



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 17, 2023

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

NEF-107DR
23V-480

Subject: Driver's Air Bag May Not Deploy/FMVSS 208

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/NX HYBRID/2023-2024
LEXUS/NX250/2023-2024
LEXUS/NX350/2023-2024
LEXUS/RX HYBRID/2023
LEXUS/RX350/2023
LEXUS/RX500H/2023
TOYOTA/COROLLA/2023
TOYOTA/COROLLA CROSS/2023
TOYOTA/COROLLA CROSS HYBRID/2023
TOYOTA/HIGHLANDER/2023
TOYOTA/HIGHLANDER HYBRID/2023
TOYOTA/TACOMA/2023

Mfr's Report Date: July 12, 2023

NHTSA Campaign Number: 23V-480

Components:

STEERING:COLUMN

Potential Number of Units Affected: 110,047

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2023 Corolla, Corolla Cross, Corolla Cross Hybrid, Highlander, Highlander Hybrid, Tacoma, 2023 Lexus RX350, RX350 Hybrid, RX500 Hybrid, 2023-2024 Lexus NX250, NX350, and NX350 Hybrid vehicles. An electrical connection inside the steering column's spiral cable assembly may be insufficiently welded, causing the connection to separate and deactivate the driver's air bag. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 208, "Occupant Crash Protection."

Consequence:

A deactivated driver's air bag that does not deploy as intended increases the risk of injury during a crash.

Remedy:

Dealers will inspect and replace the spiral cable assembly, if necessary, free of charge. Owner notification letters are expected to be mailed August 27, 2023. Owners may contact Toyota's customer service at 1-800-331-4331. Toyota's number for this recall is 23TA08. Lexus' number for this recall is 23LA02.

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.nhtsa.gov.

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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Toyota Motor Engineering & Manufacturing's contact for this recall will be Darishea Rollins who may be reached by email at darishea.rollins@dot.gov. We look forward to working with you.

Sincerely,



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