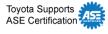


# **Engine Noise on Acceleration**

**Service** 

Category Engine/Hybrid System

Section Engine Mechanical Market USA



## **Applicability**

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2022	Highlander HV	

#### Introduction

Some 2020 - 2022 model year Highlander Hybrid vehicle customers may express a concern of engine noise on acceleration from 0 - 45 mph. Follow the Repair Procedure in this bulletin to address this condition.

### **Warranty Information**

OP CODE	DESCRIPTION		OFP	T1	T2
EG1920	Replace the Rear Engine Mount Insulator	2.4	12371-####*	91	99

<sup>\*</sup>Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

# **APPLICABLE WARRANTY**

- This repair is covered under the Toyota Powertrain Warranty. This warranty is in effect for 60 months or 60,000 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.

# **Engine Noise on Acceleration**

#### **Parts Information**

**TOYOTA** 

PART N	UMBER	PART NAME	
PREVIOUS	NEW		
12371-F0170	12371-F0210	Insulator, Engine Mounting, Rear	

#### **Repair Procedure**

- 1. Does the vehicle customer express a concern of engine noise on acceleration from 0 45 mph?
  - YES Continue to step 2.
  - NO This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- 2. Check ALL other components that may contribute to the customer perceived engine noise, including but not limited to the following:
  - Intake system.
  - High pressure fuel pump.
  - Exhaust system.
  - All motor and transmission mounts.
  - Tires.
  - Insulation material (undercarriage, firewall, hood, etc.).

Have ALL other components that may contribute to a customer perceived engine noise been checked and has it been determined they do NOT contribute to the customer perceived engine noise?

- YES Continue to step 3.
- NO This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- 3. Remove the rear engine mount.

Refer to TIS, applicable model and model year Repair Manual:

- 2020 2022 Highlander HV:
  Engine / Hybrid System Engine Mechanical "Engine Assembly: Removal"
- 4. Install the NEW updated rear engine mount.
  - 2020 2022 Highlander HV:
    Engine / Hybrid System Engine Mechanical "Engine Assembly: Installation"
- 5. Confirm the condition has been improved.