



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 9, 2021

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

NEF-150SS  
21V-043

**Subject:** Transport Hook May Damage Fuel Filler Pipe

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/RX350/2019, 2021

**Mfr's Report Date:** February 3, 2021

**NHTSA Campaign Number:** 21V-043

**Components:**

FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER PIPE AND CAP

**Potential Number of Units Affected:** 1,081

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Lexus) is recalling certain 2019 Lexus RX350 and 2021 RX350 vehicles. The transport hook may not have been removed prior to sale. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 301, "Fuel System Integrity."

**Consequence:**

During a rear-end crash, the transport hook can damage the fuel filler pipe, increasing the risk of a fire.

**Remedy:**

Lexus will notify owners, and dealers will inspect and, as necessary, remove the rear transport hook, free of charge. The recall is expected to begin March 29, 2021. Owners may contact Lexus customer service at 1-800-331-4331. Lexus' number for this recall is 21LA01.

**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).

Please ensure the following requirements are met:

As required in Part 573.6(c)(7), include the date of port audit and subsequent investigative actions that indicated that a noncompliance did exist.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

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 Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement