

February 12, 2021

AMENDED NON-COMPLIANCE INFORMATION REPORT (21V-043)

This amends Toyota's Part 573 Report (21V-043) of February 3, 2021 concerning the transport hook issue on certain Lexus RX350 vehicles.

Based on NHTSA's request, Toyota is adding date information to the "Tests Results and Other Information" section. In addition, Toyota identified a typographical error in the referenced provision of FMVSS in the Description of Noncompliance section, and has corrected it.

The Description of Non-compliance and Test Results and Other Information sections are revised with the following:

Description of Non-compliance:

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.

Test Results and Other Information:

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.