

January 24, 2017

## **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

Manufacturer of Reinforcement, Rear Bumper

Flex-N-Gate Oklahoma, LLC  
One General Street  
Ada, Oklahoma 74820  
Telephone: +1-580-436-0571

Country of Origin: USA

2. Identification of Involved Vehicles and Affected Components:

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

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota Tundra	2016 - 2017	TMMTX	July 29, 2015 through December 22, 2016

Part Number	Part Name	Component Description
52153-0C050	Reinforcement, RR Bumper, RH	Rear Bumper Reinforcement Bracket
52154-0C040	Reinforcement, RR Bumper, LH	

Note: (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

(2) Only vehicles equipped with resin rear step bumpers and resin reinforcement brackets are affected; Tundra vehicles equipped with a chrome coated steel rear step bumper and steel reinforcement bracket are not affected.

(3) No other Toyota or Lexus vehicles utilize the same material or structure of the rear bumper reinforcement bracket as the affected vehicles.

3. Total Number of Vehicles Potentially Involved:

72,847

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

Unknown

5. Description of Problem:

The subject vehicles are equipped with resin rear step bumpers and resin reinforcement brackets at the outboard corners. In the event of a longitudinal impact to the bumper, the resin bracket may become damaged. If this were to occur and a person steps on the corner of the bumper, a portion of the bumper may break away, which could cause the person to fall, increasing the risk of injury.

6. Chronology of Principal Events:

January 2016 – March 2016

Toyota received a field report in the U.S. alleging that a portion of the rear bumper separated when the customer stepped on the corner of the rear bumper to access the bed of the vehicle. An inspection of the vehicle did not identify any external influence at the time which may have caused the bumper separation. Parts were not available for recovery; as such, Toyota was unable to identify the cause of the bumper separation.

## June 2016 – January 2017

Starting in mid-2016, an increase in warranty claims and reported cases in the field of separation of some portion of the rear bumper was observed for vehicles equipped with a resin rear bumper and resin reinforcement bracket. Toyota decided to undertake a detailed investigation to understand the phenomena.

Toyota conducted additional vehicle inspections and initiated parts recovery, including those vehicles that exhibited impact damage to the rear bumper. In those cases where a vehicle inspection could be performed, or where parts were recovered, it was found that the rear bumper or resin rear bumper reinforcement bracket had prior impact damage before the alleged separation of some portion of the rear bumper. Investigation of recovered parts also found that the rear bumper reinforcement brackets had been damaged by a longitudinal force consistent with an impact on the rear bumper near the location of the reinforcement bracket.

Toyota conducted duplication testing and found that, under a small load, if the rear bumper is impacted in the longitudinal direction near the rear bumper reinforcement brackets, the brackets could weaken or fracture in a manner not easily detected by the customer, resulting in reduced strength when a vertical load is applied to the bumper, such as when a person stands on the rear bumper step near the reinforcement bracket.

## January 18, 2017

Based on the above investigation, Toyota decided to conduct a voluntary safety recall campaign on the subject vehicles.

As of January 9, 2017, based on a diligent review of records, Toyota's best engineering judgment is that there are 11 Toyota Field Technical Reports, 7 confirmed warranty claims, and 33 unconfirmed warranty claims received from U.S. sources that relate to this condition and which were considered in the decision to submit this report.

### 7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer. The dealer will replace the resin rear bumper reinforcement brackets with steel ones at no cost. In addition, the rear bumper tread covers will be replaced as part of the remedy repair.

Reimbursement Plan for pre-notification remedies

The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Toyota's General Reimbursement Plan.

8. Recall Schedule:

Notifications to owners will occur by March 25, 2017. A copy of the draft owner notification letter will be submitted as soon as available

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on January 24, 2017. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

H0C