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BO-0074L-0710-EN

Technical Service Bulletin

13/07/2010

Subject:

Unusual interior noises from instrument panel area

Models:

GS300, GS430, GS350(4WD), GS450h, GS460

Model codes:

GRS190, UZS190, GRS196, GWS191, URS190

BODY

21 pages

INTRODUCTION

This Technical Service Bulletin is to inform you with service hints with regard to unusual interior noises coming for the instrument panel area.

DESCRIPTION OF PHENOMENON

Customer might complain about a noise coming from the instrument panel.

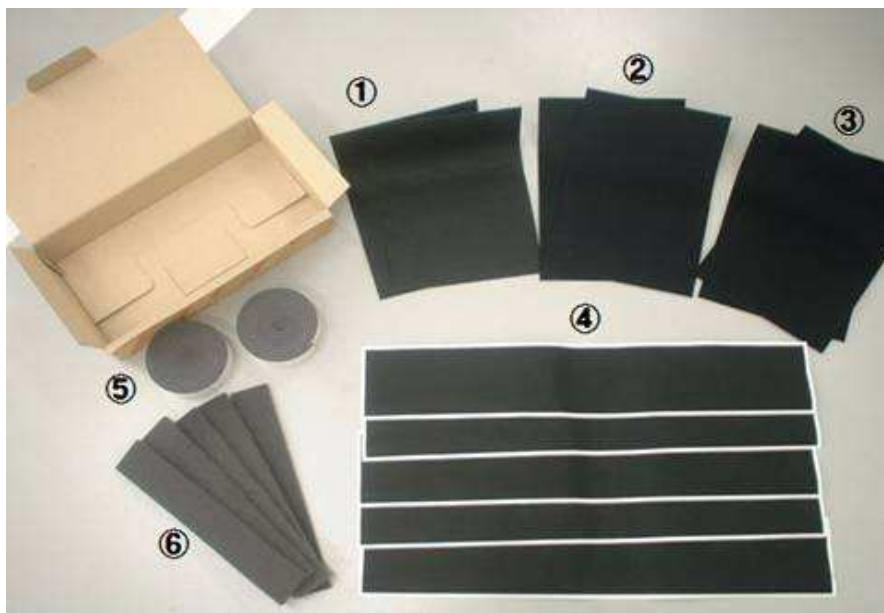
PRODUCTION CHANGE

Not relevant.

PRODUCTION CHANGE INFORMATION

Not relevant.

PARTS INFORMATION



Item	Part number	Part name	Dimensions	Quantity
N/A	08231-00801	Interior noise repair kit	N/A	1
1	08231-00802	Felt sheet No.1	297×210 (t = 0.5)	2
2	08231-00803	Felt sheet No.2	297×210 (t = 1.0)	2
3	08231-00804	Felt sheet No.3	297×210 (t = 2.0)	2
4	08231-00805	Felt strip	600×5 (t= 0.5)	5
5	08231-00806	Sponge No.1	2000×30(t = 5.0)	2
6	08231-00807	Sponge No.2	300×50 (t = 10.0)	5
N/A	08231-00810	Wind noise kit (EPT sealer)	N/A	1
N/A	N/A	Vinyl tape	N/A	1



TOYOTA MOTOR EUROPE NV / SA

REPAIR PROCEDURE

Overview:

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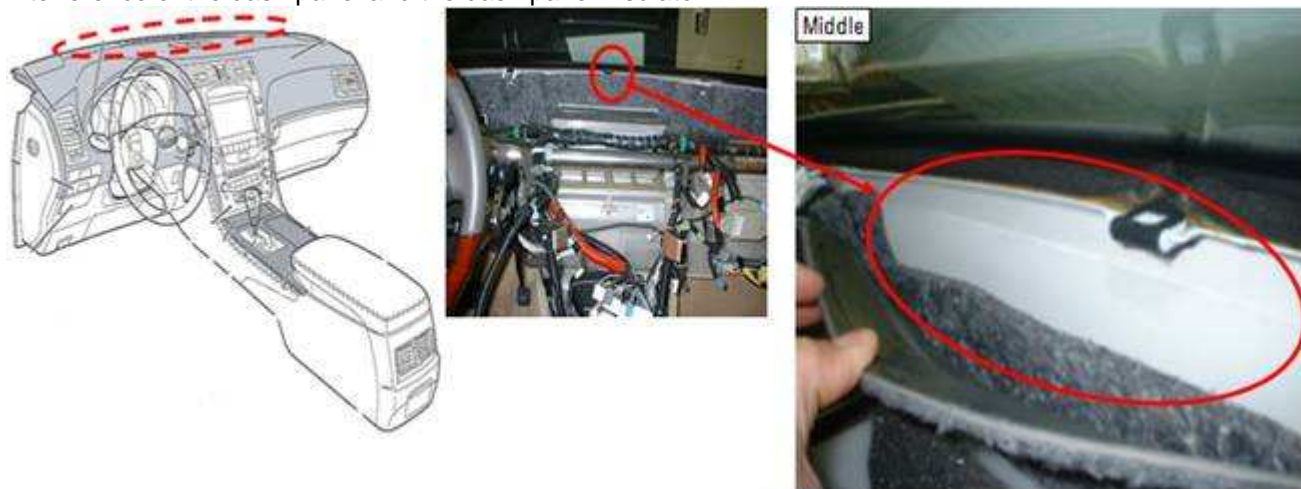
Item 1: Abnormal noise from dash panel.

Symptoms & Conditions:

Rattle noise from back center of the instrument panel while driving on continuing small bumps.

Root cause(s):

Interference of the dash panel and the dash panel insulator.



Repair procedure / F/Fix procedure:

Attach the caulking sponge on dash panel centre portion.



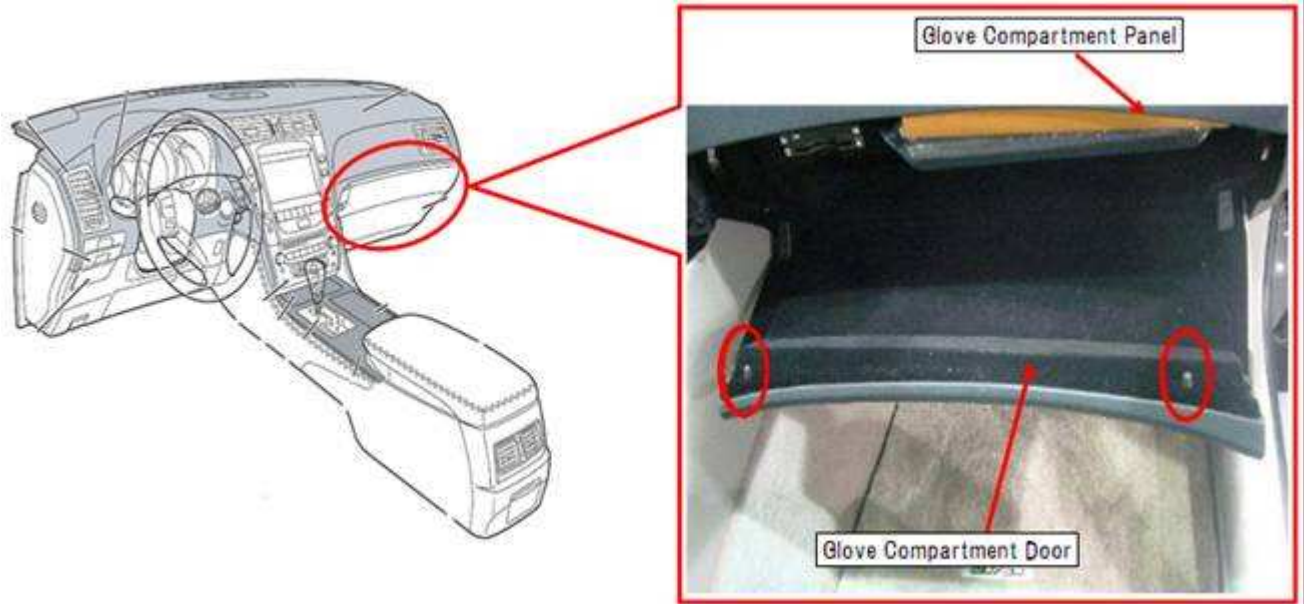
Item 2: Abnormal noise from glove compartment door.

Symptoms & Conditions:

Continuous rattle noise from the glove box while driving on a bumpy road.
The noise disappears when holding the glove compartment door.

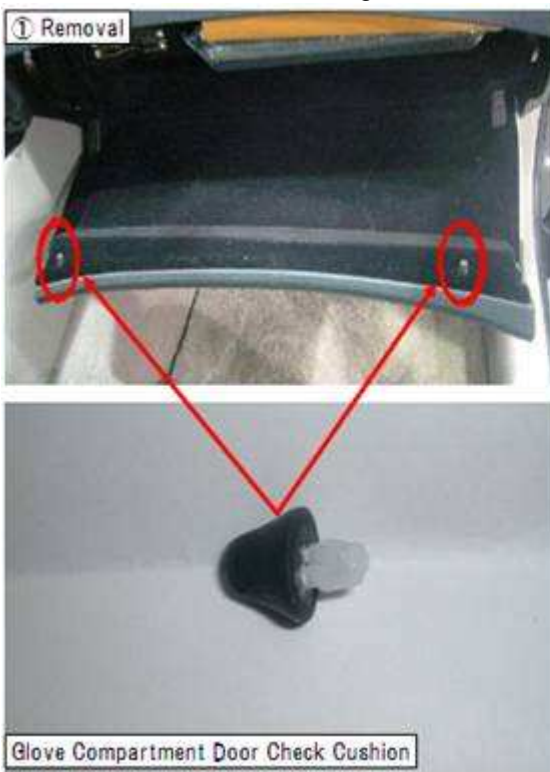
Root cause(s):

Looseness due to a gap between the glove compartment door and the glove compartment panel.



Repair procedure / F/Fix procedure:

- ① Remove the glove compartment door check cushion from the glove compartment door.
- ② Place washers and install again.



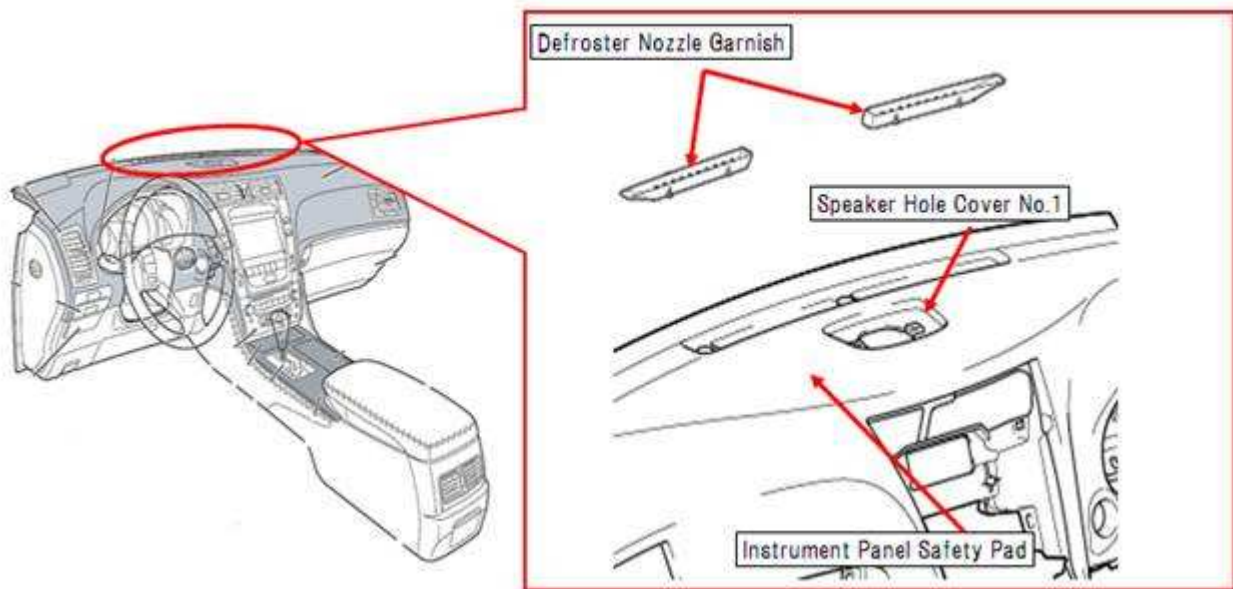
Item 3: Abnormal noise from defroster nozzle garnish.

Symptoms & Conditions:

Click/crack/clap noise around the centre of the instrument panel while driving on bumps with difference in height or joints of roads.

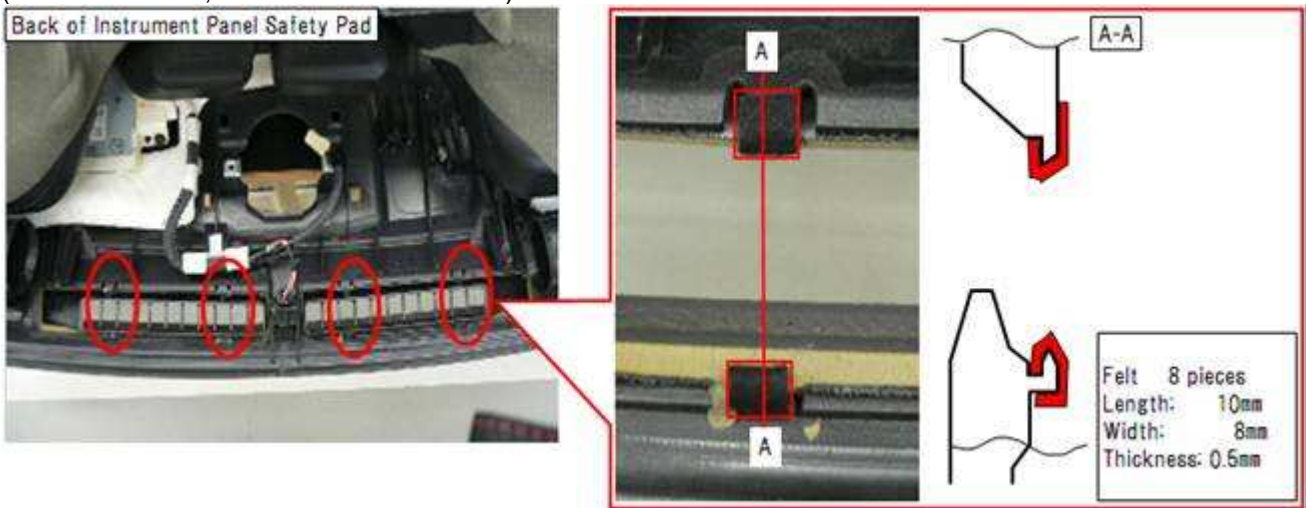
Root cause(s):

Interference of the defroster nozzle garnish and the instrument panel safety pad.



Repair procedure / F/Fix procedure:

Attach felt tape on craws of the defroster nozzle garnish, which is located on the instrument panel safety pad (Total 8 locations, 4 locations on each side)



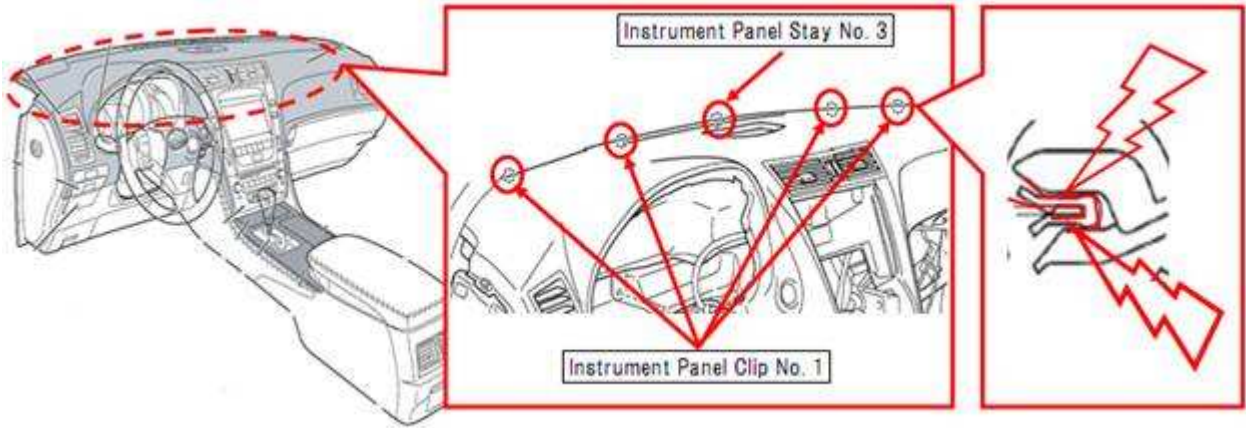
Item 4: Abnormal noise from instrument panel clip.

Symptoms & Conditions:

Rattle/creak/clap noise from the top of the instrument panel safety pad while driving on a bumpy road.

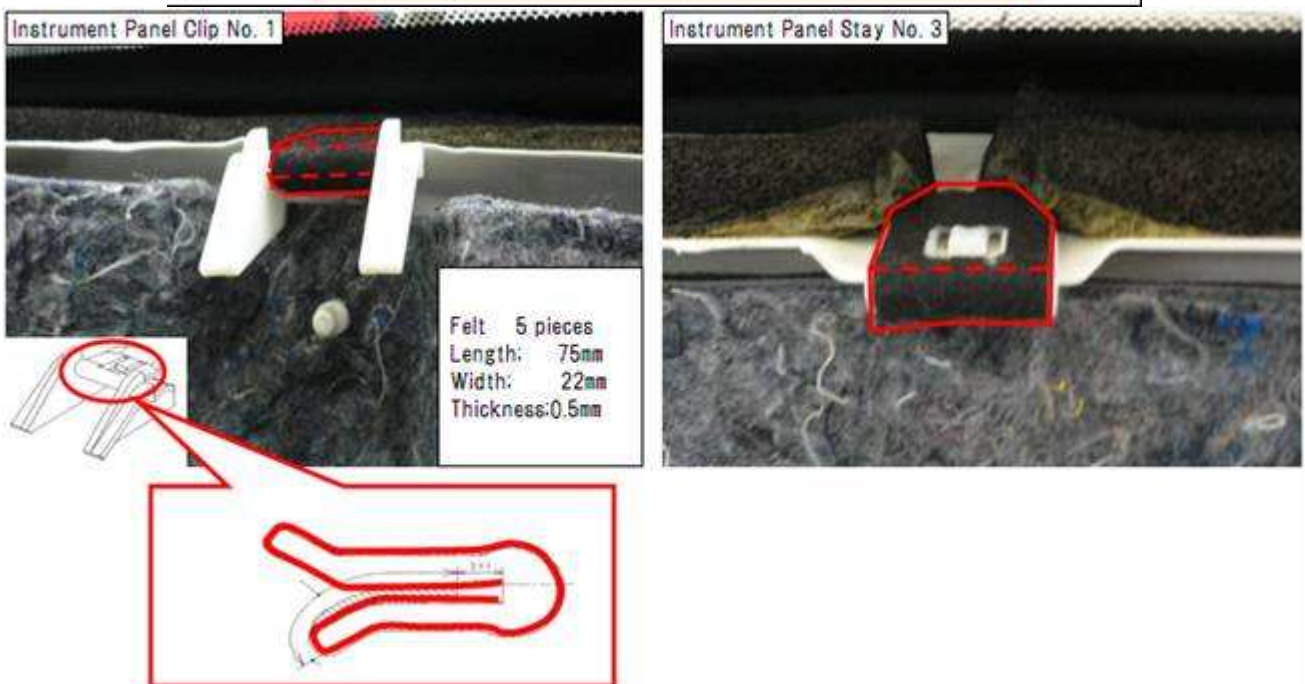
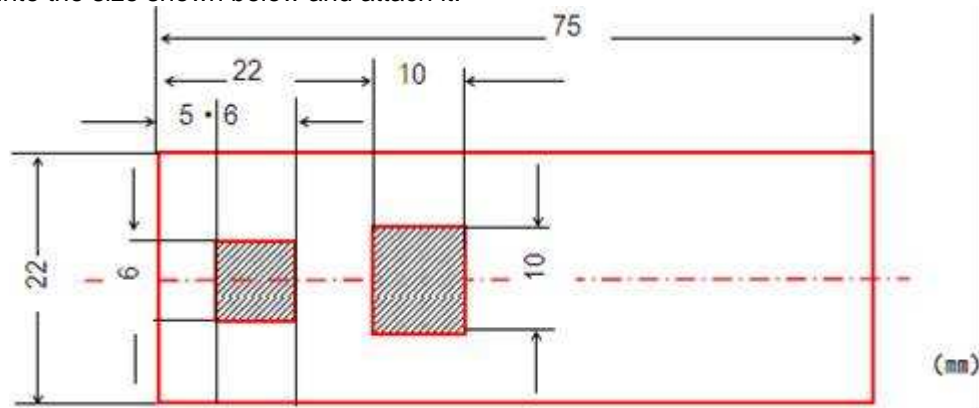
Root cause(s):

- (1) Looseness in the fitting portions of the instrument panel safety pad and the instrument panel clip No. 1 & instrument panel stay No. 3.
- (2) Looseness between the instrument panel clip No. 1 & instrument panel stay No. 3 and the front panel.



Repair procedure / F/Fix procedure:

- Apply felt tape on the instrument panel clip No. 1 and the instrument panel stay No. 3
- Cut the felt into the size shown below and attach it.

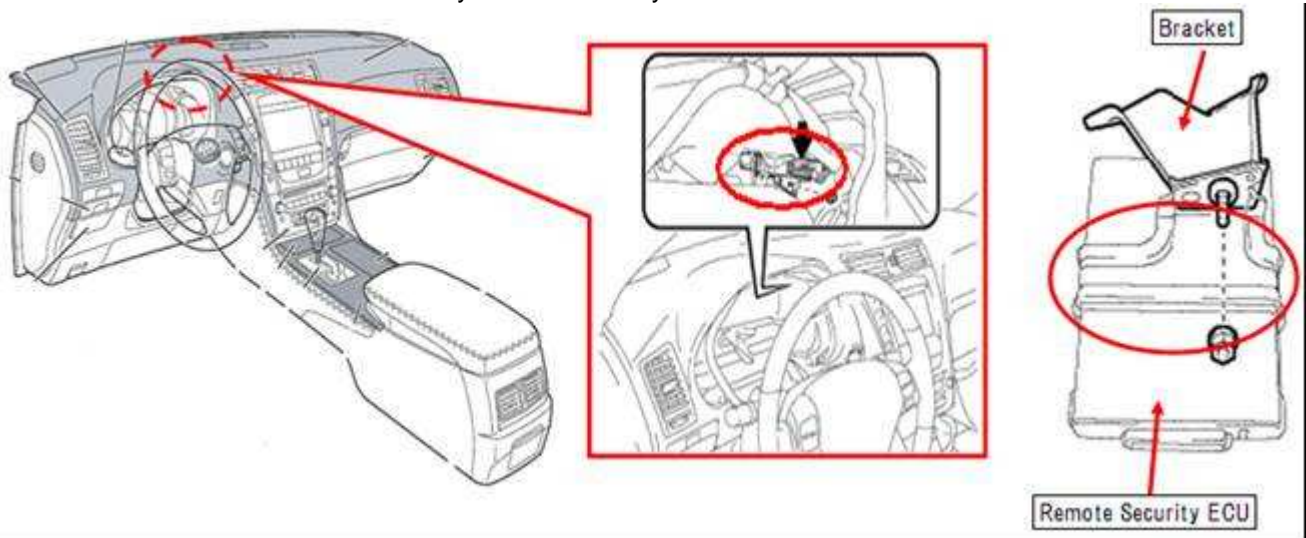


Item 5: Abnormal noise from remote security ECU.**Symptoms & Conditions:**

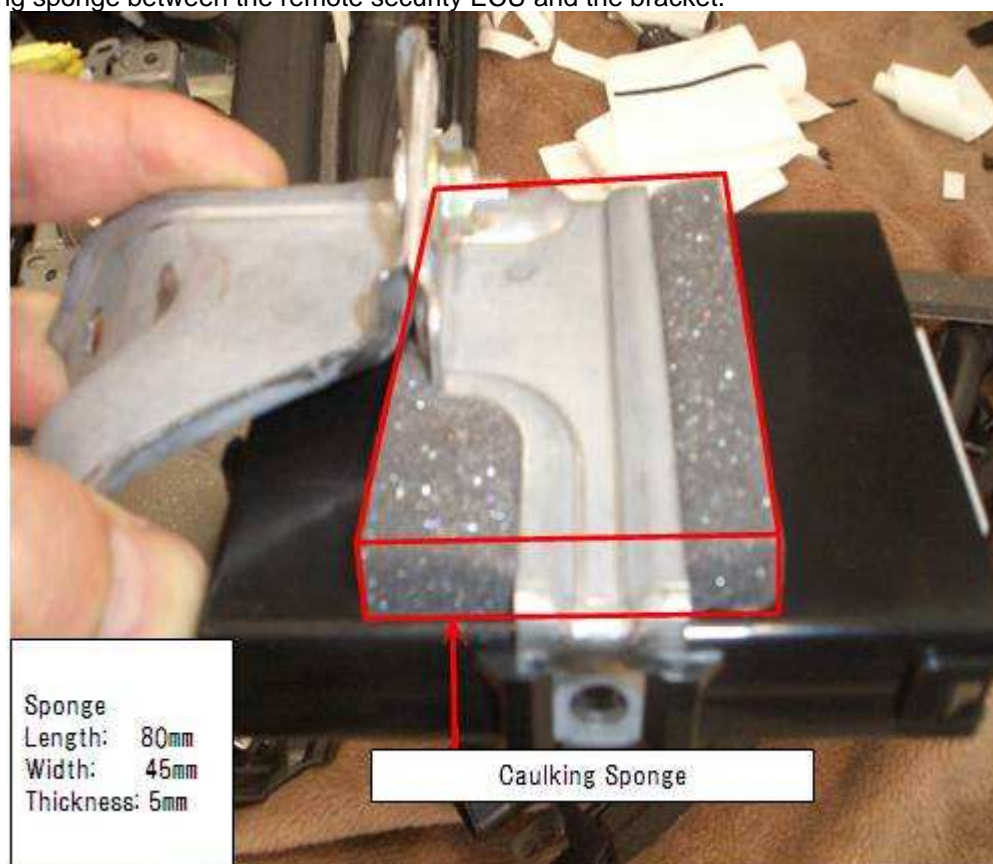
Rattle and beating noise around the centre of the instrument panel during driving on a bumpy road.

Root cause(s):

Looseness between the remote security ECU main body and the bracket.

**Repair procedure / F/Fix procedure:**

Place caulking sponge between the remote security ECU and the bracket.



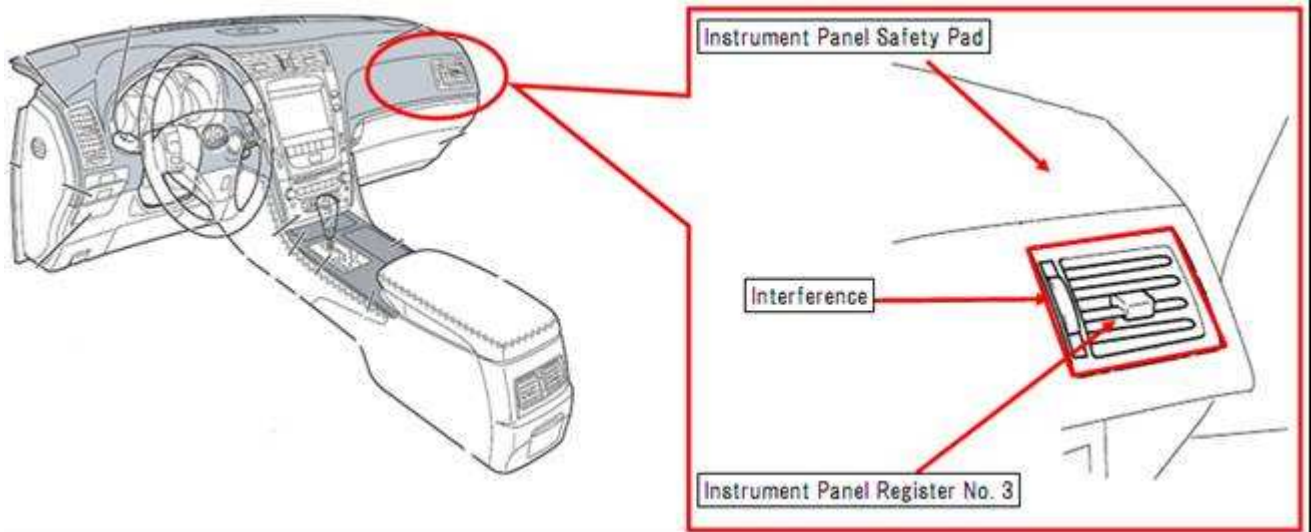
Item 6: Abnormal noise from instrument panel register No. 3.

Symptoms & Conditions:

Squeak/creak noise at the passenger's seat while driving on a rough road or a bump.
Noise cannot be eliminated by holding the instrument panel on top of the register.

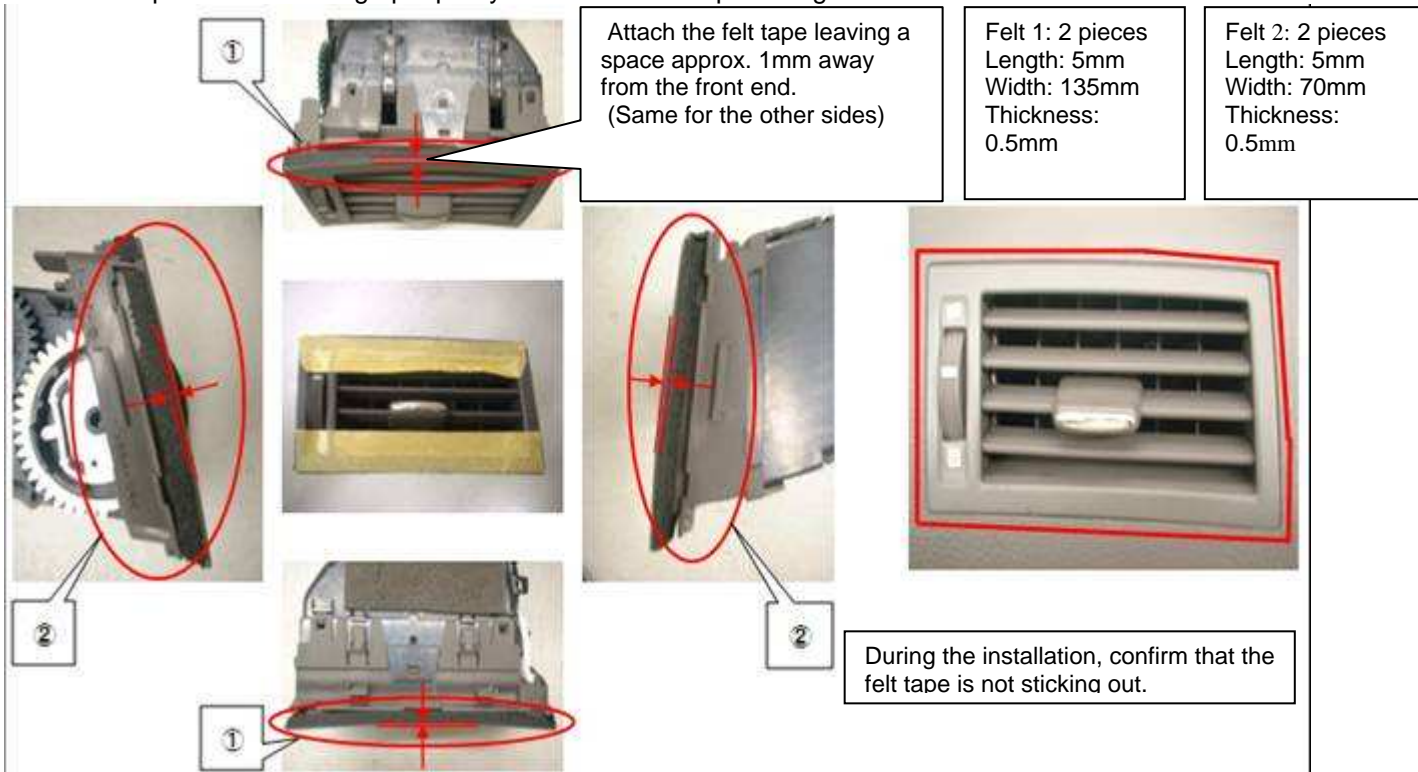
Root cause(s):

Interference of the instrument panel safety pad and the instrument panel register No. 3.



Repair procedure / F/Fix procedure:

Attach felt tape to the front edge periphery of the instrument panel register No. 3.



Item 7: Abnormal noise from instrument panel airbag lower No. 2.

Symptoms & Conditions:

Creaking noise around the passenger seat when passing through bumps.

Root cause(s):

Interference of the joint area of the instrument panel airbag lower No. 2 and the instrument panel finish panel end.



Repair procedure / F/Fix procedure:

Attach felt tape and EPT sealer on the joint area of the instrument panel airbag lower No. 2 and the instrument panel finish panel end.



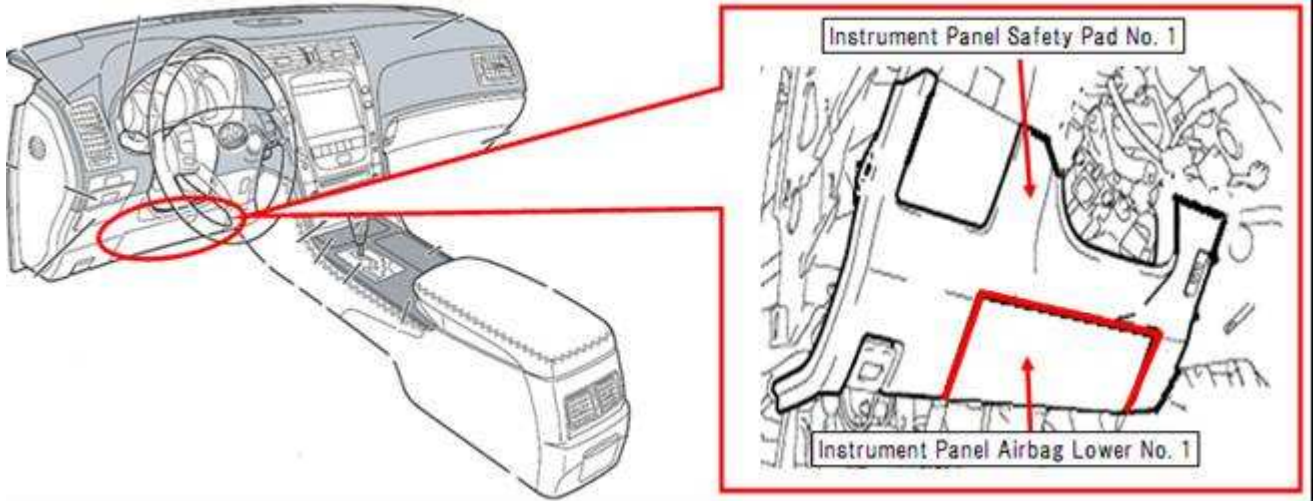
Item 8: Abnormal noise from instrument panel safety pad No. 1.

Symptoms & Conditions:

Beating noise from driver's seat foot space while driving on small bumps or rutty roads.

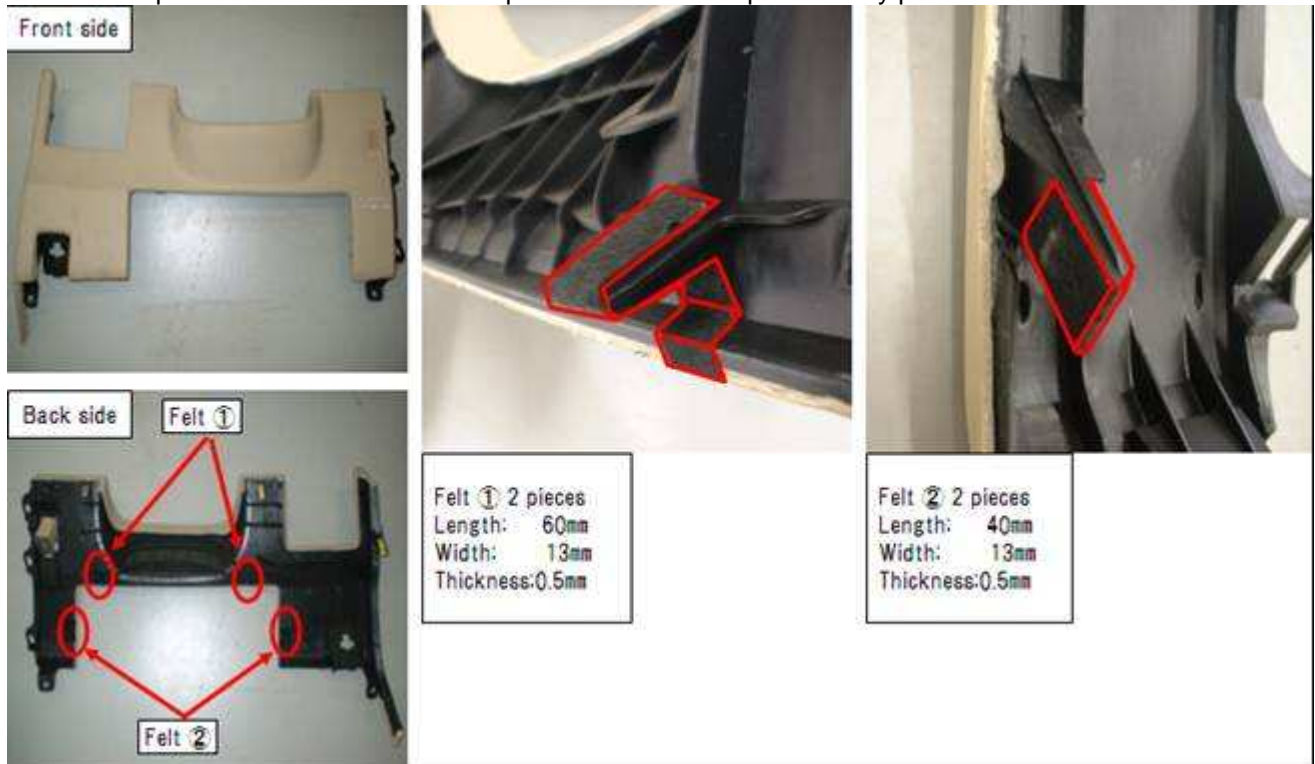
Root cause(s):

Interference of the joint and contact areas of the instrument panel safety pad No. 1 and the instrument panel air bag lower No. 1.



Repair procedure / F/Fix procedure:

Attach felt tape on the contact area and clips of the instrument panel safety pad No. 1.



Item 9: Abnormal noise from multimedia module display.

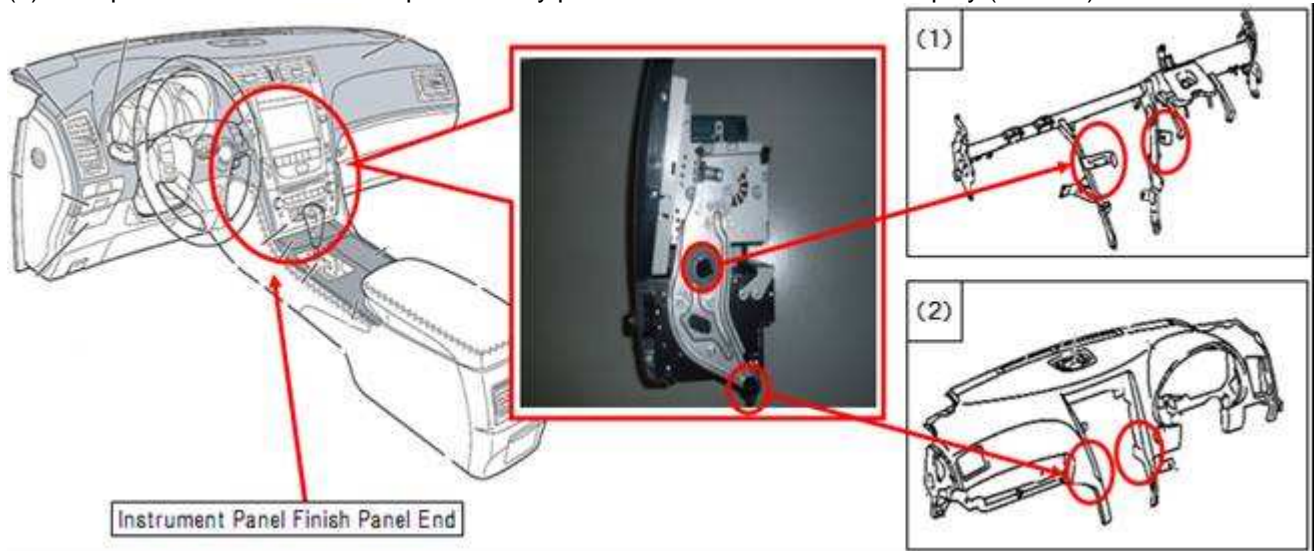
Symptoms & Conditions:

Creaking noise from the meter periphery while driving.
The noise disappears when holding the instrument panel finish panel end.

Root cause(s):

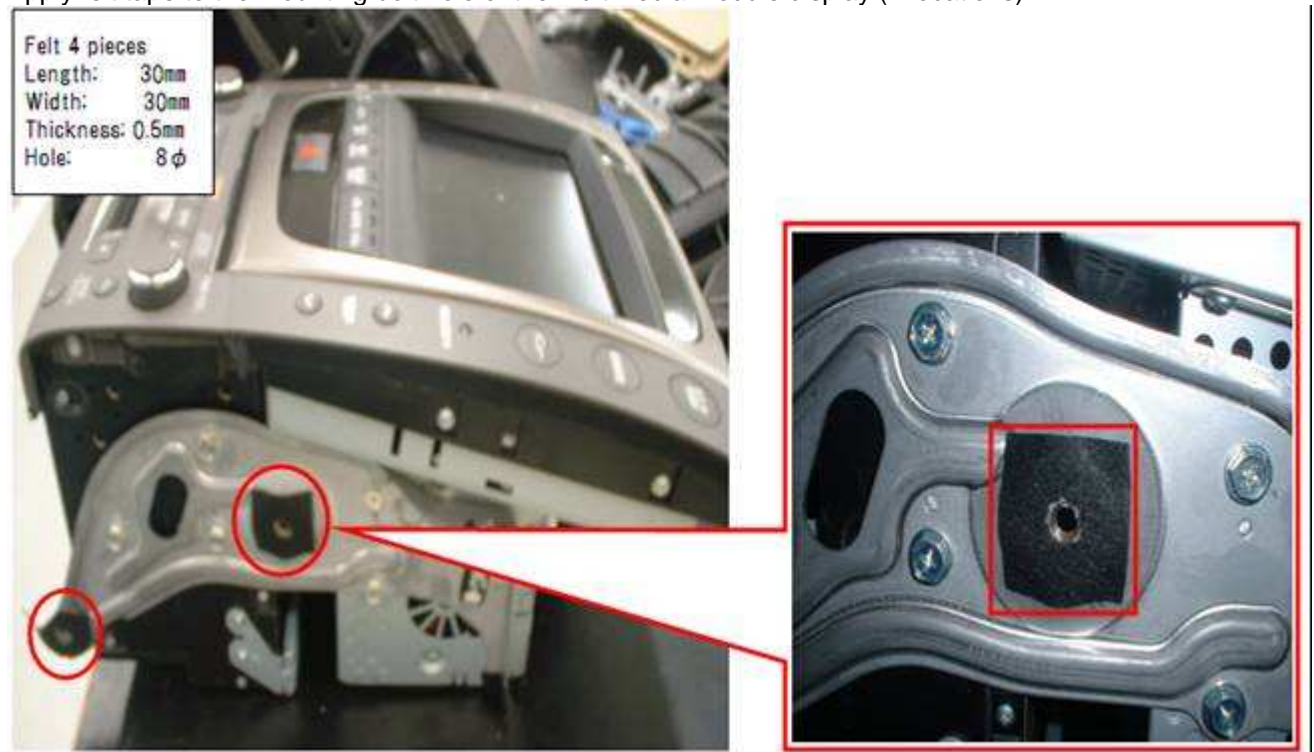
Friction between the multimedia module display and the following parts:

- (1) Joint area of the instrument panel reinforcement and the multimedia module display.
- (2) Joint portion of the instrument panel safety pad side multimedia module display (Bracket).



Repair procedure / F/Fix procedure:

Apply felt tape to the mounting bolt hole of the multimedia module display (4 locations).

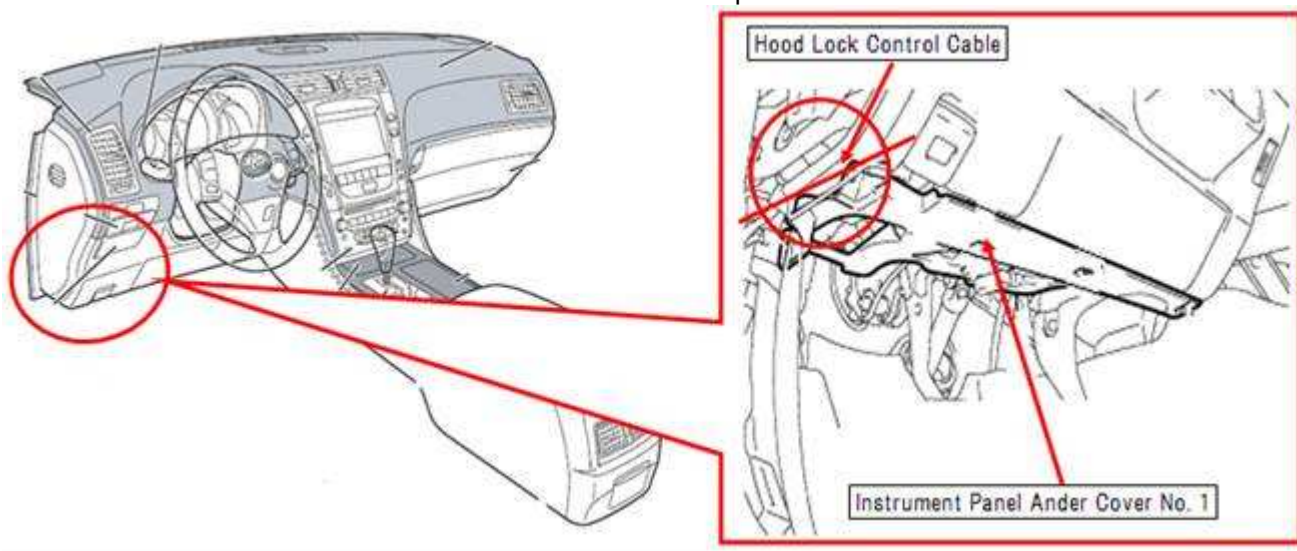


Item 10: Abnormal noise from hood lock control cable**Symptoms & Conditions:**

Rattle noise around the instrument panel under cover No. 1.
Continuous occurrences after it occurs once.

Root cause(s):

Interference of the hood lock control cable and the instrument panel under cover No. 1.

**Repair procedure / F/Fix procedure:**

Cover the hood lock control cable with caulking sponge.



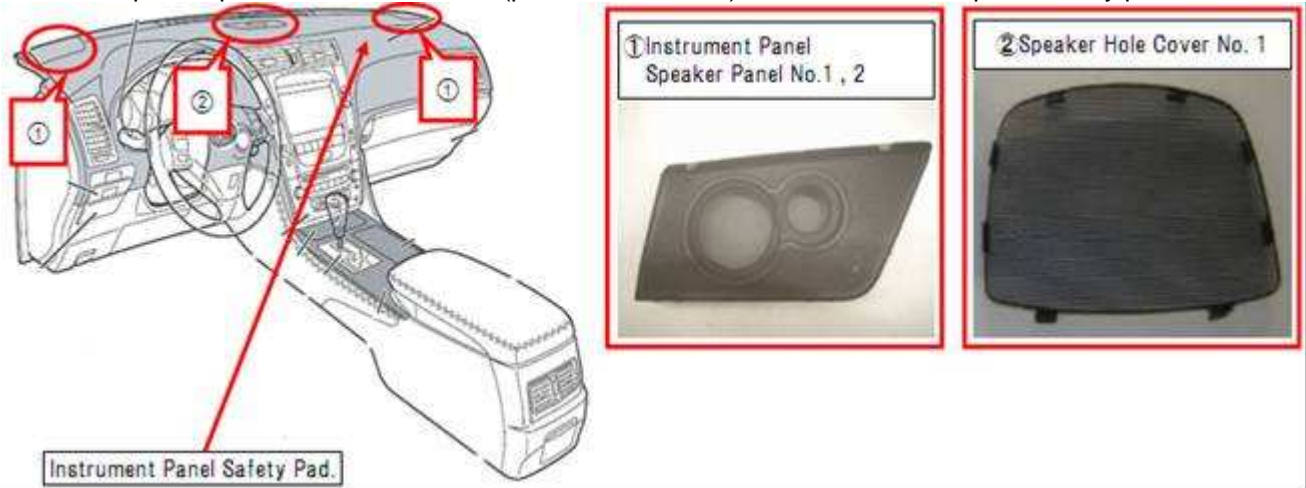
Item 11: Abnormal noise from instrument panel speaker hole cover.

Symptoms & Conditions:

Creak/ rattle/ crack noise from top of the instrument panel while driving on a bumpy road.

Root cause(s):

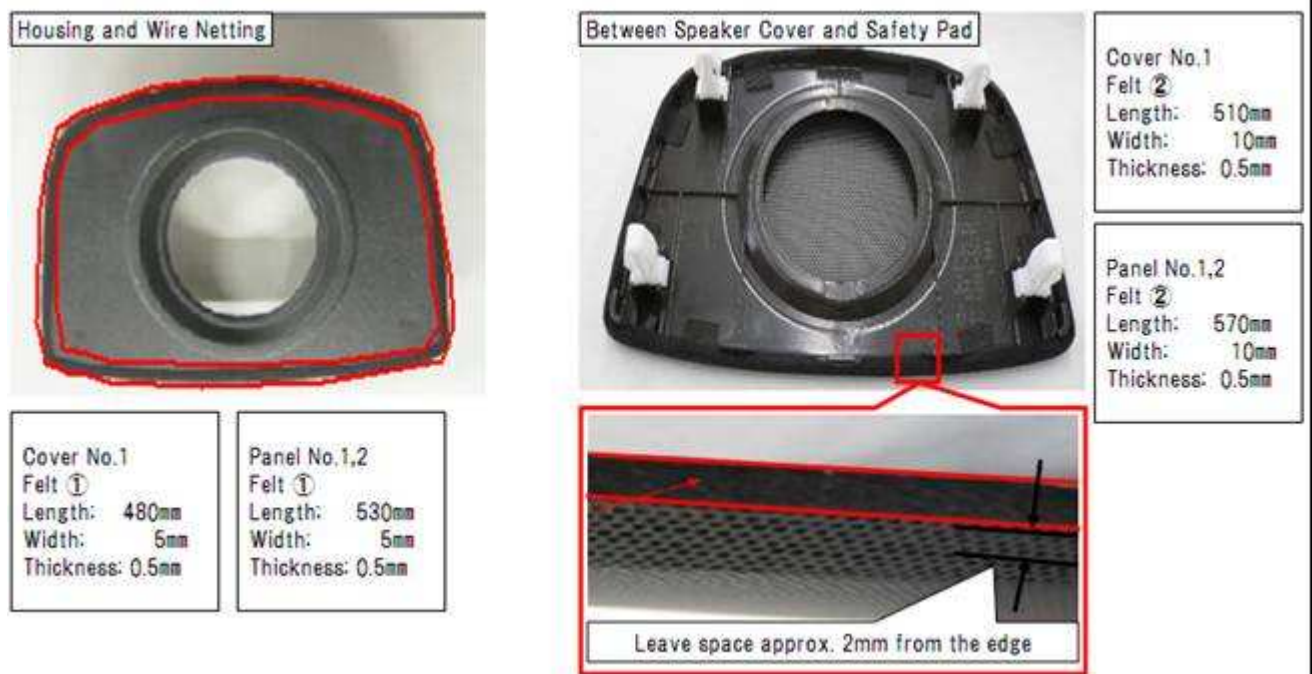
Interference of the instrument panel speaker hole cover No.1 (panel No.1 & No.2) and the wire netting, or the instrument panel speaker hole cover No.1 (panel No.1 & No.2) and the instrument panel safety pad.



Repair procedure / F/Fix procedure:

1. Attach felt tape on whole circumference of the instrument panel speaker cover housing top surface

2. Attach felt tape on whole circumference of the instrument panel speaker cover housing end (Onto the fixed metal netting)



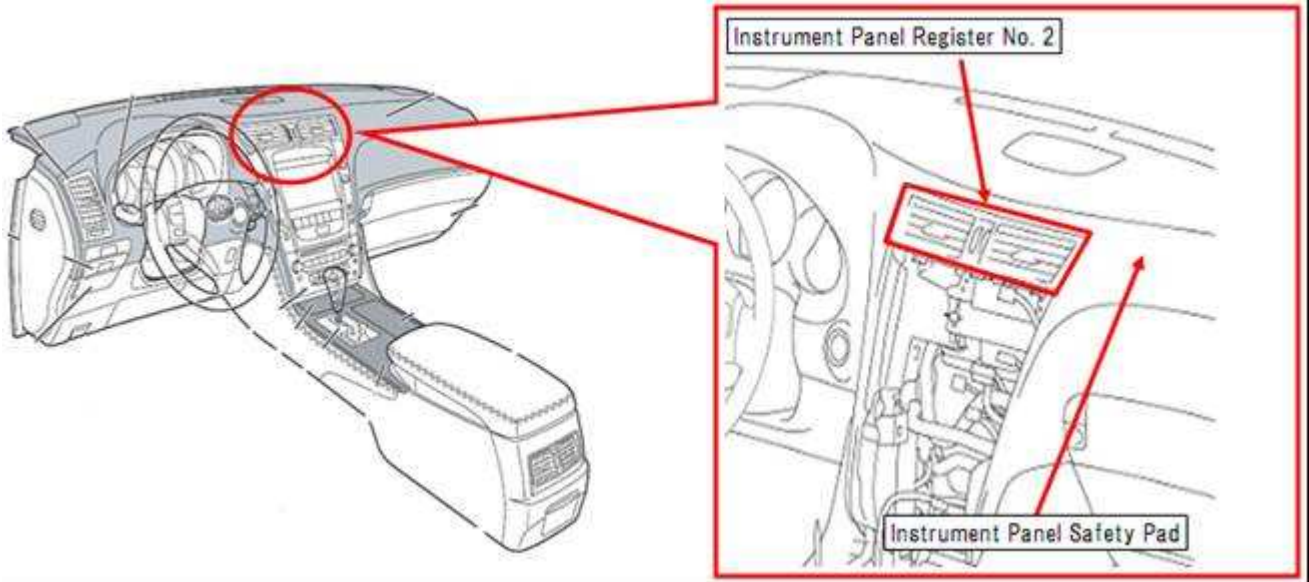
Item 12: Abnormal noise from instrument panel register No. 2.

Symptoms & Conditions:

Vibration noise around the centre of the instrument panel while driving on bumpy roads.
The noise disappears by placing hands on the instrument centre register No. 2.

Root cause(s):

Interference of the instrument panel register No. 2 and the instrument panel safety pad or the multi display.



Repair procedure / F/Fix procedure:

Attach caulking sponge and EPT sealer on the periphery of the instrument panel register No. 2.



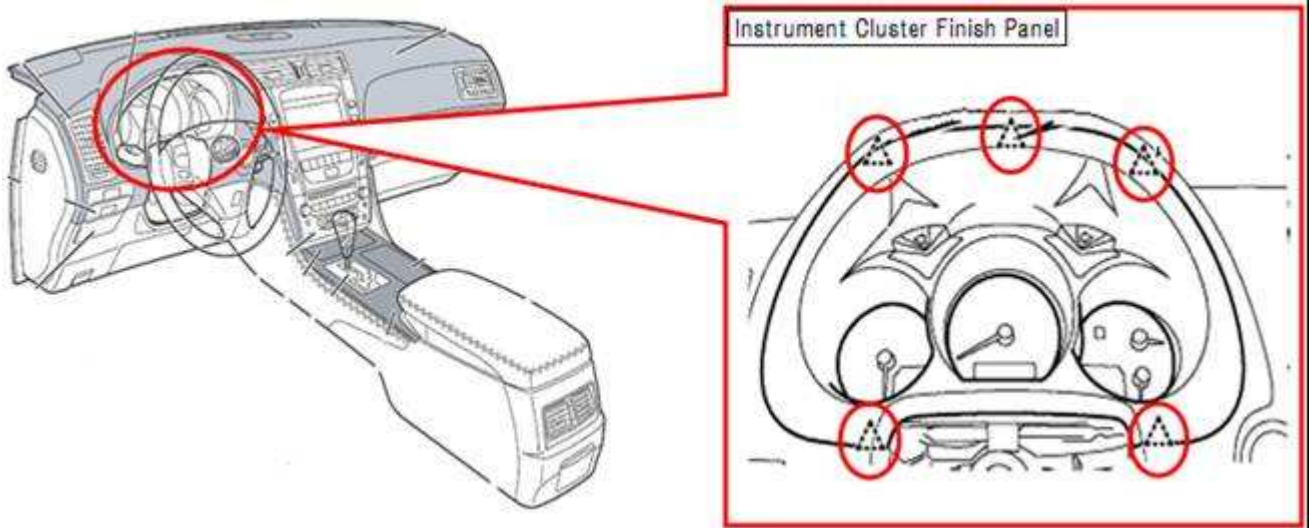
Item 13: Abnormal noise from instrument cluster finish panel.

Symptoms & Conditions:

Rattle noise around the combination meter while driving on bumpy roads.
The noise disappears by placing hands on the cluster finish panel.

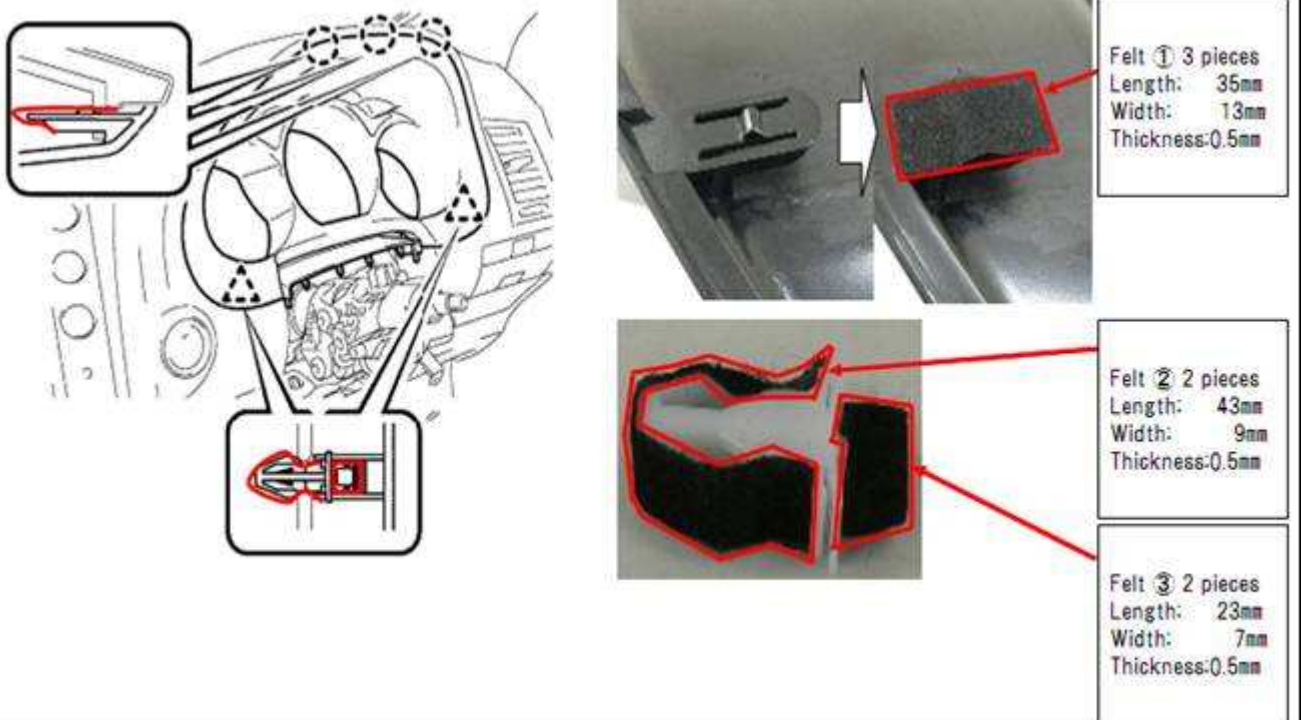
Root cause(s):

Looseness in claws and clips on the instrument cluster finish panel.



Repair procedure / F/Fix procedure:

Cover claws and clips on the instrument cluster finish panel with felt tape.



Notice:

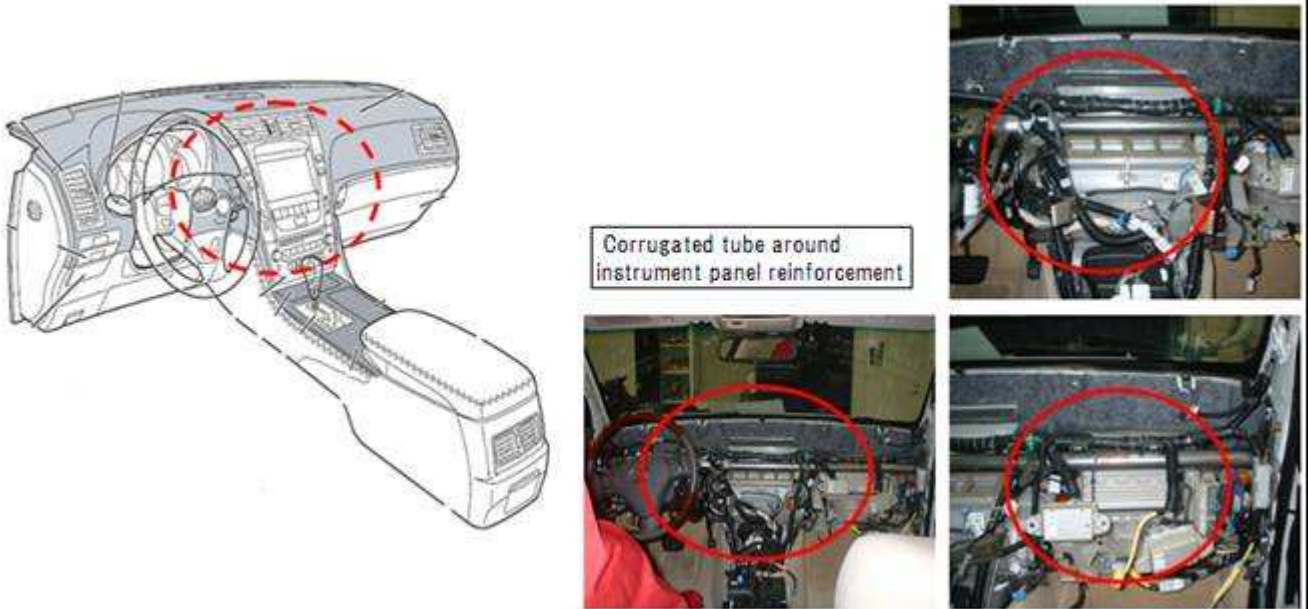
If the clips are removed, it is highly possible that the clip attachment portions may break and new parts will be required as a result. If they are not removed, it is advisable to adhere or fix clips with adhesive or Seal Packing Black.

Item 14: Abnormal noise from corrugated tube.**Symptoms & Conditions:**

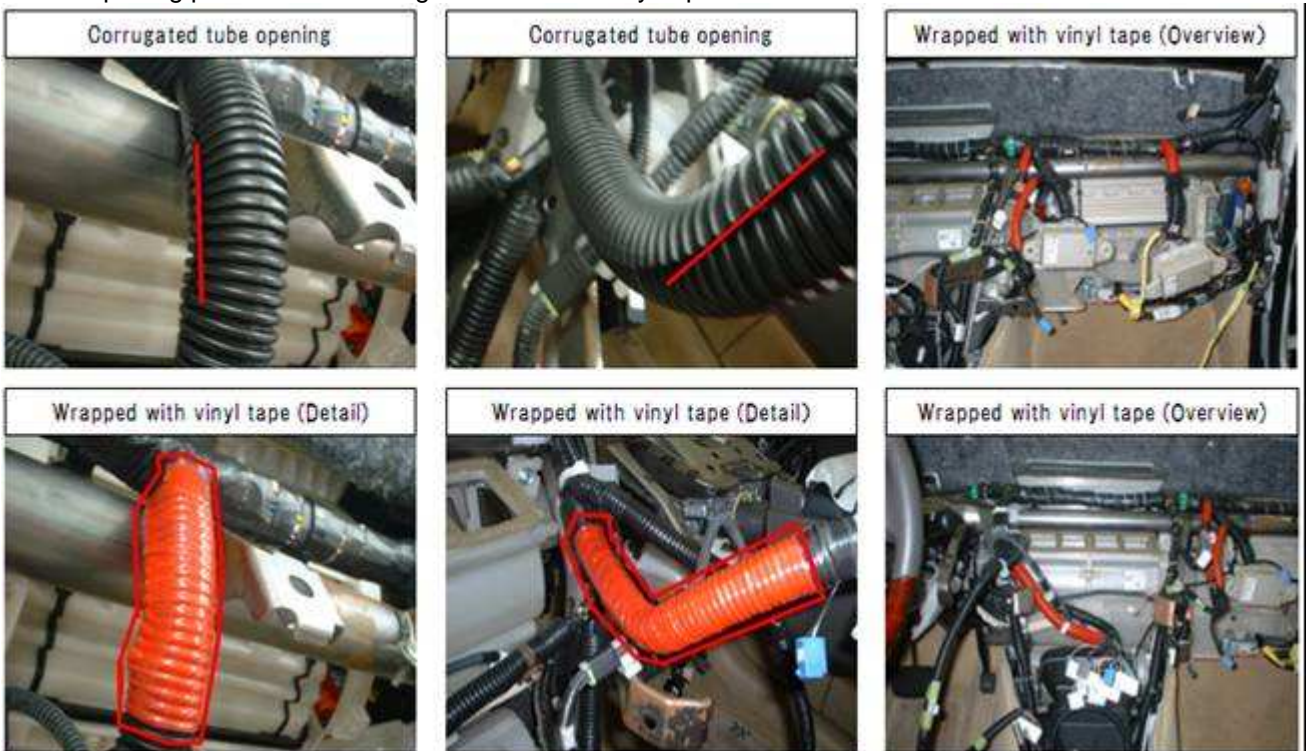
Squeak noise from the center back of the instrument panel while passing bumps or joints on roads
It tends to occur first in the morning or at night where the vehicle is cold.

Root cause(s):

Friction of corrugated tube opening sections around the instrument panel reinforcement.

**Repair procedure / F/Fix procedure:**

Fix the opening portion of the corrugated tube with vinyl tape.



Item 15: Abnormal noise at glove compartment door lock.

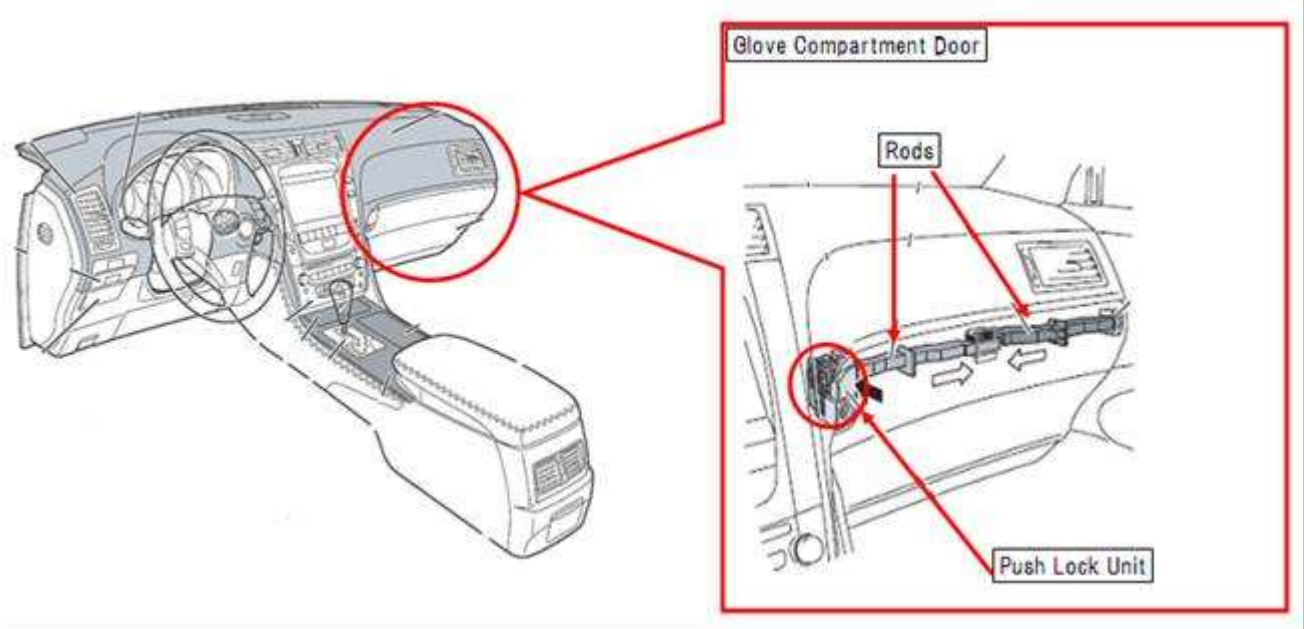
Symptoms & Conditions:

Rattle noise at glove box while driving a rough road.

The noise disappears when opening the glove compartment door.

Root cause(s):

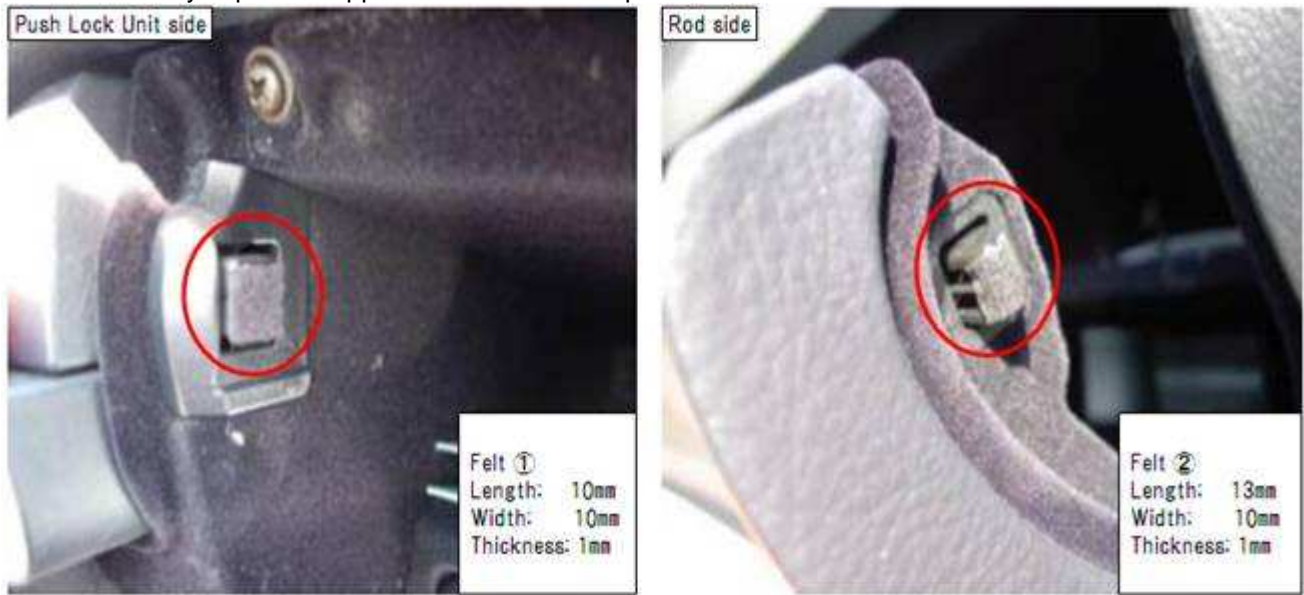
Looseness in the rods and the push lock unit of the glove compartment door lock portion.



Repair procedure / F/Fix procedure:

Attach felt tape on the rod side and the push lock unit side of the glove compartment door lock portion.

Notice: This may impair the appearance as the felt tape will be visible.

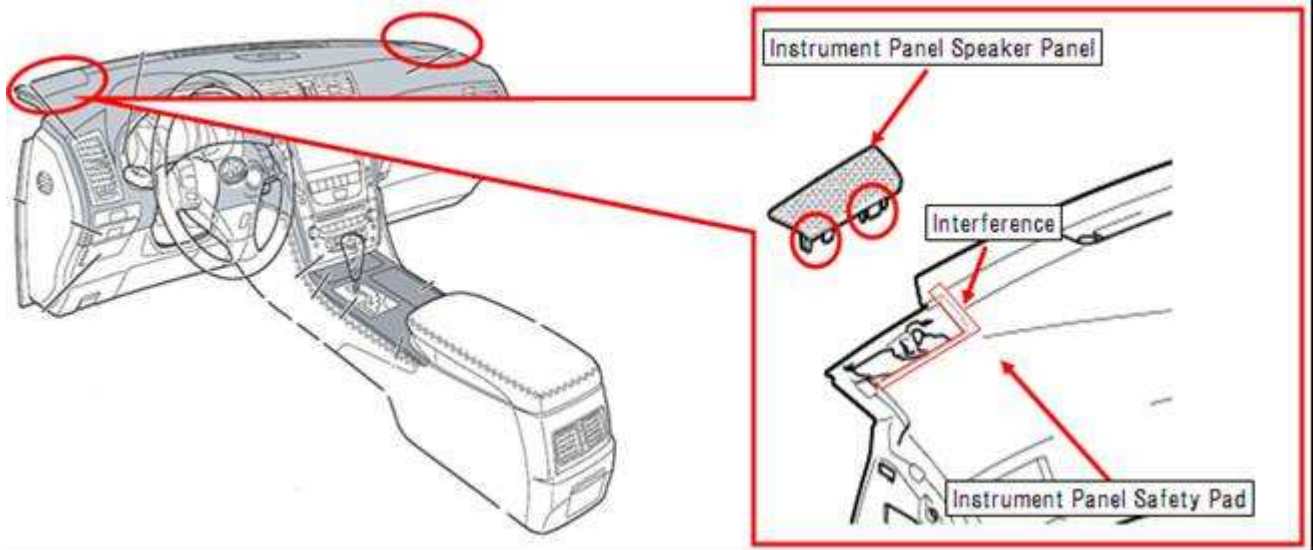


Item 16: Abnormal noise from instrument panel speaker panel.**Symptoms & Conditions:**

Rattle noise at the top of the instrument panel while driving on a bumpy road.

Root cause(s):

Looseness in clips & claws of the instrument panel speaker hole cover and the instrument panel safety pad.

**Repair procedure / F/Fix procedure:**

Cover the clips and claws of the instrument panel speaker hole cover with felt tape.



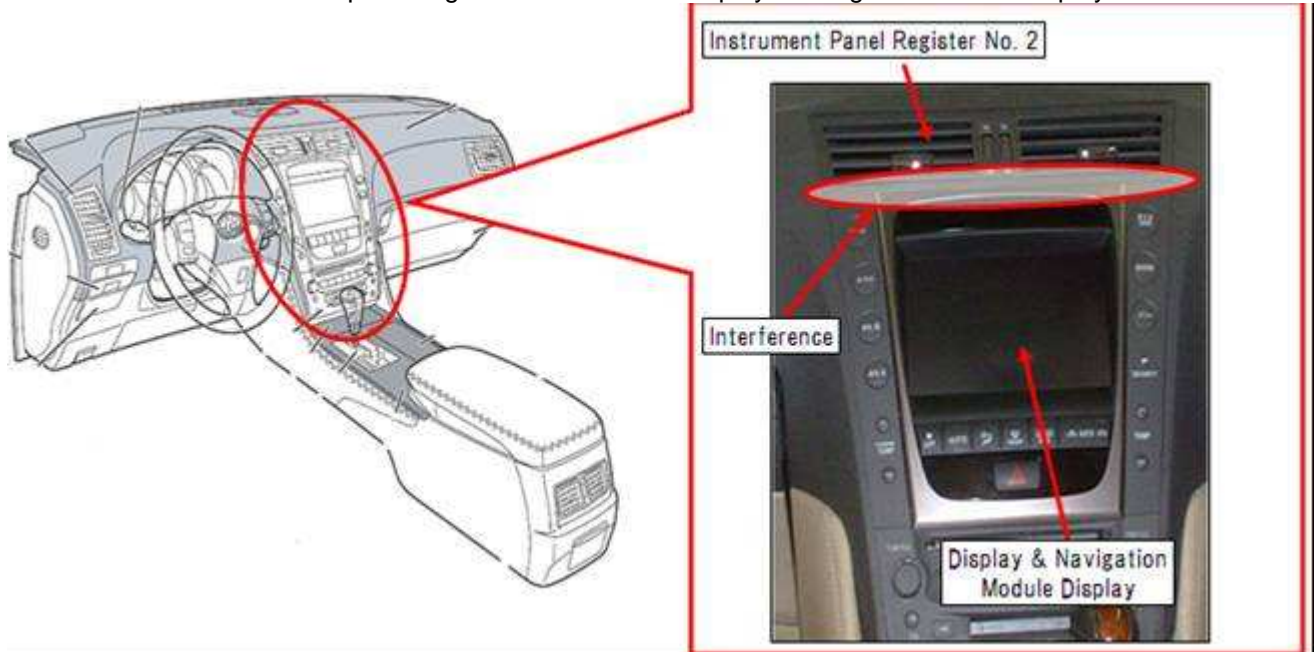
Item 17: Abnormal noise from instrument panel register No. 2

Symptoms & Conditions:

Rattle noise from the center console near the audio when the vehicle is going over bumps.
The noise disappears while driving after removing the audio and the instrument panel register No. 2.

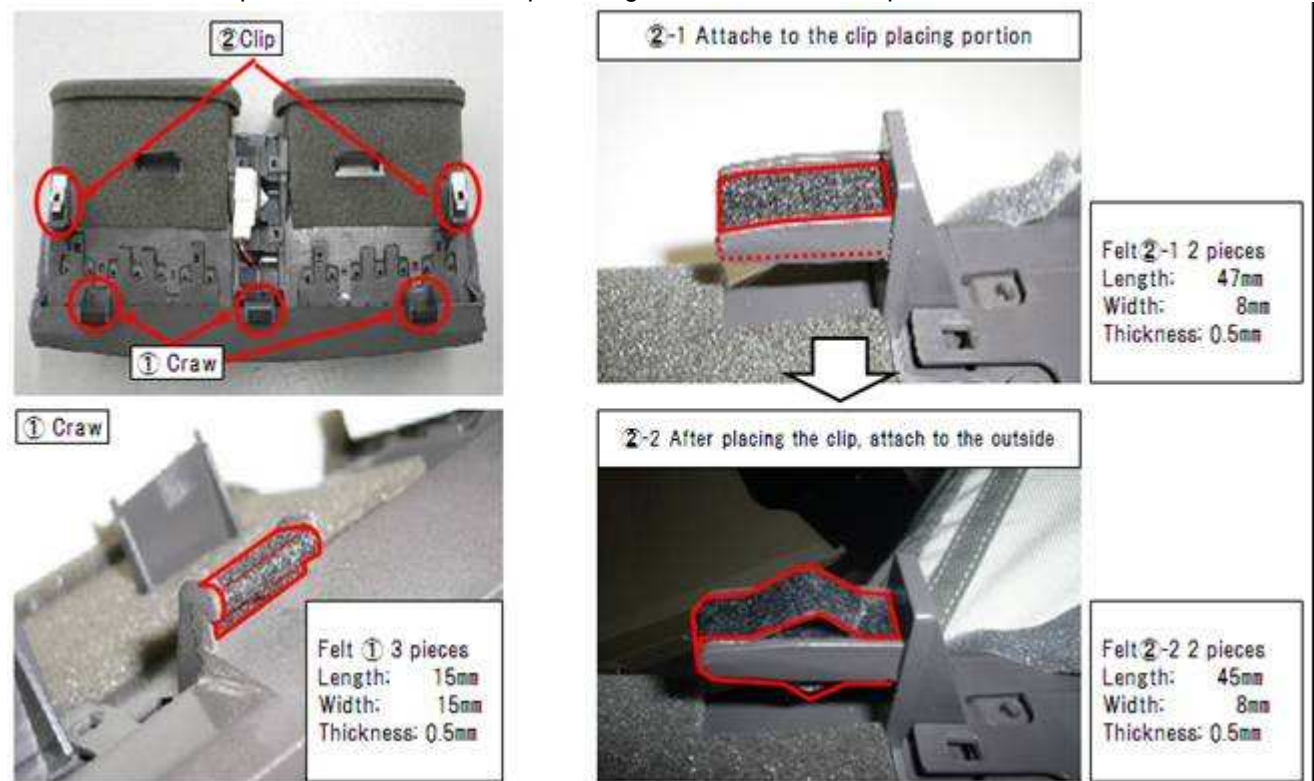
Root cause(s):

Looseness in the instrument panel register No. 2 and the display & navigation module display.



Repair procedure / F/Fix procedure:

Cover craws and clips under the instrument panel register No. 2 with felt tape.



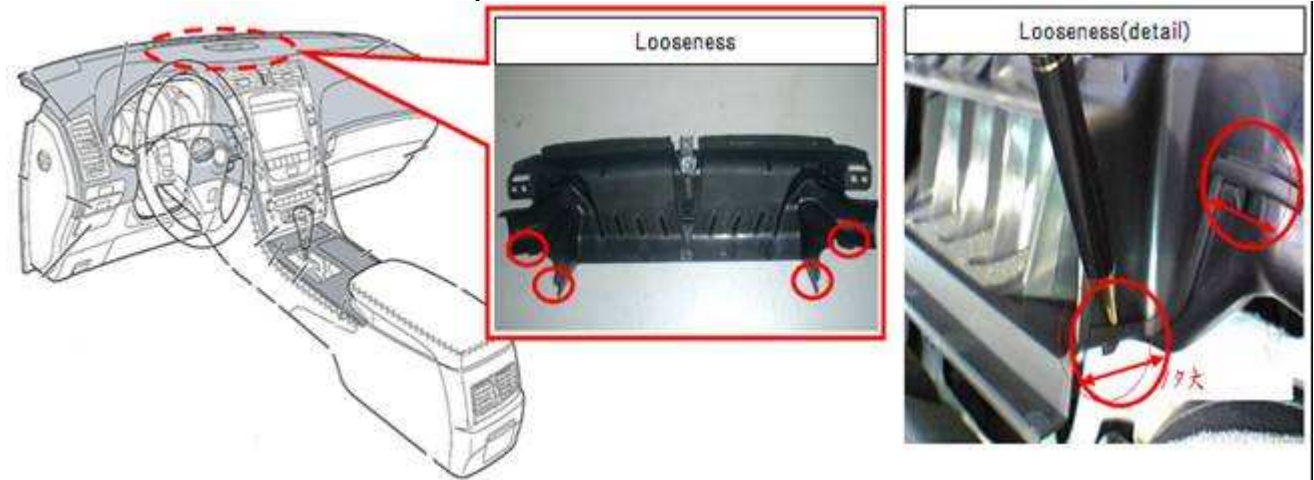
Item 18: Abnormal noise from instrument panel register No. 2

Symptoms & Conditions:

Creaking noise around the center speaker during driving on a rough road.

Root cause(s):

Looseness in the defroster nozzle craw joint surface.



Repair procedure / F/Fix procedure:

Disassemble the defroster nozzle and attach the felt tape on each craw and joint surface.



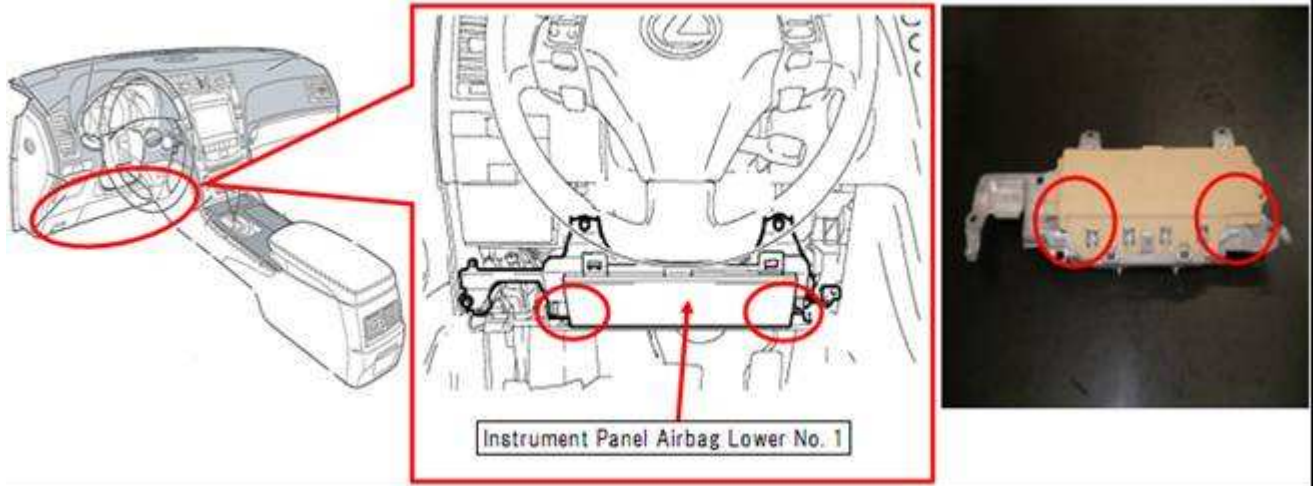
Item 19: Abnormal noise from instrument panel airbag lower No. 1

Symptoms & Conditions:

Rattle noise from driver's seat foot space while driving.

Root cause(s):

Interference of the instrument panel airbag lower No. 1 cover and the bracket.



Repair procedure / F/Fix procedure:

- ① Remove the cover of the instrument panel airbag lower and place caulking sponge on the airbag side.
- ② Cut right and left ribs at the back of the instrument panel airbag lower No. 1 cover

