

Whine or Grind Noise From the Transaxle

Service Category Drivetrain

Section CVT

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018 - 2019	C-HR	

Introduction

Some 2018 – 2019 model year C-HR vehicles may exhibit a grinding and/or whining noise from the transaxle while accelerating from 15 – 30 mph and/or decelerating from 30 – 15 mph. An updated transaxle is available when the specified noise and serial number requirements are met. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

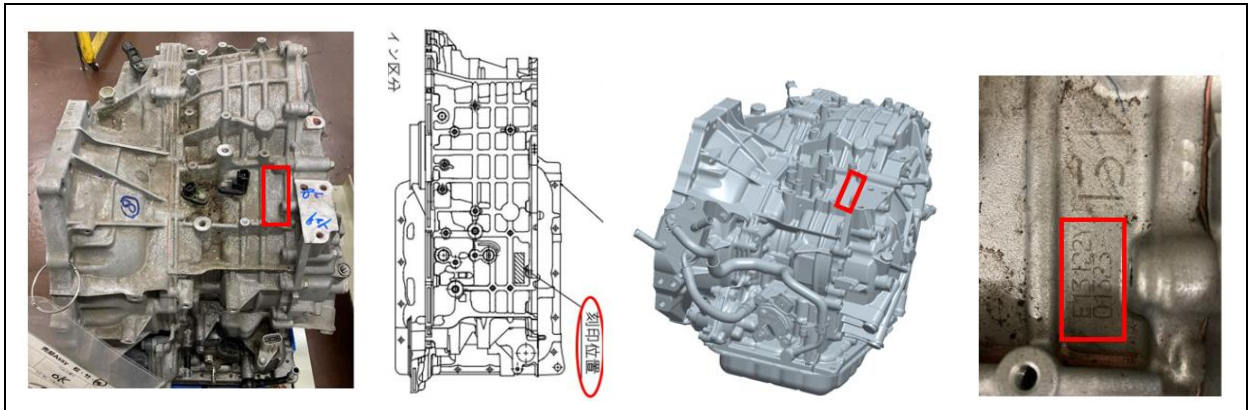
MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
C-HR	TMMT	NMTKHMBX#KR096582
	TMEJ	JTNKHMBX#K1046700

Whine or Grind Noise From the Transaxle

Serial Number Location

1. Locate the transaxle serial number, found on the top of the housing as shown in Figure 1.

Figure 1.



2. Use the provided serial number decoder in Figure 2 to determine if this Service Bulletin applies to the vehicle.

Figure 2.

T/M Serial Matrix: 11JTRF11019500656

①
②
③

Countermeasure *19500655 or earlier**

1	Year Of Manufacture
2	Month Of Manufacture (X: October, Y: November, Z: December)
3	Serial Number

Table 1.

DIGIT MEANING	RANGE	UNIT APPLICABILITY
Year of Manufacture	16 – 18	All units apply
	19	Some units apply (proceed with month of manufacture)
	20	Units do not apply to this TSB
Month of Manufacture (X: October, Y: November, Z: December)	1 – 4	All units apply
	5	Some units apply (proceed with serial number)
	6 – 9/X/Y/Z	Units do not apply to this TSB
Serial Number	0 – 00655	All units apply
	00656 –	Units do not apply to this TSB

Whine or Grind Noise From the Transaxle

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
TC2504	R & R Transmission Unit with T/C	6.5	30400-10031	91	19

NOTE

Refer to Customer Support Program [26TE06](#) for warranty applicability and claim filing instructions.

Parts Information

PART NUMBER	PART NAME	QTY
04003-40110	CVT & Torque Converter Kit*	1
90430-18008	Gasket, Refill Plug	1
90430-12008	Gasket, Overflow Plug	1
00279-CVTFE	CVTF FE (6-quart Container)	1

*The transaxle and torque converter kit may be ordered only through the Customer Support Program.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Engine Support Bar*	00002-ESUPPT-01	1
	T-QTG-120A-D	

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-368-6787 or by visiting
Home – Service Resources – Toyota Tools and Equipment Program.

Whine or Grind Noise From the Transaxle

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 2026.03.001.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.

Repair Procedure

- Confirm the condition exists.
Does the vehicle exhibit a grinding and/or whining noise while accelerating from 15 – 30 mph and/or decelerating from 30 – 15 mph.
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- Confirm the noise is coming from the transaxle and NOT other components such as tires, wheel bearings, etc.
Does the noise originate from the transaxle unit?
 - **YES** — Continue to step 3.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- Confirm the transaxle serial number and take a photo.
Using the transaxle serial number matrix (see page 2), does this Service Bulletin apply to the vehicle?
 - **YES** — Continue to step 4.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Whine or Grind Noise From the Transaxle

Repair Procedure (continued)

4. Take a sample video of this condition (see attached video example).

[Example of the Noise](#)

Record a video showing:

- The VIN and the R/O of the vehicle.
- The transmission noise while accelerating from 15 – 30 mph and/or decelerating from 30 – 15 mph.

Note that the noise increases in pitch and volume as the speed increases. If the noise is only heard over 50 mph, this bulletin does NOT apply.

5. Refer to Customer Support Program [26TE06](#) for warranty applicability and claim filing instructions.
6. Upon review, is the noise condition considered to be applicable for this Service Bulletin?
 - **YES** — Continue to step 7.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

7. Replace the transaxle and torque converter using the provided kit part number.

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

- [2018 – 2019](#) C-HR:
Drivetrain – K114 (CVT) – Continuously Variable Transaxle Assembly (When Using the Engine Support Bridge) – Removal

NOTE

Steps 8 (drain engine coolant) and 36 (remove front exhaust pipe assembly) are not necessary when using the engine support bar SST.

- [2018 – 2019](#) C-HR:
Drivetrain – K114 (CVT) – Continuously Variable Transaxle Assembly (When Using the Engine Support Bridge) – Installation

NOTE

Steps 25 (install front exhaust pipe assembly) and 53 (add engine coolant) are not necessary when using the engine support bar SST.

8. Test drive the vehicle and confirm the grinding and/or whining noise is no longer present.