



**Technical Service  
Information Bulletin**

September 18, 2006

Title:  
**UPPER/LOWER WINDSHIELD  
TICK NOISE**

Models:  
**'03 – '07 Lexus**

NVH  
**NV005-06**

**Introduction** If a creak, tick, or rattle noise is heard at the top or bottom of the windshield, the source of the noise may be the two windshield stoppers bonded to the top of the windshield 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 area.

**NOTE:**

Some vehicles have both stoppers and retainers while others may only have stoppers at the top of the windshield. Use the chart in this bulletin to determine the location of the windshield holding devices.

- Applicable Vehicles**
- 2003 – 2007 model year Lexus vehicles.

**Required Tools & Material**

TOOLS & MATERIAL	PART NUMBER	QUANTITY
Basic Hand Tools	–	1
Hacksaw “Mini” for 10-in. Blades (or equivalent)	Snap-On H55A	1

**Warranty Information**

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
NV5017	Remove Top Windshield Locating Pins (2)	0.4	56116-#####	91	41
NV5018	Remove Bottom Windshield Locating Pins (1 or 2)	0.3	56114-#####		

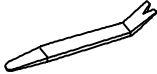

**Applicable Warranty\*:**

This repair is covered under the Lexus Comprehensive 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 correction of a problem based upon a customer's specific complaint.



Required SSTs

ITEM NO.	SPECIAL SERVICE TOOLS (SSTs)	PART NUMBER	QTY	DRW**
1	Plastic Pry Tool Set*	00002-06000-01	1	20
COMPONENT(S) OF KIT/SET	<p>NOTE:</p> <ul style="list-style-type: none"> <li>All components from this kit/set are required.</li> <li>Plastic Panel Clip Removal Tool (P/N 00002-06001-01) </li> <li>Plastic Emblem Removal Tool (P/N 00002-06002-01) </li> </ul>			

\* Essential SSTs.

\*\* Drawer number in SST Storage System.

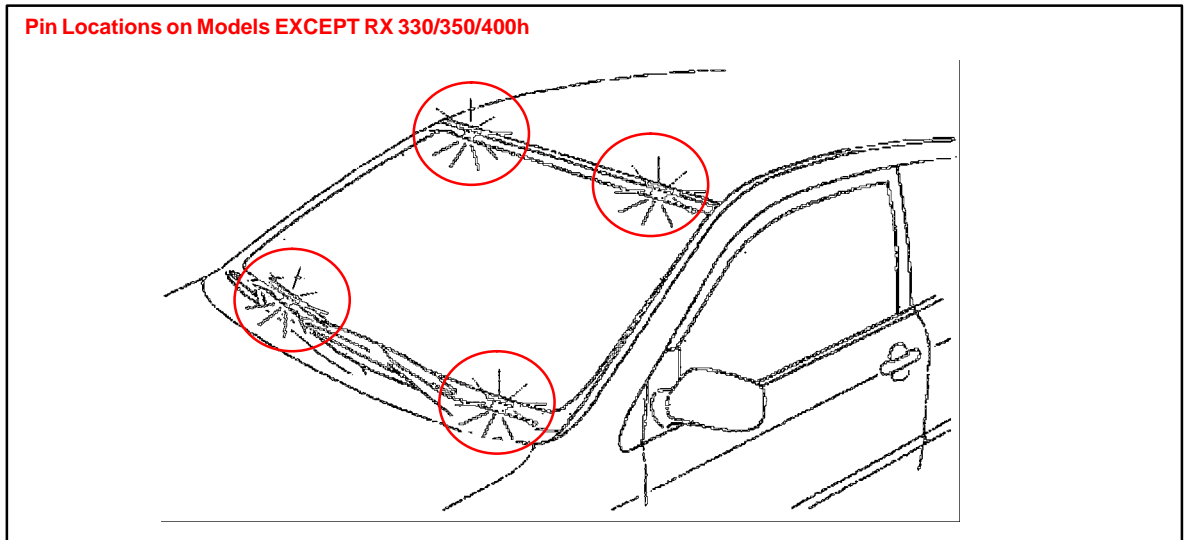
**NOTE:**

Additional SSTs may be ordered by calling SPX/OTC at 1-800-933-8335.

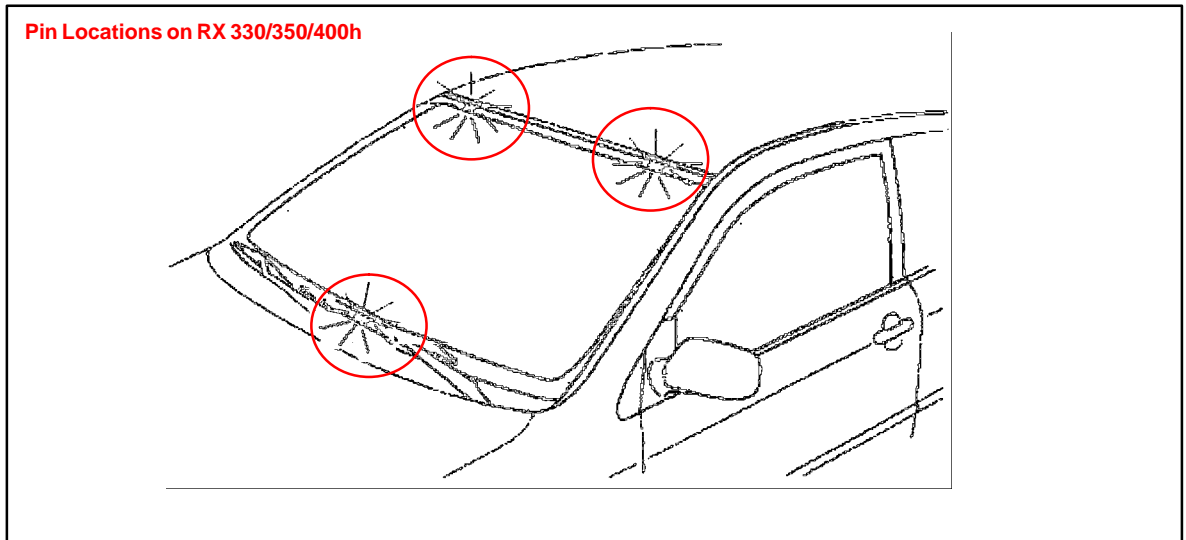
**Pin Locations**

MODEL	PIN LOCATION			
	TOP OF WINDSHIELD	QTY	BOTTOM OF WINDSHIELD	QTY
IS 250/300/350	Yes	2	N/A	N/A
ES 300/330/350	Yes	2	Yes	2
GS 300/430/450h	Yes	2	Yes	2
GX 470	Yes	2	N/A	N/A
LS 400/430	Yes	2	Yes	2
LX 470	Yes	2	N/A	N/A
RX 300	Yes	2	N/A	N/A
RX 330/350/400h	Yes	2	Yes	1
SC 430	Yes	2	N/A	N/A

**Pin Locations on Models EXCEPT RX 330/350/400h**



**Pin Locations on RX 330/350/400h**



**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:**

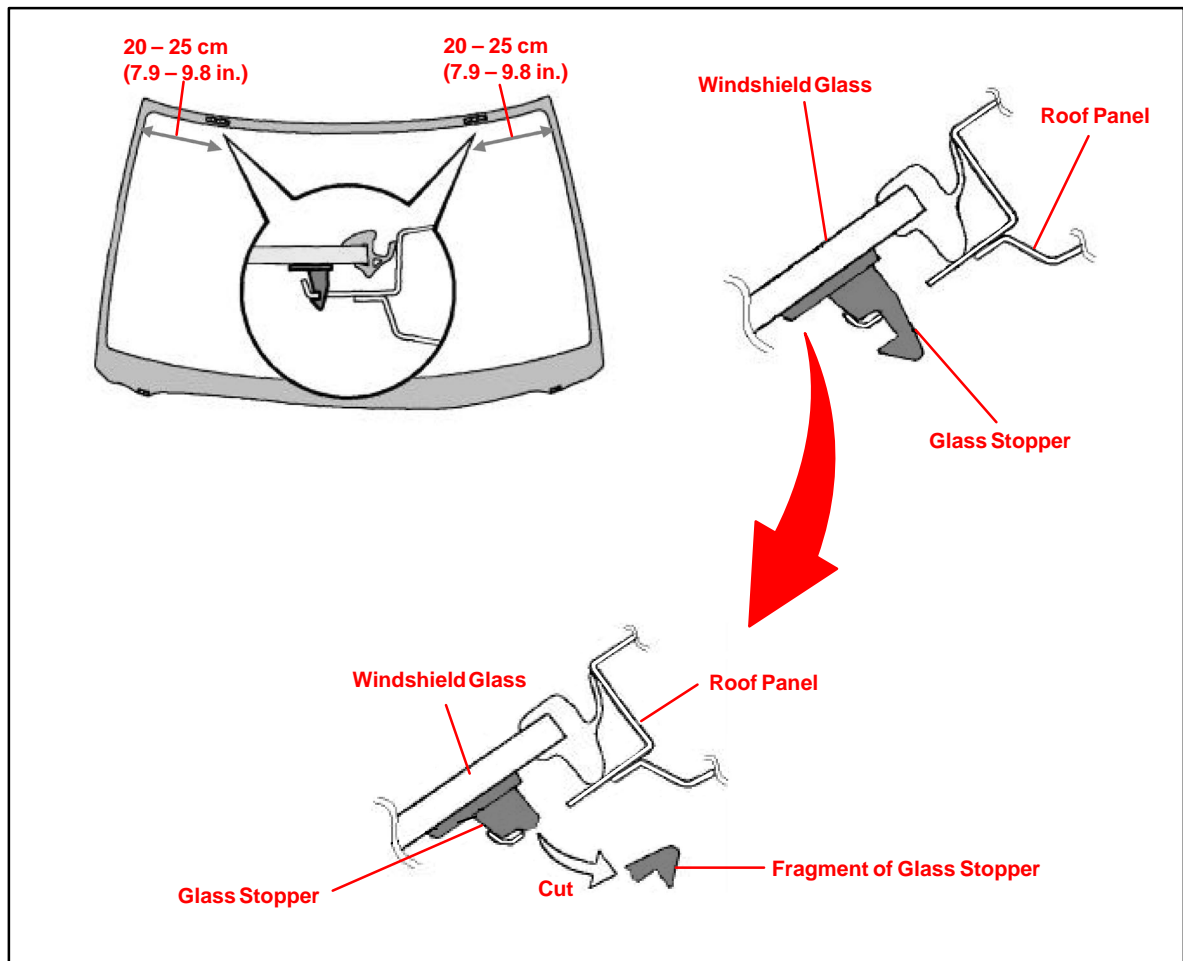
It is very important that the front of the headliner be lowered carefully and slowly. Applying too much downward force on the headliner will cause it to develop a permanent crease in the surface material.

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.

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

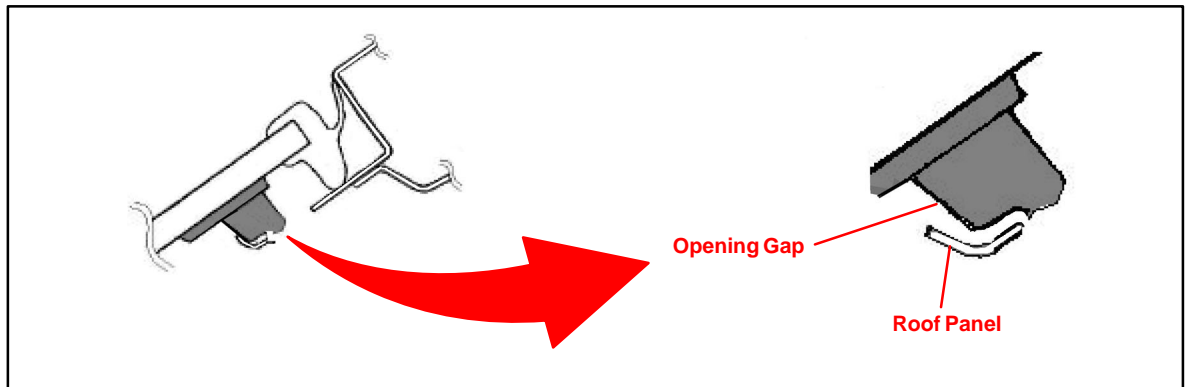
**HINT:**

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



**Repair Procedure**  
(Continued)

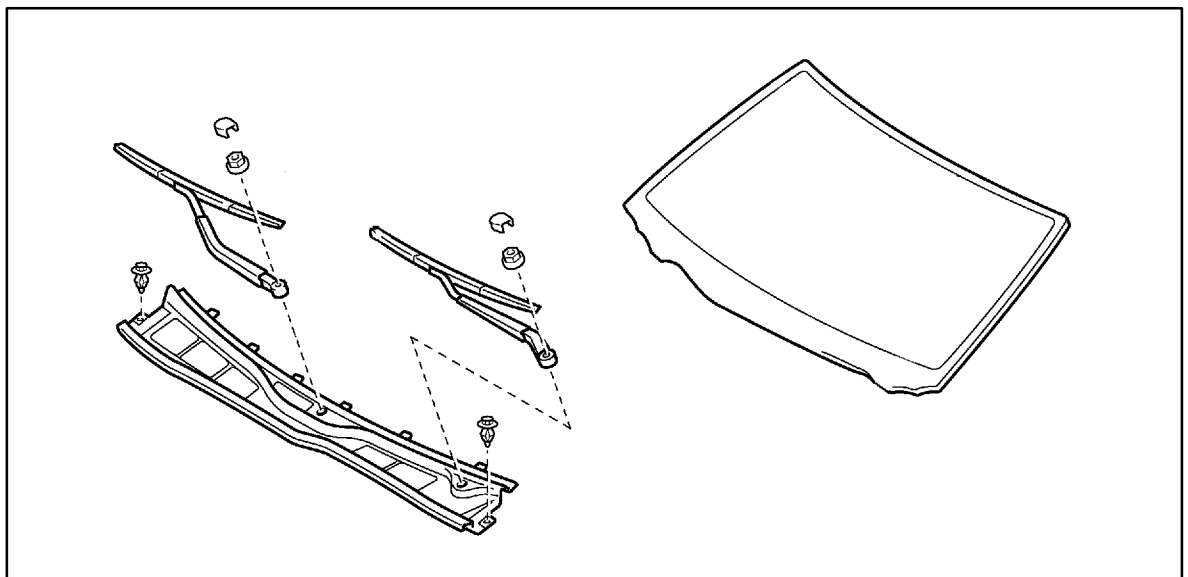
3. Once the tip of the stopper has been removed, use a screwdriver to open a gap between the roof panel and the remainder of the plastic windshield stopper.



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

**Lower Windshield Retainers:**

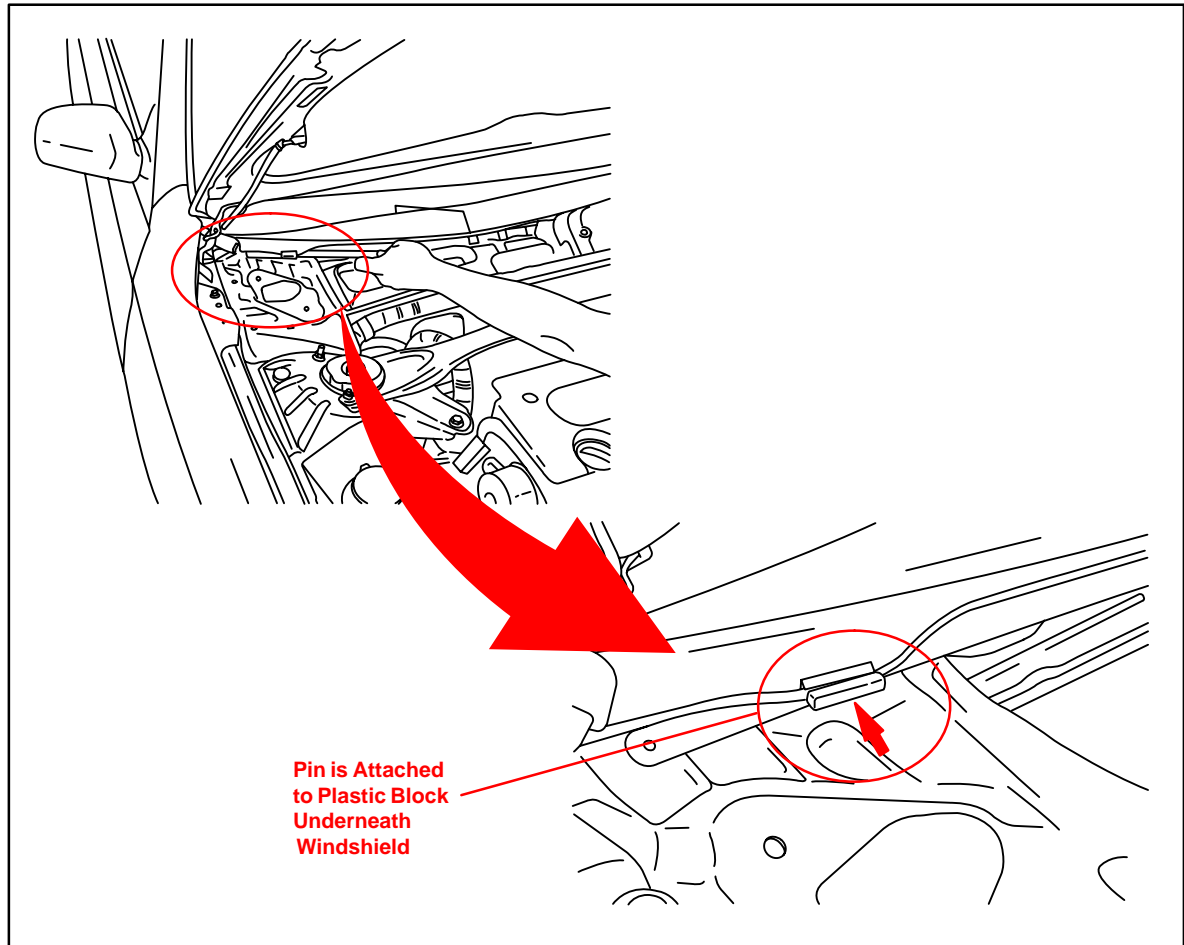
1. Carefully remove the plastic cowl cover at the base of the windshield and store it in a safe location for reinstallation later (refer to the appropriate model year Repair Manual for the proper procedure).



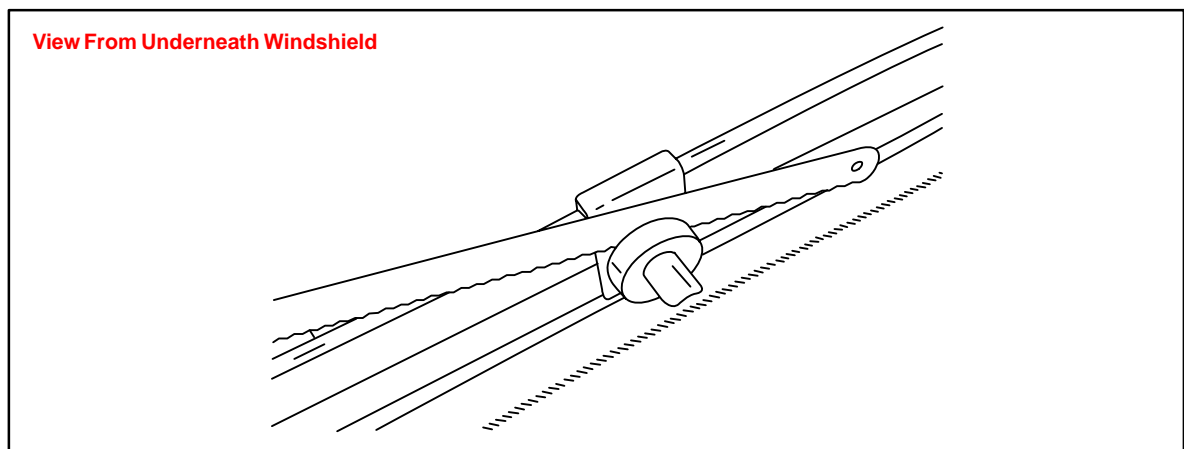
**Repair  
Procedure**  
(Continued)

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.



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 (diagram below shows the windshield retainer location to cut off the plastic pin).



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