



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 13, 2019

Mr. Cory Hoffman  
General Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-150JK  
19V-288

**Subject:** Knee Airbags May not Deploy Properly

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

LEXUS/ES/2019

**Mfr's Report Date:** April 10, 2019

**NHTSA Campaign Number:** 19V-288

**Components:**

AIR BAGS:KNEE BOLSTER

**Potential Number of Units Affected:** 564

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2019 Lexus ES vehicles. These vehicles are equipped with a driver knee air bag assembly mounted to the lower instrument panel (IP) that may have been improperly installed, possibly affecting the deployment of the knee air bag in the event of a crash.

**Consequence:**

In the event of a crash, there is an increased risk of injury if the knee air bag does not deploy properly.

**Remedy:**

Toyota will notify owners, and dealers will inspect and replace the driver knee air bag assembly, if necessary, free of charge. The recall is expected to begin in May 2019. Owners may contact Toyota customer service at 1-800-255-3987. Toyota's numbers for this recall are KLD and KLE.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Toyota's proposed owner notification letters and have approved them for distribution.

Please be reminded of the following requirements:

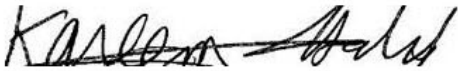
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to Toyota's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement