

# Part 573 Safety Recall Report

# 23V-432

**Manufacturer Name :** Toyota Motor Engineering & Manufacturing**Submission Date :** JUN 15, 2023**NHTSA Recall No. :** 23V-432**Manufacturer Recall No. :** 23TA05**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 :** 298  
**Estimated percentage with defect :** 1 %

**Vehicle Information :****Vehicle 1 :** 2023-2023 Toyota Camry**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) The subject vehicles are only those vehicles that were contained at specific vehicle processing facilities for repair and subsequently processed by a third-party contractor at those facilities. Toyota is unable to estimate the percentage of the involved vehicles to actually contain the defect described in Section 5. However, as the NHTSA manufacturer portal requires an integer value be entered, Toyota has entered the value "1" in response to this question in the portal. For the purpose of this report, "1" means "unknown".

**Production Dates :** APR 06, 2023 - APR 25, 2023**VIN Range 1 : Begin :**

NR

**End :** NR **Not sequential**

Vehicle 2 : 2023-2023 Toyota Camry Hybrid

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) The subject vehicles are only those vehicles that were contained at specific vehicle processing facilities for repair and subsequently processed by a third-party contractor at those facilities. Toyota is unable to estimate the percentage of the involved vehicles to actually contain the defect described in Section 5. However, as the NHTSA manufacturer portal requires an integer value be entered, Toyota has entered the value "1" in response to this question in the portal. For the purpose of this report, "1" means "unknown".

**Production Dates :** APR 18, 2023 - APR 18, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The subject vehicles are equipped with wheels attached to the vehicle with lug nuts. These vehicles had been contained at specific vehicle processing facilities for repair, which included wheel replacement. A third-party contractor was engaged to perform the repair work. The third-party contractor at certain facilities failed to complete the repair process on some vehicles, significantly under torquing the lug nuts in some cases. This could result in all the lug nuts on one or more wheels to loosen to the point where they can detach. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** This could result in all the lug nuts on one or more wheels to loosen to the point where they can detach. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** NR

## Involved Components :

Component Name 1 : NUT, HUB (FOR AXLE)

Component Description : Lug Nut

Component Part Number : 90084-94001

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

June 2023

On June 9, 2023, Toyota received a report from a dealer indicating all wheels on the vehicle had excessive play and multiple lug nuts were found to be loose. Toyota determined that this vehicle was contained for repair and subsequently processed by a third-party contractor. Toyota then issued a hold for certain vehicles which were inspected / processed by the specific third-party contractor.

June 12, 2023 through June 13, 2023. Toyota received additional contacts from other dealers that indicated vehicles having loose lug nuts, including one incident alleging wheel separation during a dealership trade. These cases also involved vehicles that were contained at specific vehicle processing facilities for repair and subsequently processed by the same third-party contractor at those facilities.

June 15, 2023

Based on the above, Toyota decided to conduct a voluntary safety recall campaign.

As of June 14, 2023, based on a diligent review of records, Toyota's best engineering judgment is that there are two Toyota Field Technical Reports and zero warranty claims that have been received from U.S. sources that relate or may relate to this condition and which were considered in the decision to submit this report.

## Description of Remedy :

Description of Remedy Program : All known owners of the subject vehicles will be notified by first class mail and instructed not to drive their vehicles. Dealers will inspect and retorque the lug nuts to proper specification. If any components are found to be damaged, they will be replaced. The remedy will be made free of charge. As the owner notification letters will be mailed out 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 the 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 : Toyota will notify affected Camry owners about this issue through a number of communication channels, including email, phone calls, and first-class mail. Toyota will begin notifying customers on June 15, 2023. The owner letter required by 49 CFR Part 577 will be sent by August 14, 2023. A copy of the draft owner letter will be submitted as soon as it is available. Notifications to distributors/dealers will be sent by June 15, 2023. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : JUN 15, 2023 - JUN 15, 2023

Planned Owner Notification Date : JUN 15, 2023 - AUG 14, 2023

\* NR - Not Reported