

# Upper/Lower Windshield/Rear Glass Tick Noise

**Service Category** Vehicle Exterior

**Section** Window/Glass

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2003 – 2009	4Runner, Avalon, Camry, Camry HV, Celica, Corolla, Echo, FJ Cruiser, Highlander, Highlander HV, Land Cruiser, MR2 Spyder, Matrix, Prius, RAV4, RAV4 EV, Sequoia, Sienna, Solara, Tacoma, Tundra, Venza, Yaris	

### TSB REVISION NOTICE

- **July 13, 2009 Rev2:**
  - The Warranty Information table has been updated.
- **February 2, 2009 Rev1:**
  - Applicability has been updated to include 2009 model years.
  - Title has been updated.
  - Introduction has been updated.
  - Warranty has been updated.

Any previous printed versions of this service bulletin should be discarded.

### TSB SUPERSESSION NOTICE

The information contained in this TSB supersedes TSB No. NV009–06.

- Applicability has been updated to include 2008 model year applicable vehicles.

TSB No. NV009–06 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

## Upper/Lower Windshield/Rear Glass Tick Noise

### Introduction

If a creak, tick, or rattle noise is heard at the top or bottom of the windshield, or at the top of the rear glass, the source of the noise may be the two stoppers bonded to the top of the windshield/rear glass, or the windshield retainers bonded to the lower edge of the windshield. This bulletin provides the recommended repair procedure to eliminate these types of noises from the windshield/rear glass area.

**NOTE**

Some vehicles have both stoppers and retainers while others may only have stoppers at the top of the windshield/rear glass. Use the chart in this bulletin to determine the location of the windshield/rear glass locating pins.

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
NV5019	Remove Top Windshield Locating Pins (2)	0.4	5611#-#####	91	41
Combo A	Remove Top Rear Glass Locating Pins (2) (only for 09 Corolla if noise from both windshield and rear glass)	0.4			
Combo B	Remove Bottom Windshield Locating Pins (2) (only as needed for Avalon, Camry, and Solara)	0.3			
NV5020	Remove Bottom Windshield Locating Pins (2)	0.3	56114-#####		
NV8050	Remove Top Rear Glass Locating Pins (2) (only for 09 Corolla if noise from rear glass)	0.4	56116-#####		

**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.

### Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST'S)	PART NUMBER	QTY
Plastic Pry Tool Set*	<a href="#">00002-06000-01</a>	1

\* Essential SST.

**NOTE**

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

## Upper/Lower Windshield/Rear Glass Tick Noise

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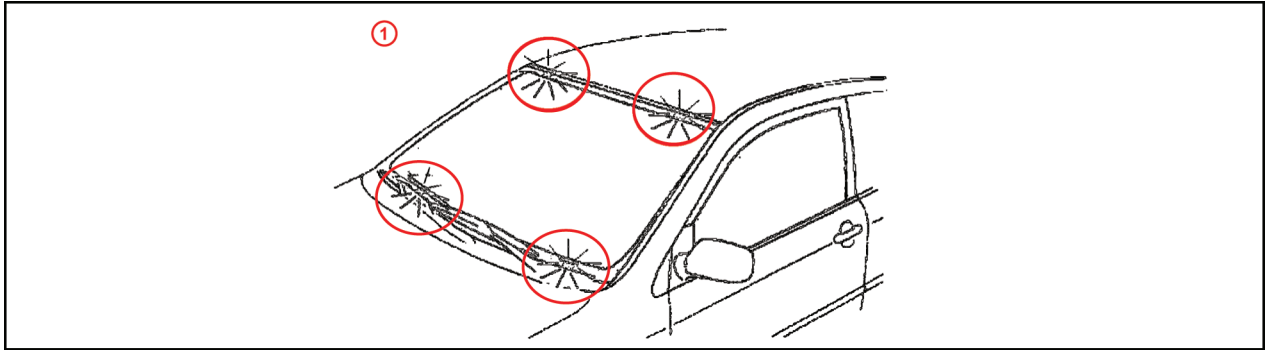
### Pin Locations

MODEL	TOP OF WINDSHIELD	QTY	BOTTOM OF WINDSHIELD	QTY		
4Runner	Yes	2	N/A	N/A		
Avalon			Yes	2		
Camry (All Models)						
Celica			N/A	N/A		
Corolla						
ECHO						
FJ Cruiser						
Highlander (All Models)						
Land Cruiser						
Matrix						
MR2 Spyder						
Prius						
RAV4 (All Models)						
Sequoia						
Sienna						
Solara					Yes	2
Tacoma					N/A	N/A
Tundra			Yes	2		
Venza						
Yaris			N/A	N/A		
MODEL	TOP OF REAR GLASS	QTY	BOTTOM OF REAR GLASS	QTY		
2009 Corolla only	Yes	2	N/A	N/A		

## Upper/Lower Windshield/Rear Glass Tick Noise

### Pin Locations (Continued)

Figure 1.



1	Pin Locations
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### Repair Procedure

#### Upper Windshield Glass Stoppers:

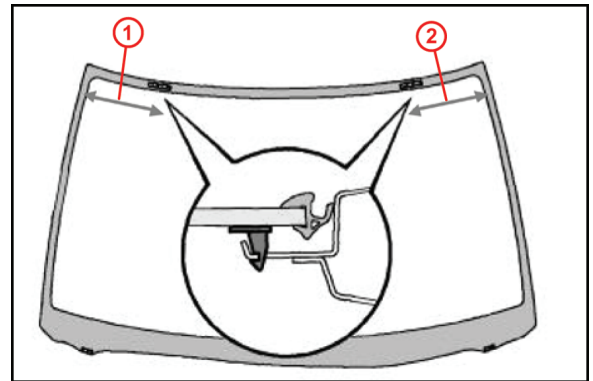
1. Remove both sun visors and both A-pillar garnishes, and then carefully lower the front of the headliner to gain access to the windshield stoppers (refer to the appropriate model year Repair Manual for the proper procedure).

**NOTE**

It is very important that the front of the headliner be lowered carefully and slowly. Applying too much downward force on the headliner will cause it to develop a permanent crease in the surface material.

The stoppers are located on the inside of the passenger compartment behind the windshield glass blackout section (near the top front edge of the metal roof opening). The stoppers are typically located 20 – 25 cm (7.9 – 9.8 in.) inboard of the top corners of the windshield glass.

Figure 2.



1	20-25 cm (7.9-9.8 in.)
2	20-25 cm (7.9-9.8 in.)

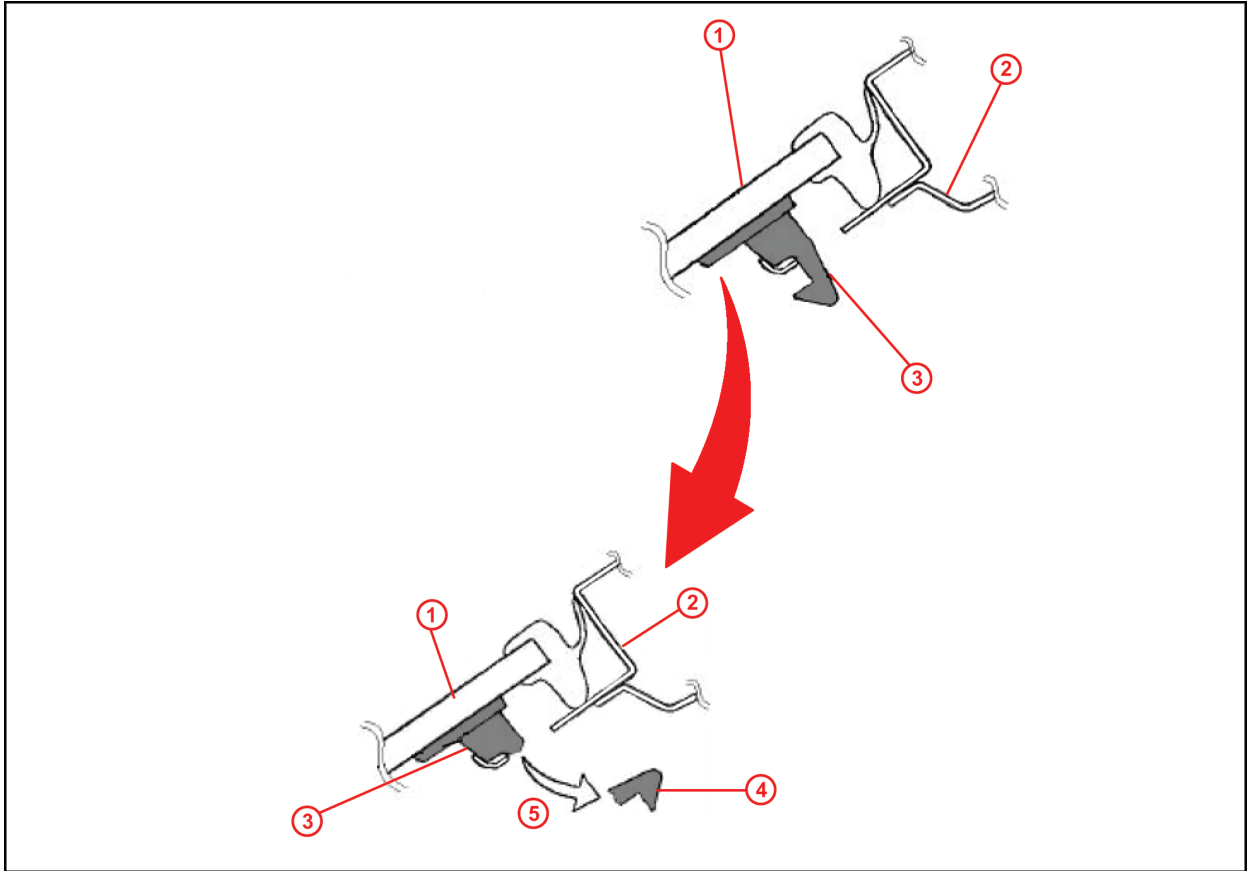
## Upper/Lower Windshield/Rear Glass Tick Noise

### Repair Procedure

#### Upper Windshield Glass Stoppers: (Continued)

2. Cut OFF the tip of the plastic stopper as shown in Figure 3.

**Figure 3.**



1	Windshield Glass
2	Roof Panel
3	Glass Stopper

4	Cut
5	Fragment of Glass Stopper

**HINT**

It is sometimes necessary to bend the metal body tab down to gain access to the shaft of the stopper.

## Upper/Lower Windshield/Rear Glass Tick Noise

### Repair Procedure

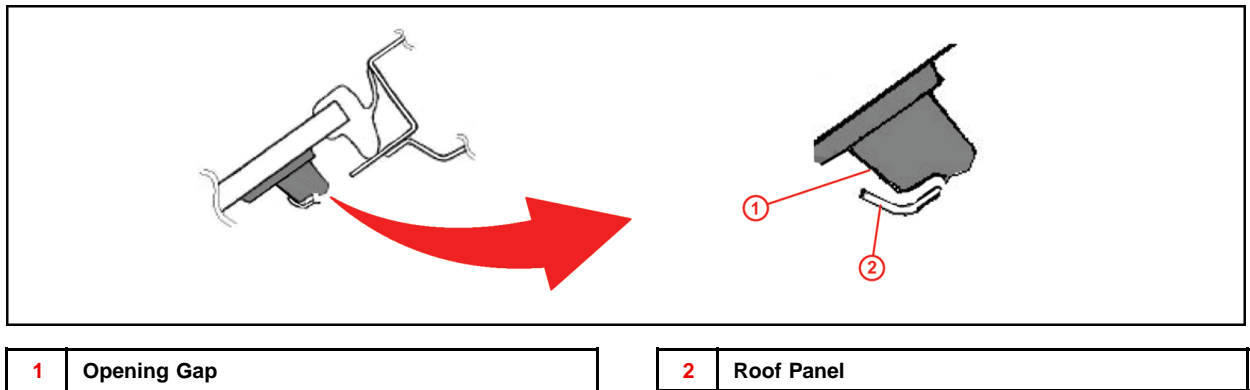
#### Upper Windshield Glass Stoppers: (Continued)

- Once the tip of the stopper has been removed, use a screwdriver to open a gap between the roof panel and the remainder of the plastic windshield stopper.

**NOTE**

Apply tape to the screwdriver tip before use to prevent scratching.

Figure 4.

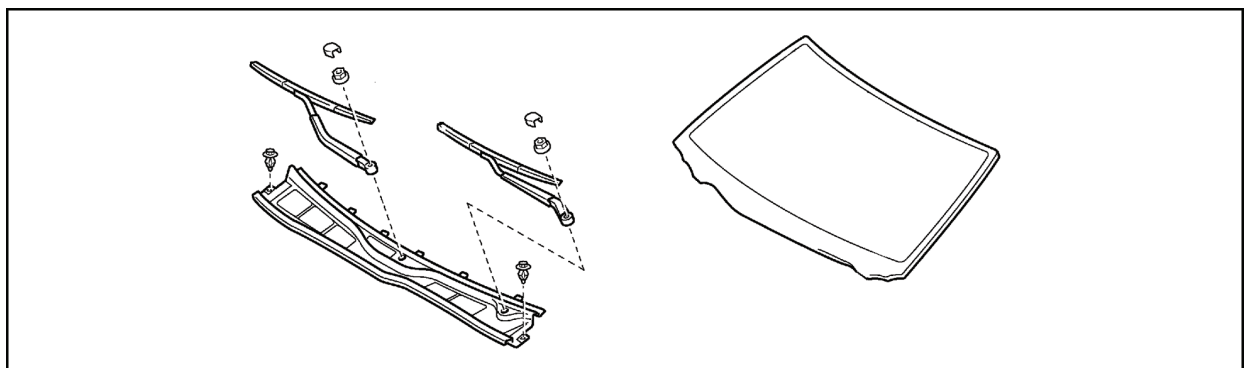


- Test drive vehicle prior to reassembly to confirm that the noise has been eliminated.
- Reassemble the vehicle.

#### Lower Windshield Retainers:

- Carefully remove the plastic cowl cover at the base of the windshield and store it in a safe location for reinstallation later (refer to the appropriate model year Repair Manual for the proper procedure).

Figure 5.



## Upper/Lower Windshield/Rear Glass Tick Noise

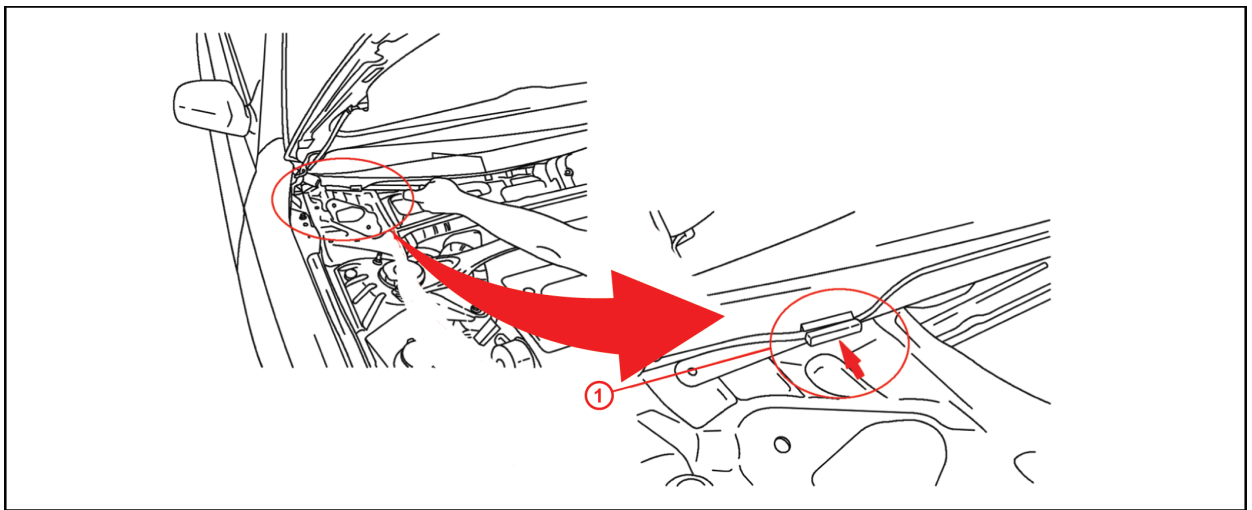
### Repair Procedure

#### Lower Windshield Retainers: (Continued)

2. Locate the lower windshield retainers.

The retainers are typically located 140 – 200 mm (5.5 – 7.9 in.) inboard of the lower corners of the windshield. The flat portion of the retainer is adhered to the backside of the windshield with double-sided, foam-backed tape.

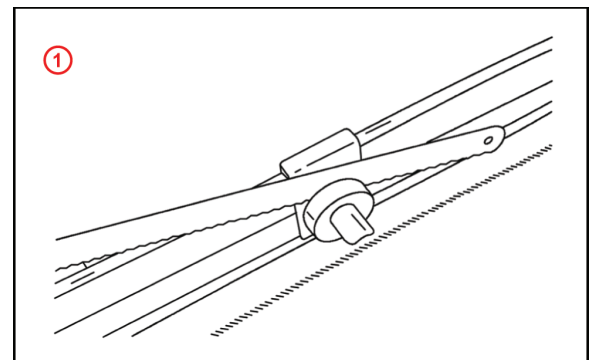
**Figure 6.**



<b>1</b>	Pin is attached to plastic block underneath windshield
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3. Use a "Mini" Hacksaw with a fine tooth 10-inch blade to cut OFF the pin portion of the glass retainer flush with the flat portion of the windshield retainer as shown in Figure 6.

**Figure 7.**



<b>1</b>	View from underneath windshield
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## Upper/Lower Windshield/Rear Glass Tick Noise

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### Repair Procedure

#### Lower Windshield Retainers: (Continued)

4. Test drive the vehicle to confirm the elimination of the noise.
5. Reassemble the vehicle.

#### Rear Upper Glass Stoppers

For removal of Rear Upper Glass Stoppers, refer to Step 1 of Upper Windshield Glass Stoppers.