
From: Quality Compliance
Sent: Thursday, January 30, 2020 2:55 PM
Subject: SPECIAL SERVICE CAMPAIGN 19TC04 (Remedy) - Certain 2017 – 2019 Model Year Highlander HV - Oil Cooler Pipe - (Dealer)
Attachments: 19TC04 - DL -Published 1.30.20.pdf; 19TC04 - TI - Published 1.30.20.pdf

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2017 - 2019 model year Highlander Hybrid vehicles.

Condition

The involved vehicles are equipped with an engine oil cooling system. The oil cooling system could experience a small leak due to a manufacturing issue. If a vehicle is continuously operated with this condition, it may result in abnormal engine noise, illumination of the Malfunction Indicator Light (MIL), and an engine oil level low message. Over time, an oil pressure warning message may be displayed on the multi-information display and/or a buzzer may sound.

Remedy

Any authorized Toyota dealer will replace the engine oil cooler pipe with a new one not affected by this condition **FREE OF CHARGE**.

Covered Vehicles:

There are approximately 30,000 vehicles covered by this Special Service Campaign. Approximately 20 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
Highlander HV / 2017 - 2019	Late October 2016 – Late January 2019	30,000

Technician Certification Requirements

- Certified Technician (any specialty)
- Expert (any specialty)
- Master
- Master Diagnostic Technician

Owner Letter Mailing Date

Toyota will begin to notify owners in mid-February 2020.

Please reference the attachments for additional details.

Thank you for your support,

TOYOTA MOTOR NORTH AMERICA
Quality | Quality Compliance Department