

# Part 573 Safety Recall Report

# 21V-043

**Manufacturer Name :** Toyota Motor Engineering & Manufacturing**Submission Date :** FEB 12, 2021**NHTSA Recall No. :** 21V-043**Manufacturer Recall No. :** 21LA01**Manufacturer Information :**

**Manufacturer Name :** Toyota Motor Engineering & Manufacturing

**Address :** 6565 Headquarters Drive

Plano TX 75024

**Company phone :** 1-800-331-4331

**Population :**

**Number of potentially involved :** 1,081

**Estimated percentage with defect :** 95 %

**Vehicle Information :**

**Vehicle 1 :** 2019-2019 Lexus RX350

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** (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 in the above production range from the above manufacturer that were shipped to the U.S. using the involved transport hooks during marine transport that may not have been removed prior to sale are involved in this recall. Other vehicles that used the involved transport hooks are compliant with applicable FMVSS with this hook attached and are therefore not included in this recall. Note: Based on survey results of a non-representative sampling of vehicles in the field in the U.S., Toyota estimates that approximately 95% of the involved vehicles may not have had the involved transport hook removed prior to sale. Whether the issue in each case will lead to an increased risk of fire depends on the specifics of any rear end collision and whether the collision causes an involved transport hook to damage the fuel filler pipe.

**Production Dates :** JAN 08, 2019 - MAY 31, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2021-2021 Lexus RX350

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (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 in the above production range from the above manufacturer that were shipped to the U.S. using the involved transport hooks during marine transport that may not have been removed prior to sale are involved in this recall. Other vehicles that used the involved transport hooks are compliant with applicable FMVSS with this hook attached and are therefore not included in this recall. Note: Based on survey results of a non-representative sampling of vehicles in the field in the U.S., Toyota estimates that approximately 95% of the involved vehicles may not have had the involved transport hook removed prior to sale. Whether the issue in each case will lead to an increased risk of fire depends on the specifics of any rear end collision and whether the collision causes an involved transport hook to damage the fuel filler pipe.

Production Dates : OCT 01, 2020 - NOV 06, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

Description of the Noncompliance : The transport hook attached to the left rear corner of each of the subject vehicles is used during marine transport. This hook on the subject vehicles is intended to be removed prior to sale but may not have been removed. If a subject vehicle with this transport hook is involved in certain rear end collisions, the fuel filler pipe could become damaged resulting in an increased risk of a fire. As a result, these vehicles may not meet certain requirements of FMVSS No. 301, paragraph S5.6.

FMVSS 1 : 301 - Fuel system integrity

FMVSS 2 : NR

Description of the Safety Risk : If a subject vehicle with this transport hook is involved in certain rear end collisions, the fuel filler pipe could become damaged resulting in an increased risk of a fire. As a result, these vehicles may not meet certain requirements of FMVSS No. 301, paragraph S5.6.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Involved Components :

Component Name 1 : Hook, Transport, RR LH

Component Description : Transport hook

Component Part Number : 51968-48050

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

During a port audit conducted in late November 2020, Toyota team members found that the left rear corner transport hooks on certain 2021 RX350 vehicles were not being removed. Subsequent investigation in the beginning of December identified that adherence to incorrect processing check sheets at ports and lack of adherence to receiving check sheets at dealer/distributor facilities may have led to these hooks not being removed. Toyota identified that this issue may have affected certain 2021 RX350 vehicles distributed to the continental U.S. and Alaska. In late January 2021, Toyota determined that it also may have affected certain 2019 RX350 vehicles distributed to Hawaii. In parallel, Toyota confirmed the impact of the presence of this transport hook on vehicle performance in certain rear end collisions, finding that the hook could cause the fuel filler pipe to become damaged in certain rear end collisions for these vehicles. Based on this information, on January 28, 2021, Toyota decided that the subject vehicles may not meet certain requirements in FMVSS No. 301, paragraph S5.6 and decided to perform a field action.

## Description of Remedy :

Description of Remedy Program : For all involved vehicles, dealers will inspect to confirm if the left rear transport hook is present and remove it if necessary, at no cost to customers.

As the owner notification letters will be mailed 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.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : Notifications to owners of the affected vehicles will occur by April 3, 2021. A copy of the draft owner notification letter(s) will be submitted as soon as available. Notification to distributors/dealers will be sent by February 3, 2021. Copies of the dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : FEB 03, 2021 - FEB 03, 2021

Planned Owner Notification Date : MAR 29, 2021 - APR 03, 2021

\* NR - Not Reported