

September 11, 2014

## DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing, Texas, Inc. ["TMMTX"]  
1 Lone Star Pass, San Antonio, Texas 78264

Affiliated U.S. Sales Company

Toyota Motor Sales, USA, Inc. ["TMS"]  
19001 South Western Avenue, Torrance, CA 90501

2. Identification of Involved Vehicles:

Based on production records, we have determined the affected vehicle population as in the table below.

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period
			VDS	VIS	
Toyota/Tundra CrewMax & Double Cab	2014	TMMTX	##5F1	EX008177 - EX414030	July 29, 2013 through August 22, 2014

Note:

- (1) The vehicles involved are assembled with a B-pillar Upper Garnish and Curtain Shield airbag. MY07 – MY13 Toyota Tundra Crew / Double Cab and MY08 – MY15 Toyota Sequoia use the same garnish as the involved vehicles; however, they use a unique Curtain Shield Airbag with different deployment characteristics.
- (2) Although the involved vehicles are within the above VIN ranges, not all vehicles within these ranges were sold in the U.S.

3. Total Number of Vehicles Potentially Involved:

132,624 units

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

Unknown

5. Description of Problem:

The subject vehicles are equipped with side Curtain-Shield-Airbags (CSA) which deploy from the roof rails in the event of certain types of collisions. Due to the possible misinstallation of the upper tab of the B-pillar Upper Garnish, the garnish could interfere with the CSA in the event of a deployment. If the interference is sufficient, the CSA may not achieve its intended inflated shape. In some situations, this could increase the risk of injury to an occupant in the event of a crash.

6. Chronology of Principal Events:

February 2014

On February 5, 2014, NHTSA conducted side-impact New Car Assessment Program (NCAP) pole test for MY14 Toyota Tundra Double Cab in which the vehicle achieved a 5-star rating. During the event, however, the side Curtain-Shield-Airbag (CSA) interfered with the B-pillar Upper Garnish during deployment and did not achieve its intended inflated shape.

Toyota immediately began an investigation. Toyota took measurements of the tested vehicle to confirm that the CSA and surrounding components met drawing specifications. All parts satisfied those specifications. Toyota engineers also visited the vehicle manufacturing facility to confirm the CSA and surrounding components' installation processes. Toyota did not observe any deficiencies in the vehicle assembly process at this time.

March – August 2014

Toyota investigated the garnish supplier's manufacturing processes. A review of the processes confirmed that there were no abnormalities in the garnish that would affect its installation or retention properties.

Toyota hypothesized that it might be possible to misinstall the tab at the upper portion of the B-pillar Upper Garnish. Toyota conducted static airbag deployment tests using garnishes that were purposely misinstalled and was able to reproduce the deployment phenomena similar to that observed in the NCAP test.

Toyota also reviewed field information and confirmed that no reports on in-use vehicles or warranty claims had been received related to abnormal CSA deployment.

Toyota revisited the manufacturing facility to confirm if the potential existed to misinstall the upper portion of the garnish without detection during the inspection process. Toyota determined the potential existed and decided to conduct a survey of pre-sale vehicles at Toyota facilities to confirm proper garnish installation. During the survey, Toyota found two vehicles with a misinstalled garnish.

Toyota improved the garnish installation standard at the manufacturing facility and implemented an inspection process to verify that garnishes are properly installed.

#### September 5, 2014

After completing an investigation, Toyota decided to conduct a voluntary safety recall campaign on all 2014 Toyota Tundra CrewMax and Double Cab vehicles.

As of early September 2014, Toyota is not aware of any injuries or fatalities caused by this condition. No Toyota field reports or warranty claims related to this condition have been received by Toyota.

#### 7. Description of Corrective Repair Action:

Toyota will notify owners by first class mail to return their vehicles to a Toyota dealer. The dealer will inspect the installation condition and will replace the garnish if it is not correctly installed.

#### Reimbursement Plan for pre-notification remedies

As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty (“Warranty”), all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota’s Warranty.

8. Recall Schedule:

Notifications to owners will begin in late September, 2014. A copy of the draft owner notification letter(s) will be submitted as soon as it is available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will begin September 11, 2014. Copies of dealer communications will be submitted as they are issued.