

Steering Column Rattle Noise

Service Category Steering

Section Steering Column

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|-------------|----------|------------------------|
| 2009 – 2011 | Venza | |

Introduction

Some 2009 – 2011 model year Venza vehicles may exhibit a rattle noise from the EPS (Electronic Power Steering) column when turning the steering wheel and/or when driving on rough surfaces. Use the following repair procedure to address this condition.

Production Change Information

This TSB applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

| MODEL | ENGINE | DRIVETRAIN | PRODUCTION CHANGE EFFECTIVE VIN |
|-------|--------|------------|---------------------------------|
| Venza | 1AR-FE | 2WD | 4T3ZA3BB#BU039141 |
| | | AWD | 4T3BA3BB#BU019343 |
| | 2GR-FE | 2WD | 4T3ZK3BB#BU034913 |
| | | AWD | 4T3BK3BB#BU046104 |

Parts Information

| KEY SYSTEM | PREVIOUS PART NUMBER | CURRENT PART NUMBER | PART NAME | QTY |
|----------------|----------------------|---------------------|--|-----|
| Smart Key | 45250-0T050 | 45250-0T052 | Column Assembly , Electronic Power Steering | 1 |
| Mechanical Key | 45250-0T060 | 45250-0T062 | | 1 |
| All | 45897-08010 | Same | Bolt, Steering Lock Set | 1 |

Warranty Information

| OP CODE | DESCRIPTION | TIME | OFF | T1 | T2 |
|---------|------------------------------|------|-------------|----|----|
| 442051 | Steering Column Assembly R&R | 1.1 | 45250-0T0#0 | 91 | 43 |

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Warranty Information (Continued)

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

| REQUIRED EQUIPMENT | SUPPLIER | PART NUMBER | QTY |
|---|----------|-----------------------------|-----|
| TIS Techstream* or Techstream Lite NOTE: Software version 5.10.029 or later is required. | ADE | TSPKG1 or TSLITEDLR01 | 1 |

* Essential SST.

NOTE

Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

| TOOLS & MATERIAL | QTY |
|--|-----|
| Screw Extractor or an Equivalent Commercially Available Tool | 1 |
| Drill | 1 |
| 3 mm Drill Bit | 1 |
| Center Punch | 1 |
| Torque Wrench | 1 |

Steering Column Rattle Noise

Repair Procedure

1. Conduct a road test to verify the EPS column noise condition.

Did the EPS column exhibit a rattle noise from the column when turning the steering wheel and/or when driving on rough surfaces?

- NO - This TSB does NOT apply. Refer to the applicable Repair Manual for diagnosis.
- YES - This TSB DOES apply.

Review the Steering System and Supplemental Restraint System (SRS) PRECAUTION below, then proceed to Step 2 for EPS column assembly replacement.

For complete Steering System Precaution Information, refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

[2009 / 2010 / 2011](#) Venza: Steering - Steering Column - "*Steering Column: Steering System Precaution*"

2. Remove the EPS column assembly.

For complete removal procedures, refer to the TIS, applicable model and model year Repair Manual:

[2009 / 2010 / 2011](#) Venza: Steering - Steering Column - "*Steering Column: Steering Column Assembly: Removal*"

3. Disassemble the EPS column assembly by removing steering lock and ignition components.

For complete EPS column disassembly procedures, refer to the TIS, applicable model and model year Repair Manual:

[2009 / 2010 / 2011](#) Venza: Steering - Steering Column - "*Steering Column: Steering Column Assembly: Disassembly*"

4. Assemble the NEW EPS column assembly with components removed in Step 3.

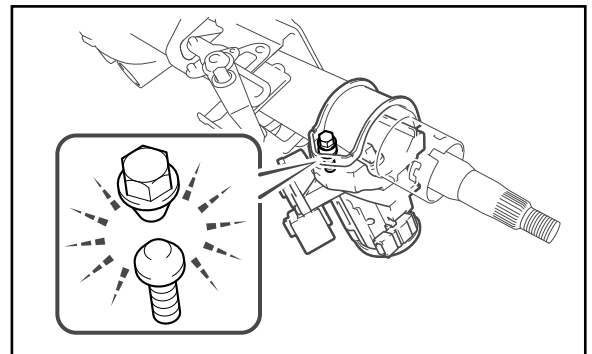
For complete EPS column reassembly procedures, refer to TIS, applicable model and model year Repair Manual:

[2009 / 2010 / 2011](#) Venza: Steering - Steering Column - "*Steering Column: Steering Column Assembly: Reassembly*"

HINT

Be sure to use new tapered-head bolt and tighten the tapered-head bolt until the bolt head break off.

Figure 1.



Steering Column Rattle Noise

Repair Procedure (Continued)

5. Install the NEW EPS column assembly.

For complete EPS column installation procedures, refer to the TIS, applicable model and model year Repair Manual:

[2009](#) / [2010](#) / [2011](#) Venza: Steering - Steering Column - "*Steering Column: Steering Column Assembly: Installation*"

6. Using TIS Techstream clear the rotation angle sensor calibration value, initialize the rotation angle sensor, and calibrate the torque sensor zero point.

For complete initialization procedures, refer to the TIS, applicable model and model year Repair Manual:

[2009](#) / [2010](#) / [2011](#) Venza: Steering – Power Assist Systems – "*Power Assist Systems: Power Steering System: Calibration*"

HINT

If the above operations are not performed correctly, the steering center point (zero point) will deviate, causing a difference in steering effort between right and left turns.

7. Verify SRS Warning Light Operation and that NO SRS system DTC(s) are present.

For complete SRS inspection procedures, refer to the TIS, applicable model and model year Repair Manual:

[2009](#) / [2010](#) / [2011](#) Venza: Vehicle Interior – Supplemental Restraint Systems - "*Supplemental Restraint Systems: Airbag System: Diagnosis System*"

8. After the repair is complete, road test the vehicle to confirm the EPS column rattle noise condition is NO longer present.