

CUSTOMER STATES SQUEEK FROM REAR OVER BUMPS/ HILLS, ALSO  
 WHEN BACKING OUT- REAR ONLINE NEED TO TORQUE DOWN SUSPENSION  
 - PLEASE DIAGNOSE AND ADVISE  
 PER TECH DIAG REPLACE LEFT REAR SHOCK  
 TEST DROVE VEHICLE AROUND PARKING LOT, UP AND DOWN SLOPES,  
 VERIFIED SLIGHT INTERMITTENT SQUEAK OVER BUMPS/UNEVEN  
 SURFACES.  
 NO OTHER 2019 PRIUS PRIMES AVAILABLE TO COMPARE TO.  
 LOOKED FOR TSB'S, NONE AVAILABLE REGARDING CONCERN.  
 OPENED TAS CASE # 201470424.  
 WAS ADVISED TO SPRAY EACH REAR BUSHING WITH SOAPY WATER ONE  
 BY ONE TO ISOLATE NOISE.  
 HAD ANOTHER TECH DRIVE, WHILE IN TRUNK AREA, FOUND NOISE IS  
 LOUDEST FROM L/R SHOCK TOP AREA.  
 CHECKED L/R SHOCK TOP MOUNTING BOLTS, FOUND BOTH SLIGHTLY  
 UNDER TORQUED.  
 LOOSENED AND RETORQUED BOTH L/R SHOCK TOP MOUNTING BOLTS TO  
 41 FT-LBS AND RECHECKED, NOISE STILL PRESENT.  
 RECOMMEND REPLACE L/R SHOCK AND SHOCK TOP AND REINSPECT.  
 ORDERED PARTS.

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BEFORE REPLACING SHOCK, REMOVED DRIVER SIDE INTERIOR TRUNK  
 TRIM AND RECHECKED, FOUND NOISE IS COMING FROM INSIDE CAR.

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REMOVED REAR SEATS AND TRIM COVERING HV BATTERY.  
 ISOLATED NOISE TO SUPPORT PLATE THAT IS SPOT WELDED TO THE  
 BODY NEAR CORNER OF HV BATTERY ON DRIVER SIDE.  
 FOUND PLATE IS RUBBING ON BODY WHEN VEHICLE FRAME IS  
 TWISTED.  
 PRIED PLATE SLIGHTLY AWAY FROM BODY AND RECHECKED, FOUND  
 NOISE NO LONGER PRESENT.  
 ALSO INSTALLED FELT TAPE BETWEEN SUPPORT PLATE AND BODY TO  
 PREVENT FUTURE RUBBING.  
 REASSEMBLED VEHICLE.

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JOB# 1 TOTALS-----