

Part 573 Safety Recall Report

23V-720

Manufacturer Name : Toyota Motor Engineering & Manufacturing**Submission Date :** FEB 02, 2024**NHTSA Recall No. :** 23V-720**Manufacturer Recall No. :** 23TB12 / 23TA12**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 : 750,795
Estimated percentage with defect : 1 %

Vehicle Information :**Vehicle 1 :** 2020-2023 Toyota Highlander Hybrid**Vehicle Type :****Body Style :****Power Train :** NR

Descriptive Information : Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

Highlander XSE grade utilizes a one-piece lower front bumper cover with lower grill and a different attachment structure that is not affected by the condition described in Section 5 below. Other Toyota or Lexus vehicles sold in the U.S. are equipped with a lower front bumper cover with a different attachment structure or are not equipped with a lower front bumper cover. Unknown. Toyota is unable to provide an estimate of the percentage of vehicles to actually contain the defect. Whether detachment of the mounting tabs occurs that will lead to a separation of the lower front bumper cover, the engine under cover, and the fender liners while driving depends, in each case, on the severity of the impact to the front bumper assembly and the retention force of the remaining attachment points. 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 : JUN 27, 2019 - AUG 10, 2023**VIN Range 1 : Begin :**

NR

End : NR **Not sequential**

Vehicle 2 : 2020-2023 Toyota Highlander

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

Highlander XSE grade utilizes a one-piece lower front bumper cover with lower grill and a different attachment structure that is not affected by the condition described in Section 5 below. Other Toyota or Lexus vehicles sold in the U.S. are equipped with a lower front bumper cover with a different attachment structure or are not equipped with a lower front bumper cover. Unknown. Toyota is unable to provide an estimate of the percentage of vehicles to actually contain the defect. Whether detachment of the mounting tabs occurs that will lead to a separation of the lower front bumper cover, the engine under cover, and the fender liners while driving depends, in each case, on the severity of the impact to the front bumper assembly and the retention force of the remaining attachment points. 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 : JUN 24, 2019 - AUG 12, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The subject vehicles are equipped with a resin front bumper cover assembly consisting of an upper and a lower front bumper cover. The engine under cover and left and right fender liners are connected to the lower bumper cover. The lower bumper cover is connected to the upper bumper cover by push-clips and mounting tabs. If there is minor impact to the lower front bumper cover during normal vehicle operation, some of the mounting tabs could detach, and the retention force of the remaining attachment points may become compromised. In this condition, the lower bumper cover, the engine under cover, and the fender liners may detach from the vehicle while driving, which could become a road hazard, increasing the risk of a crash or injury for other road users.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If there is minor impact to the lower front bumper cover during normal vehicle operation, some of the mounting tabs could detach, and the retention force of the remaining attachment points may become compromised. In this condition, the lower bumper cover, the engine under cover, and the fender liners may detach from the vehicle while driving, which could become a road hazard, increasing the risk of a crash or injury for other road users.

Description of the Cause : NR
Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Cover, Front Bumper, Lower
Component Description : Lower Front Bumper Cover
Component Part Number : 52129-0E070

Component Name 2 : Cover, Front Bumper, Lower
Component Description : Lower Front Bumper Cover
Component Part Number : 52129-0E100

Component Name 3 : Cover, Front Bumper, Lower
Component Description : Lower Front Bumper Cover
Component Part Number : 52129-0E190

Component Name 4 : Cover, Front Bumper, Lower
Component Description : Lower Front Bumper Cover
Component Part Number : 52129-0E200

Supplier Identification :

Component Manufacturer

Name : Toyota Motor Manufacturing
Address : 4000 Tulip Tree Dr.
Princeton Indiana 47670
Country : United States

Chronology :

Please see the attached Part 573 Defect Information Report for the full chronology.
Date which Toyota decided to conduct this voluntary safety recall campaign has been corrected in attached 573 report.

Description of Remedy :

Description of Remedy Program : All known owners of the subject vehicles will be notified to return their vehicles to a Toyota dealer. For all involved vehicles, Toyota dealers will inspect the upper to lower front bumper cover mounting tabs and slots for damage. If no damage is found, dealers will install retention hardware with an improved design. If damage is found, dealers will replace the upper and/or lower front bumper cover and install retention hardware with an improved design free of charge. The owner letter will instruct vehicle owners who have paid to have this condition remedied prior to this campaign to seek reimbursement pursuant to Toyota's General Reimbursement Plan.

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 December 25, 2023. A copy of the draft owner notification will be submitted as soon as it is available. Notifications to distributors/dealers will be sent on October 26, 2023. Copies of dealer communications will be submitted as they are issued. Remedy is planned to launch to dealers by March 29, 2024.

Planned Dealer Notification Date : OCT 26, 2023 - OCT 26, 2023

Planned Owner Notification Date : DEC 11, 2023 - DEC 25, 2023

* NR - Not Reported