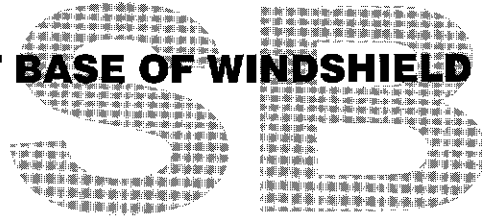




**Technical Service
BULLETIN**

November 23, 2001

Title:
TICK NOISE AT BASE OF WINDSHIELD
Models:
'01 RAV4



REVISED
NVH
NV004-01

TSB Revision Notice:
The information on pages 3 through 6 has been added.

Introduction Some customers may experience a tick noise coming from the front of the passenger compartment when hitting sharp bumps in the road. A field fix has been developed to help prevent this noise.

- Applicable Vehicles**
- 2001 model year **RAV4** vehicles.

Parts Information

| PART NUMBER | PART NAME |
|-------------|----------------|
| 08231-00801 | Noise Kit |
| 08231-00810 | Wind Noise Kit |

Warranty Information

| OP CODE | DESCRIPTION | TIME | OPN | T1 | T2 |
|---------|-----------------------------------|------|-------------|----|----|
| NV1004 | R & R Cowl Top Ventilator Louver | 1.1 | 55781-42060 | 91 | 57 |
| NV1005 | R & R Cowl Top Panel Sub-Assembly | 1.0 | 55701-42330 | | |

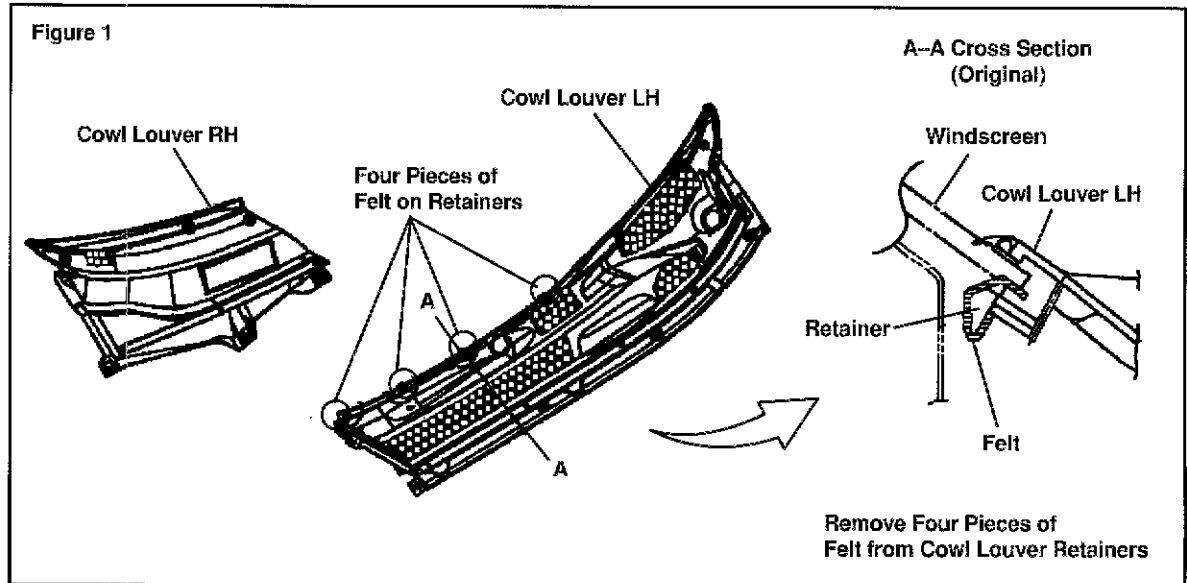
Applicable Warranty*:
This repair is covered under the Toyota Comprehensive Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.

* Warranty application is limited to correction of a problem based upon a customer's specific complaint.



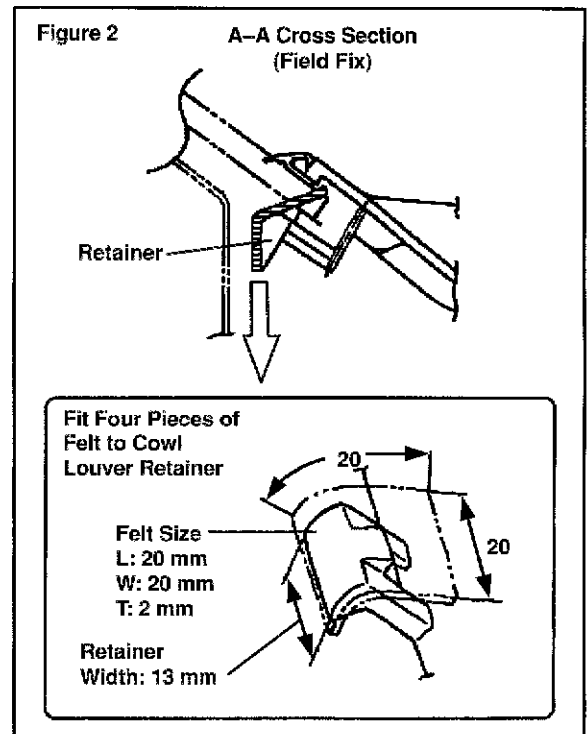
**Repair Procedure:
Cowl Louver**

1. Determine root cause of noise (cowl louver or cowl panel). Remove the cowl louver as described below and re-confirm the customer's complaint with a test drive. If the noise is gone, perform the repair instructions pertaining to the cowl louver. If the noise is still present, perform the repair procedure for the cowl panel.
2. Remove both windshield wiper arms.
3. Remove RH cowl top ventilator louver/battery cover.
4. Remove driver's side (center) cowl top ventilator louver.
5. Remove the four original pieces of felt from the LH cowl louver retainers as shown in Figure 1.



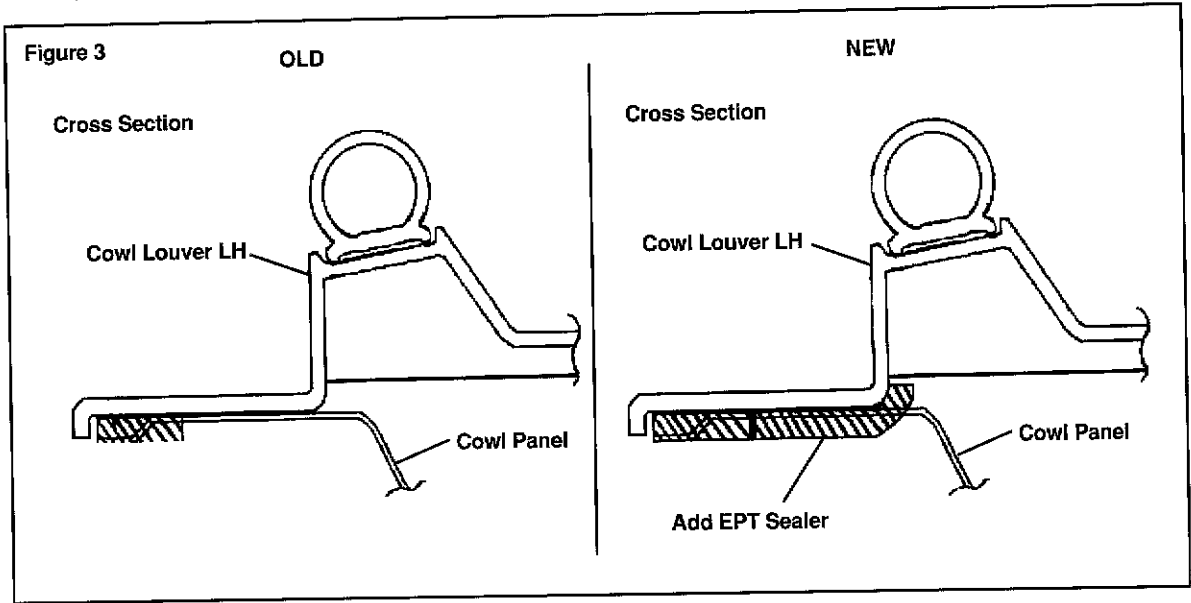
6. Cut four new pieces of felt to the dimensions shown below and apply them to the four retainers as shown in Figure 2.

Felt Size:
 Length: 20 mm
 Width: 20 mm
 Thickness: 2 mm



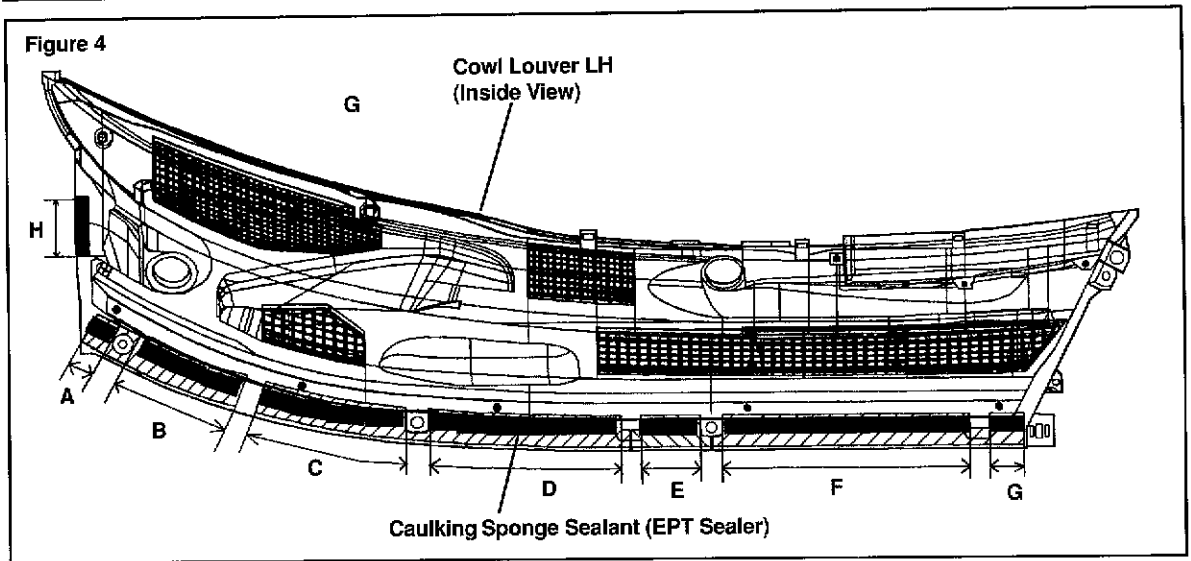
**Repair Procedure:
Cowl Louver**
(Continued)

7. Add to the caulking sponge sealant (EPT sealer) applied originally to the center cowl top ventilator louver in the area shown in Figure 3.



8. Prepare eight new pieces of EPT sealer in the sizes shown in table below.

| LOCATION | A | B | C | D | E | F | G | H |
|-----------|-------|--------|--------|--------|-------|---------------|-------|----|
| Length | 30 mm | 110 mm | 145 mm | 180 mm | 50 mm | 230 mm | 15 mm | 54 |
| Width | 20 mm | 20 mm | 20 mm | 20 mm | 20 mm | 20 mm | 20 mm | 10 |
| Thickness | 3 mm | 3 mm | 3 mm | 3 mm | 3 mm | 3 mm <td 3 mm | 3 | |

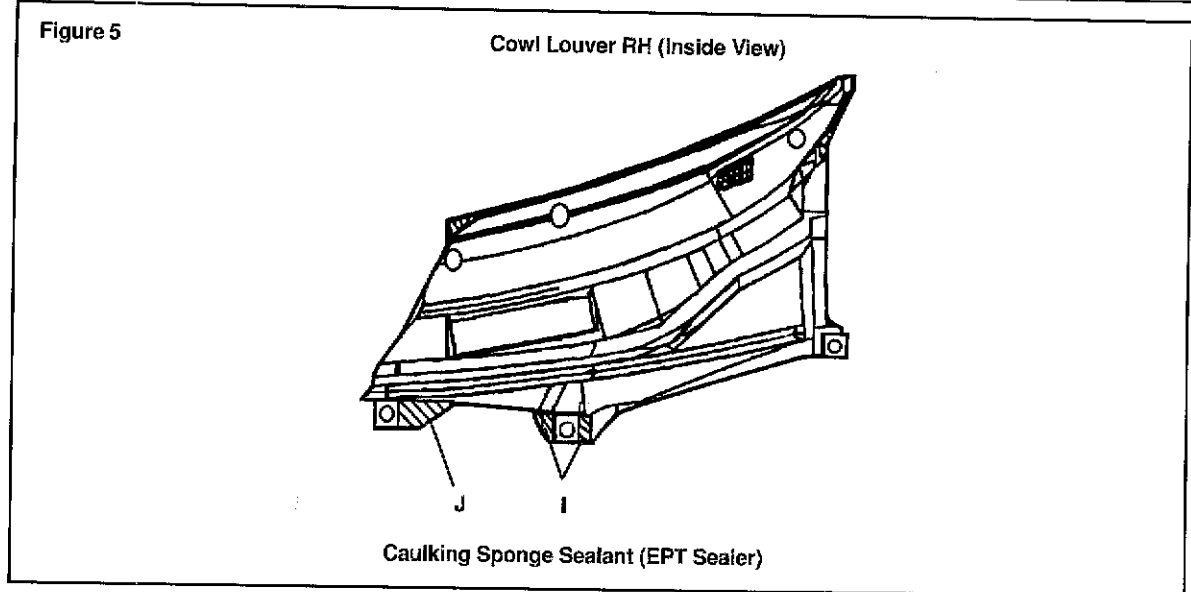


9. Apply the new strips of EPT sealer to the front of the cowl louver (See Figure 4).

Repair Procedure:
Cowl Louver
 (Continued)

Prepare three more pieces of EPT sealer for the RH side cowl louver (covering the battery).

| LOCATION | I (2) | J |
|-----------|-------|-------|
| Length | 20 mm | 60 mm |
| Width | 10 mm | 30 mm |
| Thickness | 3 mm | 3 mm |



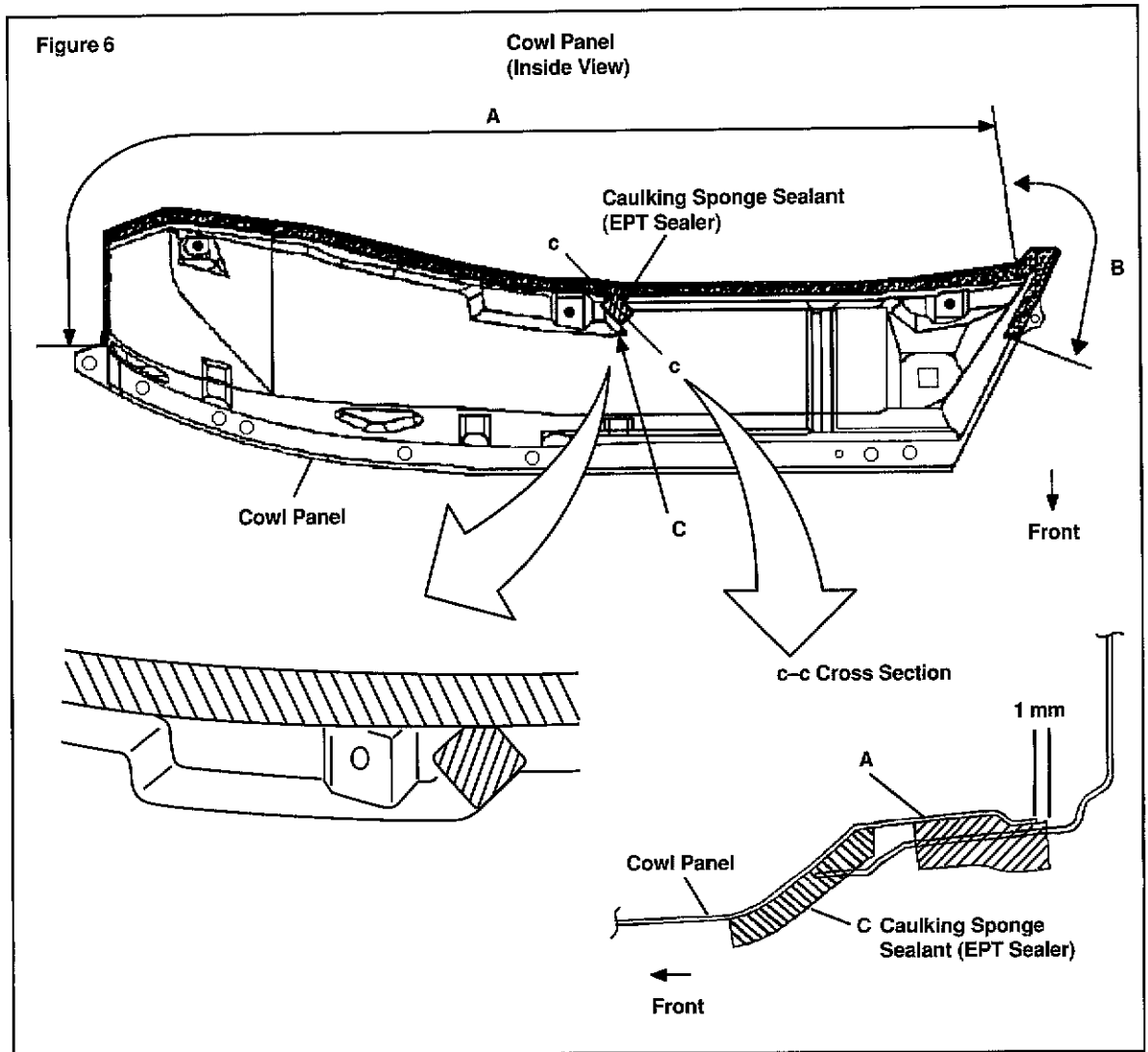
10. Trim the EPT sealer to match the shape of the cowl louver.

**Repair Procedure:
Cowl Panel**

1. If you have confirmed that the tick sound continues with the cowl louver removed proceed with the following field fix.
2. Once the cowl louver is removed, remove the wiper motor and link assembly. Unclip the wiper motor's wire harness from the cowl panel.
3. Remove the cowl panel and remove the original 2 pieces EPT sealer from the cowl panel.
4. Prepare the three new pieces of EPT sealer as listed below.

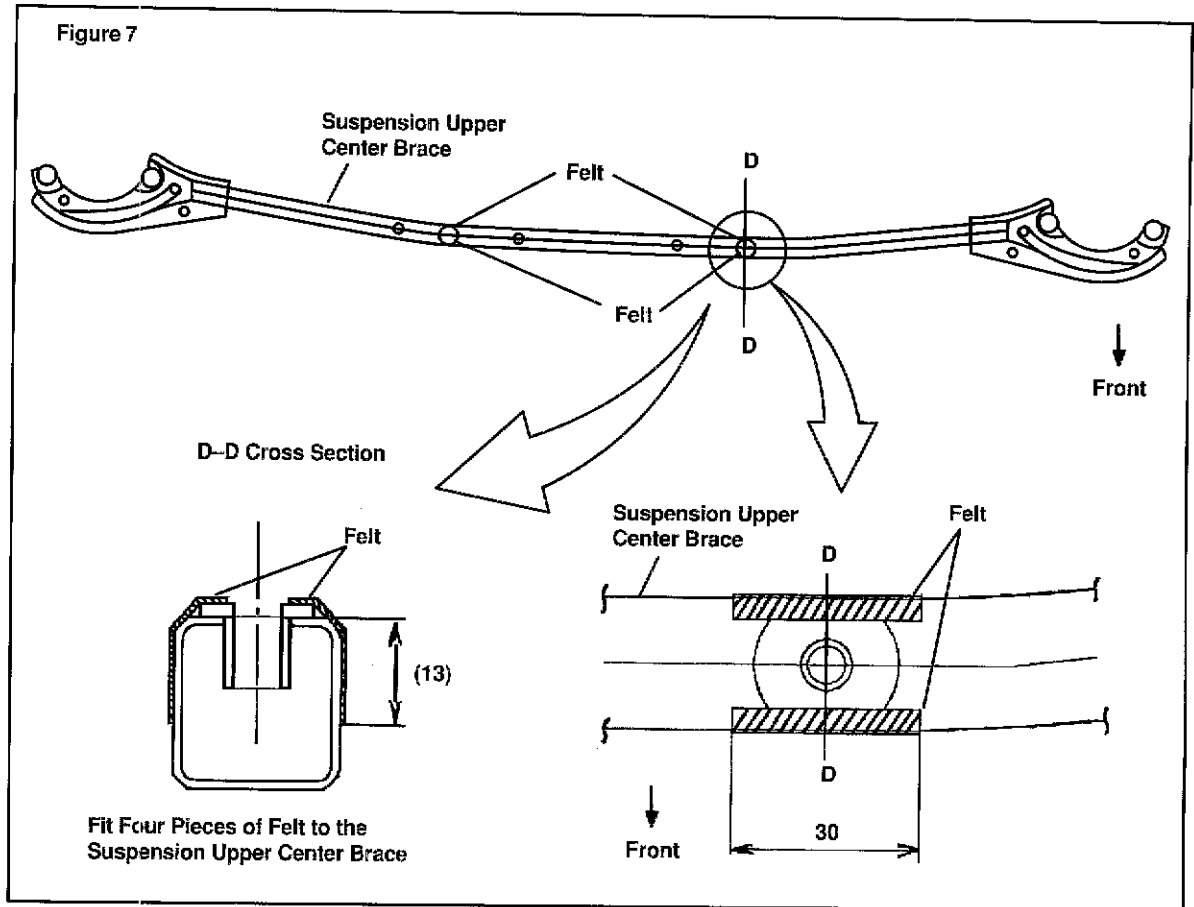
| LOCATION | A | B | C |
|-----------|---------|--------|-------|
| Length | 1190 mm | 230 mm | 30 mm |
| Width | 16 mm | 16 mm | 30 mm |
| Thickness | 10 mm | 10 mm | 5 mm |

5. Make sure that the mating surfaces are clean and apply the new EPT sealer as shown below. Make sure that the EPT sealer hangs off of the edge of the panel by 1 mm while applying it to section "A".



Repair Procedure:
Cowl Panel
(Continued)

6. Before reinstalling the cowl panel add the four pieces of felt to the front suspension upper center brace as shown below.
Felt size:
Length: 30 mm
Width: 22 mm
Thickness: 0.5 mm



7. Reinstall the cowl panel, wiper motor assembly, cowl louver, and wiper arms.