TOYOTA

Toyota Motor North America, Inc.

Vehicle Safety & Compliance
Liaison Office
Mail Stop: W4-2D
6565 Headquarters Drive
Plano, TX 75024

April 17, 2024

NONCOMPLIANCE INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Corporation ["TMC"]
1, Toyota-cho, Toyota-city, Aichi-pref., 471-8571, Japan

Affiliated U.S. Sales Company:

Toyota Motor North America, Inc. ["TMNA"]
6565 Headquarters Drive, Plano, TX 75024

Manufacturer of Seat Frame Assembly:

Toyota Boshoku Corporation
88, Kanayama, Kamekubi-cho, Toyota-city, Aichi-pref., 470-0395, Japan
Phone: +81-565-43-0962

Country of Origin: Japan

2. Identification of Involved Vehicles and Affected Components:

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

Make/Car Line	Model Year	Manufacturer	Production Period
Lexus / LS500	2018-2021	TMC	August 1, 2017 through April 9, 2021
Lexus / LS500h	2018-2020	TMC	February 21, 2017 through June 1, 2020

Applicability	Part Number	Part Name	Component Description
MY2018-2021 Lexus LS500, LS500h	72010-50320 72010-50321 72010-50322	Adjuster Assy, Fr Seat, RH	Seat Frame 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 affects the vehicles equipped with a 10-way power front passenger seat with a long slide rail in the above production period that were manufactured at a certain plant. Other Toyota or Lexus vehicles sold in the U.S. are equipped with different front passenger seats and do not have the condition described in this report.

3. Total Number of Vehicles Potentially Involved:

LS500 : 453
LS500h : 56
Total : 509

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

Toyota estimates that approximately 7% of the vehicles may have interference of seat components near the OCS sensor. Whether the noncompliance is present on each potentially affected vehicle depends on the position of the passenger seat at the time the OCS was initially calibrated.

5. Description of Noncompliance:

The subject vehicles are equipped with a 10-way power front passenger seat, unique to the "Executive Package", that contains a long seat slide rail to allow for the seat to move forward and create room for rear seat footrest activation. The front passenger seat contains an Occupant Classification System (OCS) that provides input to the Supplemental Restraint System to determine the deployment strategy of the front passenger airbag, depending on the occupant load. There is a possibility that a stopper and the seat frame near the OCS sensor were assembled with variations that created interference between these parts, causing the OCS sensor to incorrectly detect the occupant load. As such, the subject vehicles may not meet the requirements of FMVSS No. 208, paragraphs S5.1.1(b)(2), S5.1.2(b), S16.1(a)(2), S16.1(b), S17, and S20.2. If the OCS does not detect the occupant load correctly, the front passenger airbag may not deploy as designed in the event of a crash, increasing the risk of injury to an occupant in the front passenger seat.

6. Test Results and Other Information:

After conducting a recall (NHTSA Campaign Number 22V-519) concerning the OCS in another model, Toyota continued to investigate other models with a similar stopper and seat frame structure. The investigation involved recovering seat adjuster subassemblies from vehicles in the field to check for potential seat slide adjuster interference. Between June and November of 2023, in-use parts were recovered and sent to the supplier for evaluation. The supplier tested recovered parts in September, October, November of 2023 and January 2024 to evaluate if any interference found in LS long slide seat adjuster subassemblies could affect an output value of an OCS.

On April 11, 2024, Toyota determined that it is possible for an inaccurate reading from an OCS sensor to cause the front passenger airbag to not deploy as designed in the event of a crash on LS vehicles with the long slide seat adjuster. As such, the involved vehicles may not meet some portions of the requirements of FMVSS No. 208, paragraphs S5.1.1(b)(2), S5.1.2(b), S16.1(a)(2), S16.1(b), S17, and S20.2.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified to return their vehicles to a Lexus dealer. The dealers will inspect to determine whether there is interference between the seat frame and stopper. If interference is found, the stopper will be adjusted and the OCS will be re-calibrated.

Reimbursement Plan for pre-notification remedies

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.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by June 16 , 2024. A copy of the draft owner notification will be submitted as soon as it is available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on April 17, 2024. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer’s Campaign Number:

24LA03