

December 20, 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 7, 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, and which now require reinspection after having been inspected in connection with recall 23V-384.

3. Total Number of Vehicles Involved:

12,575

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

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.”

5. Description of 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.”

6. Test Results and Other Information:

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.

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 re-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 February 18, 2024. 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 December 20, 2023. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer’s Campaign Number:

23TA16