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**From:** Quality Compliance  
**Sent:** Thursday, January 30, 2020 10:10 AM  
**Subject:** SPECIAL SERVICE CAMPAIGN 19TC04 (Remedy) - Certain 2017 – 2019 Model Year Highlander HV - Oil Cooler Pipe - (Internal)  
**Attachments:** 19TC04 -RL - Published 1.30.20.pdf; 19TC04 - DL -Published 1.30.20.pdf; 19TC04 - TI - Published 1.30.20.pdf

**Please keep this information confidential until after the subject Special Service Campaign launches to dealers on January 30, 2020 at approximately 3:00 PM Central Time.**

**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.

<b>Model / Years</b>	<b>Production Period</b>	<b>Approximate Total Vehicles</b>
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.

**Customer Reimbursement Opcode**

Reimbursement, for the cost of repairs previously paid by the customer, may be reimbursed under Op Code UGG696.

***Please reference the attachments for additional details.***

***Dealers will be notified on January 30, 2020 at approximately 3:00 PM Central time.***

Thank you for your support,

**TOYOTA MOTOR NORTH AMERICA**

