

Subject

Accessory Roof Rack Cross Bar Rattle While Driving Highway Speeds

Market

USA

Service Category

Vehicle Exterior

Section

Exterior Panels/Trim

Applicability

2017-2019 Highlander and Highlander HV

APPLICABLE VEHICLES

2017-2019	Highlander	2017-2019	Highlander HV
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CONDITION

Some customers may experience a rattle noise from the roof area while driving at highway speeds, on vehicles equipped with Toyota Genuine Accessory Roof Rack Cross Bars. This noise may originate on the LH side of the cross bar, from cross bar sub-assembly to cross bar end support due to excessive free play.

Note - Affected vehicles are equipped with:

- Cross Bar Kit Part #: PT278-48170.
- Silver, Black, or Chrome Side Rail Assembly (Roof Rack)



RECOMMENDATIONS

- **Do not** attempt to tighten the 2 Torx head screws located on the bottom surface of the LH cross bar end support. These screws are preset during assembly, and cannot be tightened. Instead, replacement of the cross bar assembly is required.
- Please submit a DPR and include video/audio of the noise, as well as confirmation of the noise source.

Note: Confirm warranty coverage prior to replacement.

LINK REFERENCES

This Tech Tip does not contain any link references