

SPECIAL SERVICE CAMPAIGN 19TC04 *(Remedy Notice)*

Certain 2017 – 2019 Model Year Highlander HV
Oil Cooler Pipe

Frequently Asked Questions




Original Publication Date: January 30, 2020

Q1: What is the condition?

A1: 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.

Q1a: Are there any warnings prior to the occurrence of this condition?

A1a: No. However, if a vehicle is continuously operated with this condition, it may result in abnormal engine noise, illumination of the Malfunction Indicator Light (MIL), 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.

Malfunction Indicator Light (MIL)	Engine Oil Level Low Warning Message	Oil Pressure Warning Message
		

Q2: What is Toyota going to do?

A2: Toyota will send an owner notification by first class mail starting in mid-February 2020, advising owners to make an appointment with their authorized Toyota dealer to have the engine oil cooler pipe replaced with a new one not affected by this condition **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Toyota dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3: Which and how many vehicles are covered by this Special Service Campaign?

A3: There are approximately 30,000 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
Highlander HV	2017 - 2019	Late October 2016 – Late January 2019

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A3a: Yes, there are certain Lexus RX450h vehicles covered by this Special Service Campaign.

Q4: How long will the repair take?

A4: The repair takes approximately one and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: What if I previously paid for repairs related to this Special Service Campaign?

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: How does Toyota obtain my mailing information?

A6: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.