

May 30, 2023

NONCOMPLIANCE INFORMATION REPORT

1. Vehicle Manufacturer Name:

Mazda Toyota Manufacturing U.S.A., Inc [“MTMUS”]
9000 Greenbriar Parkway, NW, Madison, AL 35756

Affiliated U.S. Sales Company

Toyota Motor North America, [“TMNA”]
6565 Headquarters Drive, Plano, TX 75024

Manufacturer of the Instrument Panel Safety Pad Assembly

Vuteq - Alabama
7036 Greenbrier Parkway, NW, Madison, AL 35756
Phone: +1(256) 274-3308

Country of Origin: United States

2. Identification of Involved Vehicles:

Based on production records, we have determined the involved vehicle population to be the vehicles listed in the table below.

| Make/Car Line | Model Year | Manufacturer | Production Period |
|----------------------|-------------|--------------|---|
| Toyota/Corolla Cross | 2022 - 2023 | MTMUS | September 1, 2021 through May 4, 2023 |

| Applicability | Part Number | Part Name | Component Description |
|-------------------------------------|-------------|--------------------------------------|------------------------------|
| MY2022-2023 Toyota/Corolla Cross | 55400-0A050 | Pad Assy, Instrument Panel Safety | Instrument Panel Assembly |

Note: (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) This issue only involves the subject vehicles which were assembled with instrument panel assemblies produced by a specific supplier during a specific production period. Other Toyota and Lexus vehicles sold in the U.S. are equipped with instrument panels from a different supplier or were produced outside of the scope of the issue described below.

3. Total Number of Vehicles Involved:

Total: 96,007

4. Percentage of Vehicles Estimated to Actually Contain the Noncompliance:

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.

5. Description of Noncompliance:

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.

6. Test Results and Other Information:

In Early May 2023, a production plant member observed that a portion of the instrument panel manufacturing process had been performed out of sequence. After further investigation by the supplier, it was found that some panels were missing the perforation for the front passenger airbag on the underside of the panel, because certain steps of the production work process for milling the perforation had inadvertently been skipped.

Toyota conducted testing to determine the effect of no perforation in the instrument panel on airbag opening. The results of the test indicated that the airbag deployed in a manner that was different than the intended design.

Based on Toyota's engineering judgement, Toyota decided that a noncompliance with FMVSS could not be ruled out. As a result, on May 29, 2023, Toyota determined that the involved vehicles may not meet certain requirements of FMVSS No. 208, paragraph S14.4.

7. Description of Corrective Repair Action:

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 inspect, and, if necessary, replace the instrument panel at no cost to owners.

Reimbursement Plan for pre-notification remedies

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.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by July 29, 2023. A copy of the draft owner notification letter(s) will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent by May 30, 2023. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer’s Campaign Number:

Interim/Remedy: 23TB04/23TA04