



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 28, 2023

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

NEF-107DC
23V-864

Subject: Air Bag May Not Deploy Properly/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:

TOYOTA/COROLLA CROSS/2022-2023

Mfr's Report Date: December 20, 2023

NHTSA Campaign Number: 23V-864

Components:

AIR BAGS:FRONTAL
ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 12,575

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2022-2023 Corolla Cross vehicles that were previously inspected at a dealership under recall 23V-384. The instrument panel may have been produced without the required perforation, which could result in the front-passenger air bag not deploying properly. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 208, "Occupant Crash Protection."

Consequence:

An air bag that does not deploy as intended increases the risk of injury during a crash.

Remedy:

Dealers will inspect and replace the instrument panel as necessary, free of charge. Owner notification letters are expected to be mailed February 4, 2024. Owners may contact Toyota's customer service at 1-800-331-4331. Toyota's number for this recall is 23TA16. Vehicles previously inspected under 23V-384 will need to return to the dealership for additional inspection.

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 Debora Crews who may be reached by email at debora.crews@dot.gov. We look forward to working with you.

Sincerely,



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