

August 26, 2024

## DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing, Texas, Inc. ["TMMTX"]  
1 Lone Star Pass, San Antonio, TX 78264

Affiliated U.S. Sales Company:

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

Manufacturer of Tow Hitch Cover:

Toyota Gosei Texas, LLC  
1 Lone Star Pass Bldg. #31, San Antonio, TX 78264-3413  
Phone: (210) 302-4600

Country of Origin: U.S.A.

2. Identification of Involved Vehicles and Affected Components:

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 / Sequoia Hybrid	2023-2024	TMMTX	August 31, 2022 through July 23, 2024

Applicability	Part Number	Part Name	Component Description
MY2023-2024 Toyota Sequoia Hybrid	52453-0C020 52453-0C030 52453-0C050 52453-0C070	Guard, Rear Bumper, Center	Tow Hitch Cover

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 recall only affects the 2023-2024MY Sequoia Hybrid vehicles equipped with a tow hitch cover manufactured during a specific period. Other Toyota or Lexus vehicles sold in the U.S. are equipped with a tow hitch cover of a different design or are not equipped with a tow hitch cover.

3. Total Number of Vehicles Potentially Involved:

Total: 43,395

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

Toyota is unable to estimate the percentage of the involved vehicles to contain the defect. Whether the issue, in each case, will actually lead to a tow hitch cover separating while driving as described in section 5 depends on various factors. 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”.

5. Description of Problem:

The subject vehicles are equipped with a resin tow hitch cover held in place by molded clips to the rear bumper. Due to the design of the attachment structure between the tow hitch cover and bumper, there may be insufficient retention of the cover. Thus, the hitch cover may separate from the vehicle while driving, and be perceived as a road hazard, potentially increasing the risk of a crash.

6. Chronology of Principal Events:

November 2022 – July 2023

Between November 2022 and January 2023, Toyota received two field reports indicating the tow hitch cover had come off the rear bumper of these vehicles. The first field report indicated the cover came off during a test drive of the vehicle; the second field report did not indicate how the tow hitch cover had come off the vehicle. There were no parts recovered for Toyota to further investigate.

Toyota conducted an investigation at the manufacturing plant and the supplier of the production and installation processes of the tow hitch cover and the bumper. During this investigation, Toyota identified a lack of engagement at multiple clip locations due to out-of-specification holes where the clips connect to the bumper. The supplier made updates to the process to bring the holes within specification and improve the retention of the tow hitch cover to the rear bumper.

August 2023 - June 2024

Toyota observed an increase in the number of warranty claims during August 2023 and received additional field reports.

During this time, Toyota performed a design review of the subject Sequoia tow hitch cover and began working with the manufacturing plant and the supplier to change the clip design to improve retention of the cover to the rear bumper and utilize push-clips to further reinforce the tow hitch cover to the rear bumper.

July 2024

In early July, Toyota implemented design changes to the tow hitch cover and rear bumper at the manufacturing plant. In mid-July, NHTSA inquired about several VOQs and field reports of tow hitch cover detachments while in motion. Toyota undertook various evaluations to support its judgment that a detached cover does not pose a safety risk.

August 2024

On August 1, 2024, Toyota met with NHTSA to discuss its assessment of the issue. Because the part is made of a resin material, is relatively light weight, quickly falls to the ground, and tire puncture or any significant damage to trailing vehicles is unlikely, Toyota explained that a fully detached tow hitch cover does not present an unreasonable risk to safety.

August 20, 2024

However, out of abundance of caution, Toyota decided to conduct a voluntary safety recall campaign.

As of August 20, 2024, based on a diligent review of records, Toyota's best engineering judgement is that there are fifteen Toyota Field Technical Reports and 1,024 warranty claims regarding the tow hitch cover on the subject vehicles that have been received from U.S. sources that relate or may relate to this condition and which were considered in the decision to submit this report.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be contacted to return their vehicles to a Toyota dealer. The dealers will replace the tow hitch cover with an updated part and modify the rear bumper to accept the new part.

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 October 19, 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 August 26, 2024. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

Interim / Remedy: 24TB10 / 24TA10