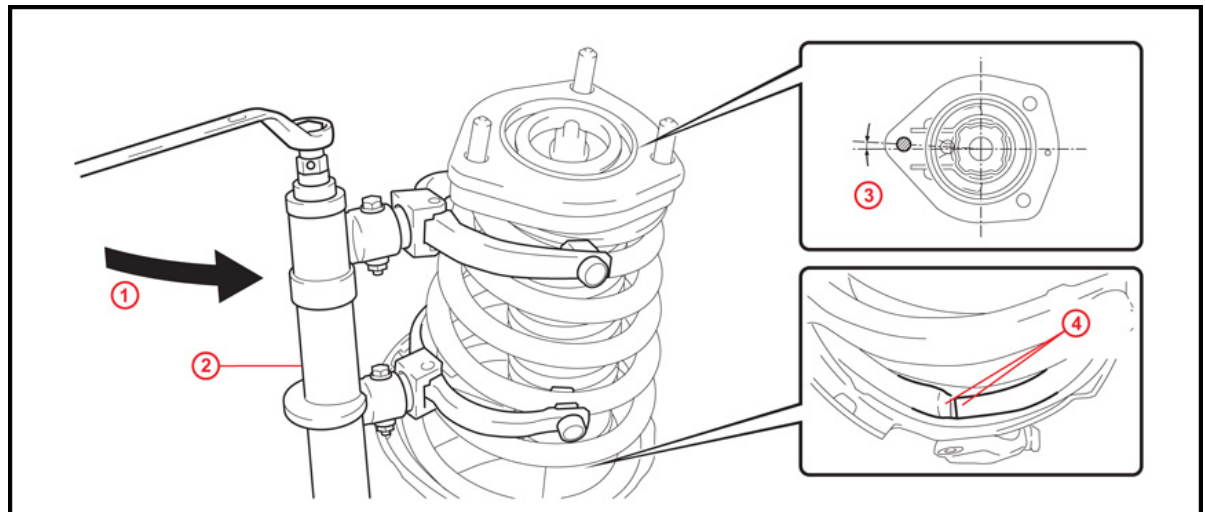
F. Install the rear coil spring (refer to Figure 6).

NOTICE

Do NOT use an impact wrench. It will damage the SST.

- Ensure that the rear coil spring end is positioned in the depression of the rear lower coil spring insulator with the coil end located against the spring seat "rise".
- Ensure the coil spring is seated in the lower insulator with an even gap between the coil spring and lower strut spring seat all the way around.
- Ensure the coil spring does NOT pivot on the coil end during the assembly process.
- Ensure that the stud bolt is positioned 3.5° to the outside of the vehicle. The deviation should be within +/- 5°.

Figure 6.



1	Turn
2	SST
3	3.5° +/- 5°
4	Coil End Located Against the Spring Seat "Rise"

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Repair Procedure (Continued)

G. Inspect the reassembled strut.

NOTICE

Ensure that the coil spring is seated snug against the spring seat / insulator and that the insulator is not pinched or folded over and caught by the rear coil spring after assembly.

4. Install the assembled rear strut assembly into the vehicle.
5. Install all components previously removed in step 2.
6. Inspect and adjust rear wheel alignment.
7. Road test the vehicle to verify no abnormal noise is present.