

INTEROFFICE MEMORANDUM

Original Publication Date: January 30, 2020

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Gary Ross 
Vice-President, Product Quality and Service SupportSPECIAL SERVICE CAMPAIGN 19TC04 *(Remedy)*Certain 2017 – 2019 Model Year Highlander HV
Oil Cooler Pipe

Specific information for Region support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on January 30, 2020.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.