

Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

Service Category Suspension

Market USA and Mexico

Section Rear Suspension

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2025	ES250, ES300H, ES350	

Introduction

Some 2025 model year ES 250, ES 300h, and ES 350 vehicles may exhibit a knocking noise from the cushion of rear suspension member when turning or driving on an uneven road. Follow the Repair Procedure in this bulletin to improve this condition.

Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
SU2605	Inspect Rear Suspension Member Cushion and R & R Cushion for 2WD (One Side)	11.1	52271-06170	91	99
SU2606	Inspect Rear Suspension Member Cushion and R & R Cushion for AWD (One Side)	13.1			
Combo A	Inspect Rear Suspension Member Cushion and R & R (Other Side)	0.4			

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.

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
SU2605	Inspect Rear Suspension Member Cushion and R & R Cushion for 2WD (One Side)	11.1	52271-06170	91	99
SU2606	Inspect Rear Suspension Member Cushion and R & R Cushion for AWD (One Side)	13.1			
Combo A	Inspect Rear Suspension Member Cushion and R & R (Other Side)	0.4			

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 80,000 kilometers, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

Parts Information

PART NUMBER	PART NAME	QTY		
		ES 250	ES 300H	ES 350
52271-06170	Cushion, Rear Suspension Member Body Mounting, Front*	1	1	1
90917-A6003	Gasket, Exhaust Pipe, No. 2	2	1	2
90917-A6004	Gasket, Exhaust Pipe, No. 3	–	1	1
90105-A0369	Bolt, Flange	4	4	6
90080-17238	Nut	2	–	–
72693-06030	Hook, Rear Seat Cushion Lock	2	–	–
90311-37007	Oil Seal, Rear Drive Shaft	2	–	–
90520-19018	Ring, Shaft Snap	2	–	–
90119-A0512	Bolt, w/ Washer	1	–	–
90119-A0522		2	–	–
90119-08086		4	–	–

*If BOTH cushions need to be replaced, then two cushions will be required.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Front Suspension Mounting Set	09830-10010	1
Universal Puller Set "B"*	09950-40011	1
Diff. Mount Cushion Remove / Replace	09570-24011	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-368-6787 (USA) or +(525) 5550 10 3000 (Mexico) or by visiting *Home – Service Resources – Toyota Tools and Equipment Program*.

Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

Required Tools & Equipment (continued)

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNITECP	1
Techstream Lite		TSLP3DLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- GTS+ software version 2026.01.003.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 (USA) or +(525) 5550 10 3000 (Mexico) or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.

Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a knock noise from rear side of the vehicle when turning or driving at uneven road?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

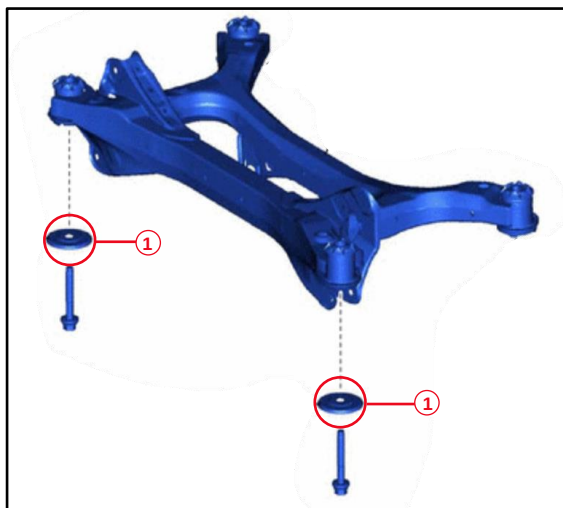
Repair Procedure (continued)

2. Inspect two front cushions of the rear suspension member at vehicle installed condition.
 - A. Remove the lower stopper from front cushion.

NOTE

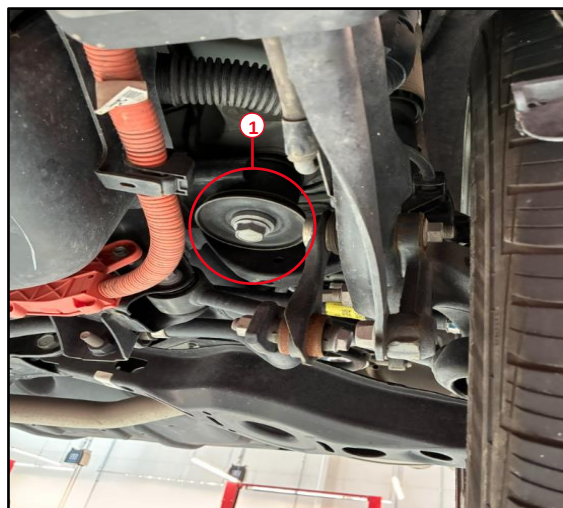
Do NOT remove both lower stoppers at the same time.

Figure 1.



1 Lower Stopper

Figure 2.



1 Lower Stopper

Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

Repair Procedure (continued)

- B. Insert a 0.5 mm (0.02 in.) feeler gauge into four cavities of each cushion.
Does the feeler gauge hit a metallic object in one of the cavities?
- **YES** — Continue to step 3.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 3. Cavities in Cushion

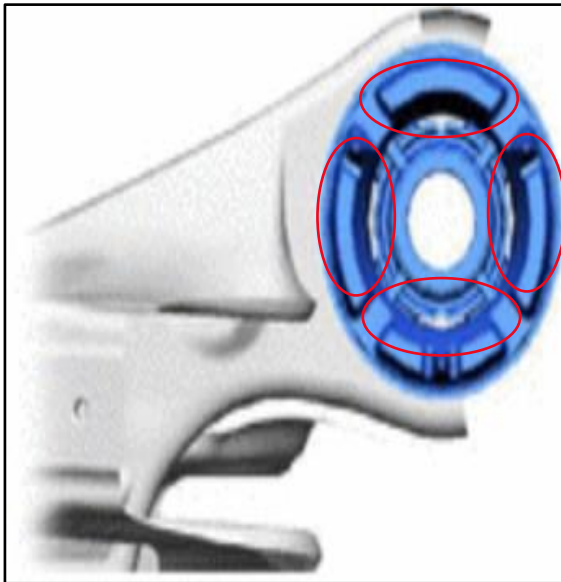


Figure 4. Feeler Gauge



Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

Repair Procedure (continued)

3. Replace one or both sides of the front body mounting cushion(s) with the NEW part listed in the Parts Information table.

NOTE

Use of tools NOT listed in Special Service Tools (SST) table may result in damage on the cushion and rear suspension member.

- A. Remove one or both sides of the front body mounting cushion(s) from the rear suspension member.

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

- [2025](#) ES 300h and ES 350:
Suspension – Rear Suspension – Rear Suspension Member (for 2WD) – Removal
- [2025](#) ES 250 and ES 300h:
Suspension – Rear Suspension – Rear Suspension Member (for AWD) – Removal

- B. Install the NEW front body mounting cushion(s) to the rear suspension member.

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

- [2025](#) ES 300h and ES 350:
Suspension – Rear Suspension – Rear Suspension Member (for 2WD) – Installation
- [2025](#) ES 250 and ES 300h:
Suspension – Rear Suspension – Rear Suspension Member (for AWD) – Installation

4. Inspect and adjust the rear wheel alignment.

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

- [2025](#) ES 250, ES 300h, and ES 350:
Suspension – Alignment / Handling Diagnosis – Rear Wheel Alignment – Adjustment

5. Perform calibration of the parking assist monitor system.

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

- [2025](#) ES 250, ES 300h, and ES 350:
Audio / Visual / Telematics – Park Assist / Monitoring – Parking Assist Monitor – Calibration

Knocking Noise from Rear Suspension Member Cushion When Turning or Driving on an Uneven Road

Repair Procedure (continued)

6. Perform calibration of the panoramic view monitor system.
Refer to TIS, applicable model and model year Repair Manual.
 - [2025](#) ES 250, ES 300h, and ES 350:
Audio / Visual / Telematics – Park Assist / Monitoring – Panoramic View Monitor – Calibration
7. Perform initialization of the lighting system (LED type of turn signal light).
Refer to TIS, applicable model and model year Repair Manual.
 - [2025](#) ES 300h:
Vehicle Exterior – Lighting (EXT) – Lighting System (for HV Model) – Initialization
 - [2025](#) ES 250 and ES 350:
Vehicle Exterior – Lighting (EXT) – Lighting System (for Gasoline Model) – Initialization
8. Test-drive the vehicle to confirm the squeaking noise is no longer present.