

April 10, 2019

## DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing, Kentucky, Inc. ["TMMK"]  
1001 Cherry Blossom Way Georgetown, KY, 40324

Affiliated U.S. Sales Company

Toyota Motor North America, Inc. ["TMNA"]  
6565 Headquarters Drive, Plano, TX 75024

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
Lexus / ES	2019	TMMK	February 11, 2019 through February 22, 2019

Applicability	Part Number	Part Name	Component Description
MY2019 Lexus ES	73900-06210	Airbag Assy, Instrument Panel Lower No.1	SRS driver knee airbag

Note: This issue only involves certain 2019MY Lexus ES vehicles produced at TMMK involving a specific assembly location for the driver knee airbag assembly. No other Toyota or Lexus vehicles sold in the U.S. are affected.

3. Total Number of Vehicles Potentially Involved:

564

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

57%

Based on the non-representative results of an inspection of vehicles in Toyota's possession as well as a vehicle survey, Toyota estimates that approximately 57% of the involved vehicles could require replacement of the driver knee airbag assembly.

5. Description of Problem:

The subject vehicles are equipped with a driver knee air bag assembly that is mounted to the lower instrument panel (IP) by fastening attachment tabs to an IP brace with 4 bolts.

During vehicle assembly, there is a possibility that the outboard lower attachment tab could be improperly installed behind the tightening joint on the IP brace. This could have an effect on the deployment of the knee airbag that can increase the risk of injury during a crash.

6. Chronology of Principal Events:

Late-February, 2019 - End-March, 2019

On February 20, 2019, during the installation process of the driver knee airbag assembly at the assembly plant, when the airbag assembly was mounted to the instrument panel, the assembly team leader found that the outboard lower attachment tab of the assembly was not installed correctly in the tightening joint on the instrument panel brace of a vehicle.

Vehicles at the plant were contained and inspected. Some other vehicles that had incorrectly installed driver knee airbags were found. Although the investigation and the effort to contain the vehicles was still on-going, on February 21, 2019, Toyota implemented a secondary visual inspection to confirm that each driver knee airbag assembly was properly installed. The standard work instructions were also updated to illustrate the correct and incorrect installation of a driver knee airbag assembly.

Other vehicles still in Toyota's control were also inspected to determine if any were potentially assembled with incorrectly installed driver knee airbag assemblies and whether any may have been released to distributors or dealers. In addition, Toyota launched a design review to assess the potential effects of an incorrectly installed driver airbag assembly.

The further investigation of vehicles in Toyota's possession indicated that incorrectly installed driver knee airbag assemblies were found only in the vehicles built after February 11, 2019. After a review of production history, it was discovered that a production line change occurred on February 11, which moved the driver knee airbag assembly installation process to a different team. Toyota suspected that driver knee airbag assemblies were installed incorrectly due to that change.

Additional survey of vehicles at distributors and dealers was undertaken. All vehicles surveyed that had a production date before February 11 were found to have properly installed driver knee airbags. Further investigation at the assembly plant of the process changes concluded that, after the February 11 changes, team members may have improperly installed the outboard lower attachment tab behind the tightening joint on the IP brace.

The design review concluded that, in this condition, the deployment of the knee airbag could be affected due to inadequate clamping force of the outboard lower attachment tab.

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

As of April 4, 2019, based on a diligent review of records, Toyota's best engineering judgment is that there are no Toyota Field Technical Reports or warranty claims that have been 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 Lexus dealer. The dealers will inspect and, if necessary, replace the driver knee airbag assembly with a new one at no cost.

Reimbursement Plan for pre-notification remedies

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

8. Recall Schedule:

Notifications to owners of the affected vehicles will begin by late-April, 2019. A copy of the draft owner notification will be submitted as soon as it is available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on April 10, 2019. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

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