


Upper/Lower Windshield Tick Noise

Service Category Vehicle Exterior

Section Window/Glass

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2003 – 2013	CT200H, ES300, ES300H, ES330, ES350, GS300, GS350, GS430, GS450H, GS460, GX460, GX470, HS250H, IS F, IS250, IS250C, IS300, IS350, IS350C, LFA, LS430, LS460, LS600H, LX470, LX570, RX300, RX330, RX350, RX400H, RX450H, SC430	

REVISION NOTICE

April 2, 2013 Rev2:

- Applicability has been updated to include 2011 – 2013 model year Lexus vehicles.
- Introduction, Stopper/Retainer Locations, and Repair Procedure sections have been updated.

May 12, 2010 Rev1:

- Applicability has been updated to include 2009 – 2010 model years.

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. NV005-06.

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

Service Bulletin No. NV005-06 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Upper/Lower Windshield Tick Noise

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.
- If replacing the windshield glass, please do NOT perform this bulletin until the new glass has been installed.

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 occurrence of the specified condition described in this bulletin.

Required Tool & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Set*	00002-06000-01	1

* Essential SST.

NOTE

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

REQUIRED EQUIPMENT	PART NUMBER	QTY
"Mini" Hacksaw for 10-inch blades (or equivalent)	Snap-On H55A	1

Upper/Lower Windshield Tick Noise

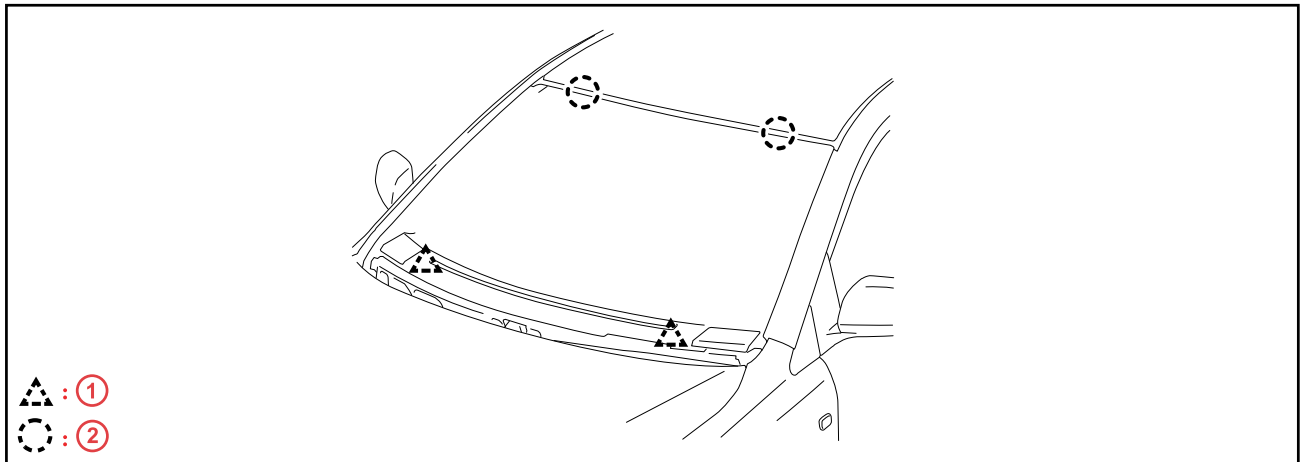
Stopper/Retainer Locations

MODELS	TOP OF WINDSHIELD	QTY	BOTTOM OF WINDSHIELD	QTY
CT 200h	Yes	2	N/A	N/A
ES 300/330/350/300h	Yes	2	Yes	2
GS 300/350/430/450h/460	Yes	2	Yes	2
GX 460/470	Yes	2	N/A	N/A
HS 250h	Yes	2	N/A	N/A
IS 250/250C/300/350/350C/F	Yes	2	N/A	N/A
LFA	Yes	2	N/A	N/A
LS 430/460/600h	Yes	2	Yes	2
LX 470/570	Yes	2	N/A	N/A
RX 300	Yes	2	N/A	N/A
RX 330/350/400h/450h	Yes	2	Yes	(1)* (2)**
SC 430	Yes	2	Yes	2

* One retainer at the bottom of the windshield ONLY applies to 2003 – 2009 RX models.

** 2010 and newer RX models have 2 retainers at the bottom of the windshield.

Figure 1.



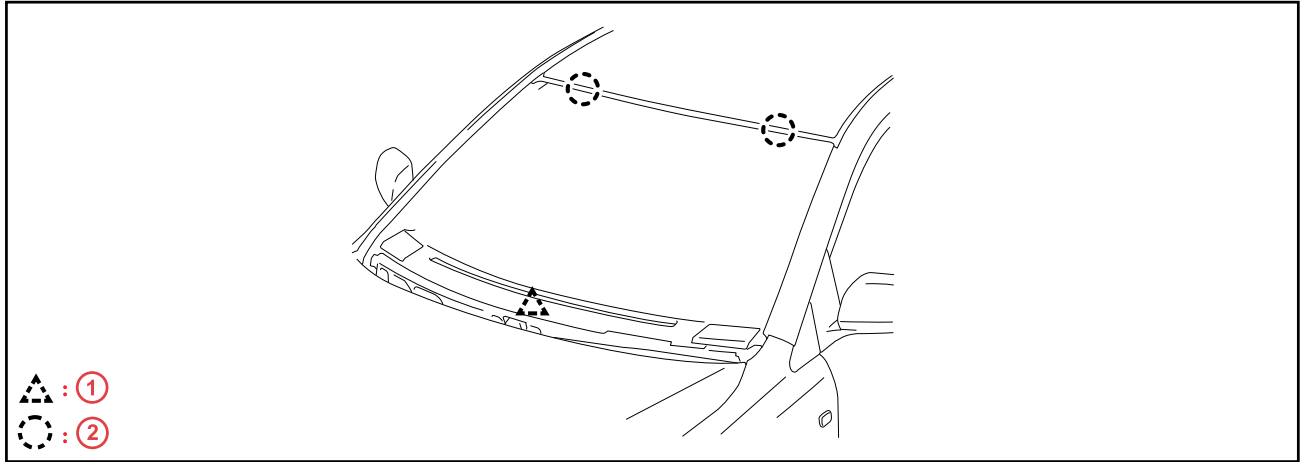
1 Retainer

2 Stopper

Upper/Lower Windshield Tick Noise

Stopper/Retainer Locations (Continued)

Figure 2. 2003 – 2009 RX models ONLY



1	Retainer
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2	Stopper
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Figure 3. Windshield Stoppers



Figure 4. Windshield Retainers



Upper/Lower Windshield Tick Noise

Repair Procedure

Windshield Stopper Repair

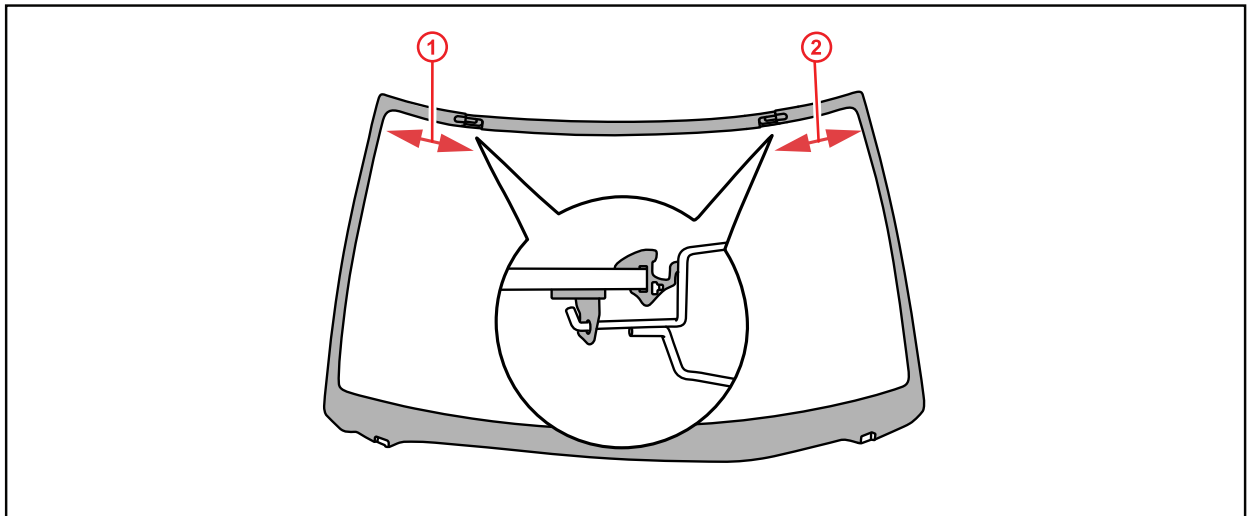
1. Remove both sun visors and both A-pillar garnishes, and then carefully lower the front of the headliner to gain access to the windshield stoppers (refer to the appropriate model year Repair Manual for the proper procedure).

NOTICE

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 200 – 250 mm (7.9 – 9.8 in.) inboard of the top corners of the windshield glass.

Figure 5.



1	200 – 250 mm (7.9 – 9.8 in.)
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2	200 – 250 mm (7.9 – 9.8 in.)
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Upper/Lower Windshield Tick Noise

Repair Procedure

Windshield Stopper Repair (Continued)

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

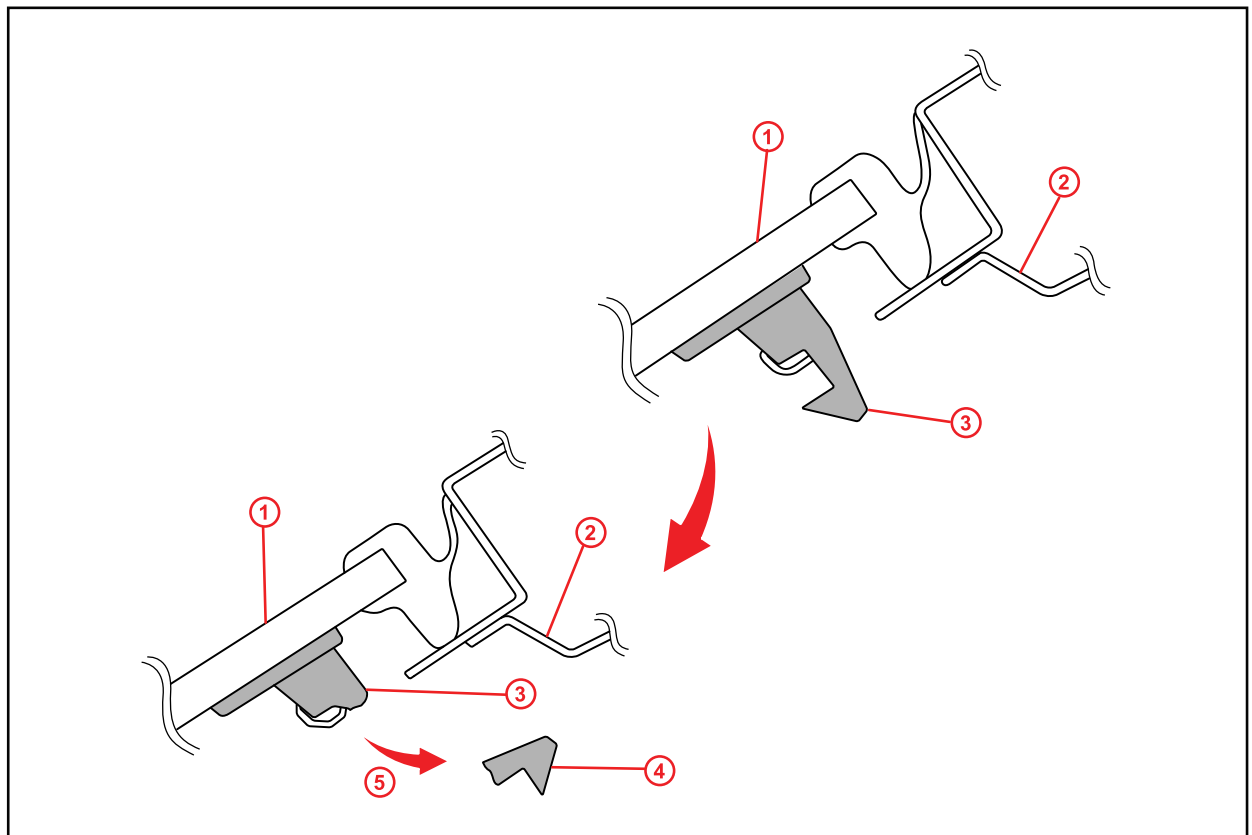
NOTE

Stopper design varies by vehicle model and may not appear exactly as shown below. See Figures 3 and 4 in this bulletin for photos of actual stoppers and retainers.

HINT

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

Figure 6.



1	Windshield Glass
2	Roof Panel
3	Glass Stopper

4	Fragment Glass Stopper
5	Cut

Upper/Lower Windshield Tick Noise

Repair Procedure

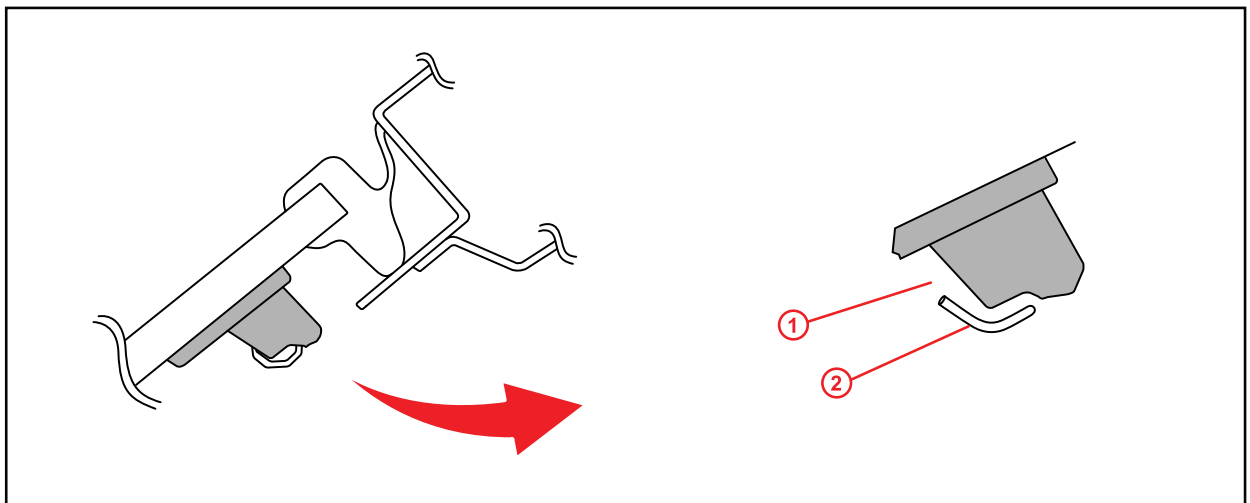
Windshield Stopper Repair (Continued)

- 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.

NOTICE

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

Figure 7.



1 Opening Gap

2 Roof Panel

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

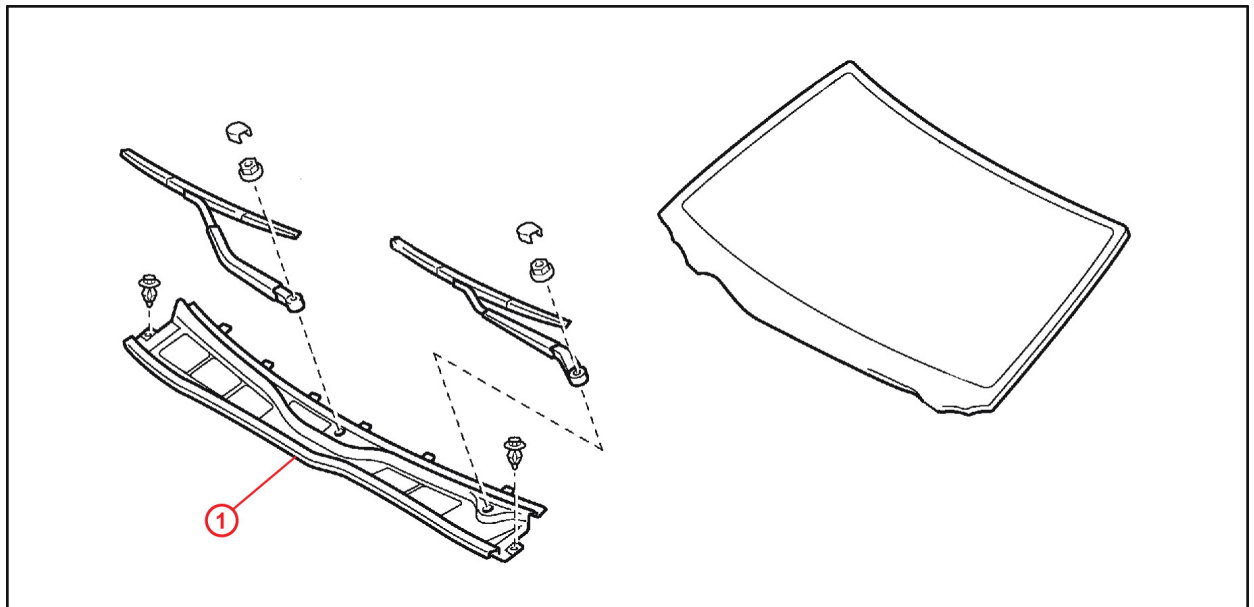
Upper/Lower Windshield Tick Noise

Repair Procedure (Continued)

Windshield Retainer Repair

1. Carefully remove the plastic cowl top ventilator louver 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 8.



1	Plastic Cowl Top Ventilator Louver
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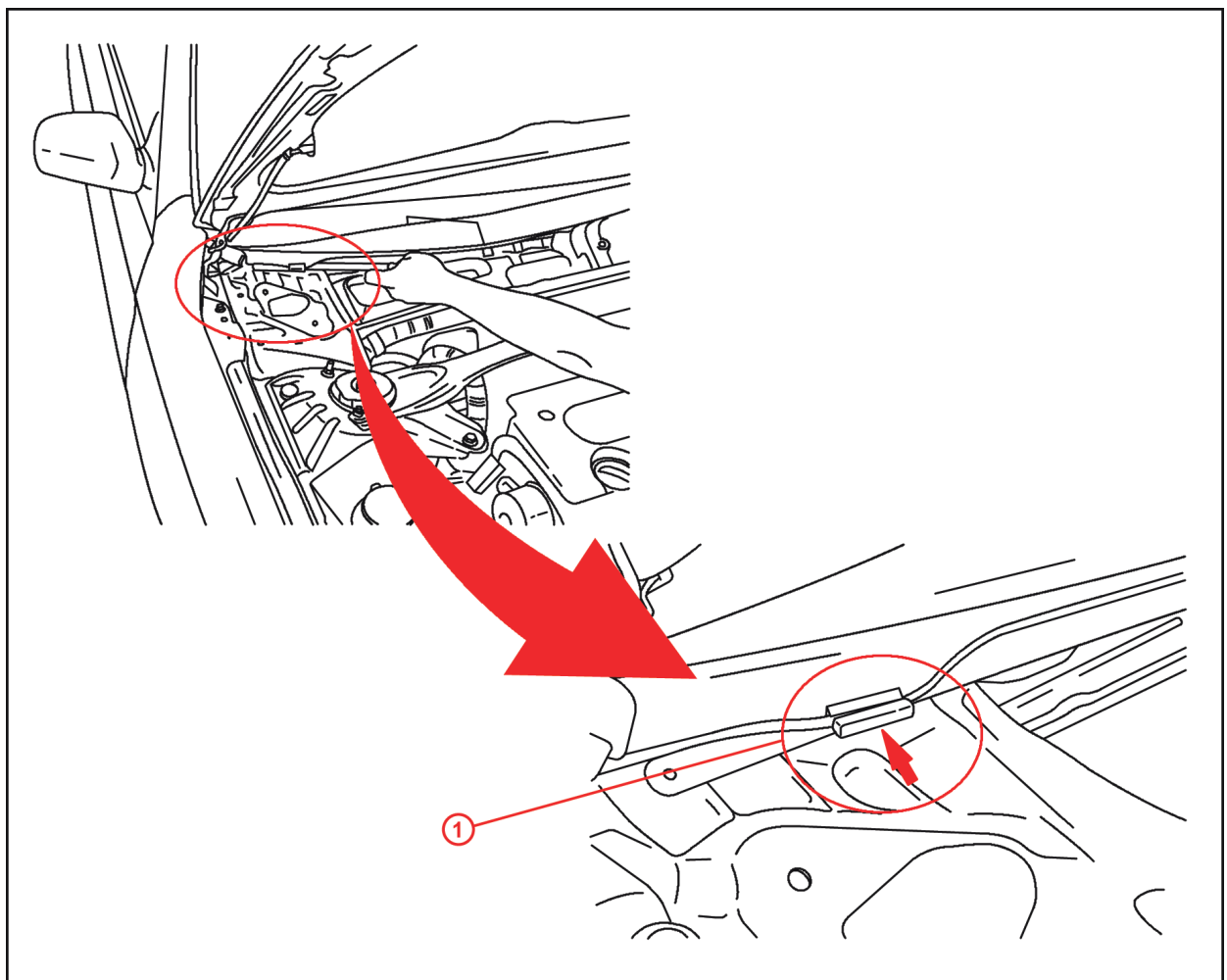
Repair Procedure

Windshield Retainer Repair (Continued)

2. Locate the windshield retainers at the lower edge of the windshield.

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 9.



1 Pin Attached to Plastic Block Underneath Windshield

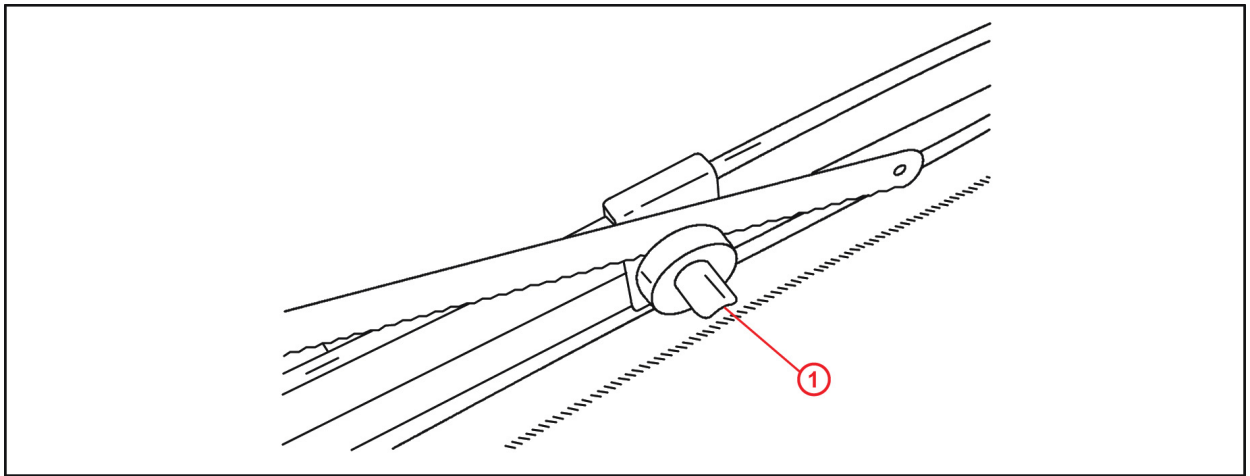
Upper/Lower Windshield Tick Noise

Repair Procedure

Windshield Retainer Repair (Continued)

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 (see Figures 9 and 10 for pin location).

Figure 10. View from Underneath Windshield



1	Plastic Pin
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4. Test drive the vehicle to confirm the elimination of the noise.
5. Reinstall the plastic cowl top ventilator louver(s).