

# Engine Noise on Acceleration

**Service Category** Engine/Hybrid System

**Section** Engine Mechanical

**Market** USA

Toyota Supports  
 ASE Certification 

## 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	TIME	OFF	T1	T2
EG1920	Replace the Rear Engine Mount Insulator	2.4	12371-#####*	91	99

\*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF 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.

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### Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
12371-F0170	12371-F0210	Insulator, Engine Mounting, Rear	1

### 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.