

Part 573 Safety Recall Report

23V-864

Manufacturer Name : Toyota Motor Engineering & Manufacturing**Submission Date :** DEC 20, 2023**NHTSA Recall No. :** 23V-864**Manufacturer Recall No. :** 23TA16**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 : 12,575
Estimated percentage with defect : 2 %

Vehicle Information :**Vehicle 1 :** 2022-2023 Toyota Corolla Cross**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. This issue only involves the subject vehicles which were assembled with instrument panel assemblies produced by a specific supplier during a specific production period, and which now require reinspection after having been inspected in connection with recall 23V-384. As stated in the Noncompliance Information Report (23V-384), "1.77%. This estimate is based on production records of 2,029 suspect parts out of the total vehicles produced for the U.S. and other countries that could contain the part affected by the condition described below in Section 5."

Production Dates : SEP 07, 2021 - MAY 04, 2023**VIN Range 1 : Begin :**

NR

End : NR Not sequential

Description of Noncompliance :

Description of the Noncompliance : This supplements the Noncompliance Information Report (23V-384) filed on May 30, 2023, which described the noncompliance as follows: "The subject vehicles are equipped with an instrument panel that contains an airbag at the right front passenger's seating position. The instrument panel is designed to contain a perforation that will open during front passenger airbag deployment. Due to incorrectly followed production work instructions in the instrument panel milling process at a certain supplier, there is a possibility that the instrument panel was produced without the perforation. This could result in an airbag deployment in a manner other than as designed in the event of a crash of the type that would cause deployment. As a result, the vehicles may not comply with certain requirements of FMVSS No. 208 S14.4. This could result in an increased risk of injury during a crash."

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : This could result in an airbag deployment in a manner other than as designed in the event of a crash of the type that would cause deployment. As a result, the vehicles may not comply with certain requirements of FMVSS No. 208 S14.4. This could result in an increased risk of injury during a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Pad Assy, Instrument Panel Safety

Component Description : Instrument Panel Assembly

Component Part Number : 55400-0A050

Supplier Identification :**Component Manufacturer**

Name : Vuteq - Alabama

Address : 7036 Greenbrier Parkway, NW
Madison Alabama 35756

Country : United States

Chronology :

After launching the remedy for Recall 23V-384, Toyota began to receive reports from dealers of serial numbers which had already been reported by a different dealer. Toyota began an investigation. It subsequently determined that the vehicles identified in Section 3 above required reinspection. Toyota met with the agency's Recall Management Division on December 12, 2023, to further explain the need for the reinspection. The agency requested that this should be done under a separate recall identification for accounting purposes.

Description of Remedy :

Description of Remedy Program : All known owners of the involved vehicles will be notified via first class mail to return their vehicles to a Toyota dealer. For all involved vehicles, Toyota dealers will re-inspect, and, if necessary, replace the instrument panel at no cost to owners. 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 Toyota's 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 : Notifications to owners of the affected vehicles will occur by February 18, 2024. A copy of the draft owner notification letter(s) will be submitted as soon as available. Notifications to distributors/dealers will be sent by December 20, 2023. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : DEC 20, 2023 - DEC 20, 2023

Planned Owner Notification Date : FEB 04, 2024 - FEB 18, 2024

* NR - Not Reported