

INTEROFFICE MEMORANDUM

Original Publication Date: April 13, 2022

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

From: Gary Ross 
Vice-President, Product Quality and Service Support**LIMITED SERVICE CAMPAIGN 22TD02 (Remedy Notice)****Certain 2021 Model Year Highlander and Highlander Hybrid
Sealant for a Seam near the Fuel Inlet**

Specific information for Region support is provided below.

Condition

A seam near the fuel inlet may not have been properly sealed during manufacturing. This can allow water to leak into the interior area of the vehicle, behind the third-row seat, when the vehicle is exposed to wet environmental conditions like rain or a car wash.

Dealer Notification

The attached Dealer Letter will be sent to all Toyota dealers on April 14, 2022.

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.