



Toyota Motor North America, Inc.

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

February 3, 2021

NONCOMPLIANCE INFORMATION REPORT

1. Vehicle Manufacturer Name:

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

Affiliated U.S. Sales Company

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

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
Lexus / RX350	2019	TMC	January 8, 2019 through May 31, 2019
	2021	TMC	October 1, 2020 through November 6, 2020

Applicability	Part Number	Part Name	Component Description
Lexus / RX350	51968-48050	Hook, Transport, RR LH	Transport hook

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) Only vehicles in the above production range from the above manufacturer that were shipped to the U.S. using the involved transport hooks during marine transport that may not have been removed prior to sale are involved in this recall. Other vehicles that used the involved transport hooks are compliant with applicable FMVSS with this hook attached and are therefore not included in this recall.

3. Total Number of Vehicles Involved:

Total : 1081

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

Approximately 95%. Based on survey results of a non-representative sampling of vehicles in the field in the U.S., Toyota estimates that approximately 95% of the involved vehicles may not have had the involved transport hook removed prior to sale. Whether the issue in each case will lead to an increased risk of fire depends on the specifics of any rear end collision and whether the collision causes an involved transport hook to damage the fuel filler pipe.

5. Description of Noncompliance:

The transport hook attached to the left rear corner of each of the subject vehicles is used during marine transport. This hook on the subject vehicles is intended to be removed prior to sale but may not have been removed. If a subject vehicle with this transport hook is involved in certain rear end collisions, the fuel filler pipe could become damaged resulting in an increased risk of a fire. As a result, these vehicles may not meet certain requirements of FMVSS No. 301, paragraph S5.6(b).

6. Test Results and Other Information:

During a port audit, Toyota team members found that the left rear corner transport hooks on certain 2021 RX350 vehicles were not being removed. Subsequent investigation identified that adherence to incorrect processing check sheets at ports and lack of adherence to receiving check sheets at dealer/distributor facilities may have led to these hooks not being removed. Toyota identified that this issue may have affected certain 2021 RX350 vehicles distributed to the continental U.S. and Alaska, and certain 2019 RX350 vehicles distributed to Hawaii. In parallel, Toyota confirmed the impact of the presence of this transport hook on vehicle performance in certain rear end collisions, finding that the hook could cause the fuel filler pipe to become damaged in certain rear end collisions for these vehicles. Based on this information, on January 28, 2021, Toyota decided that the subject vehicles may not meet certain requirements in FMVSS No. 301, paragraph S5.6(b) and decided to perform a field action.

7. Description of Corrective Repair Action:

For all involved vehicles, dealers will inspect to confirm if the left rear transport hook is present and remove it if necessary, at no cost to customers.

Reimbursement Plan for pre-notification remedies

As the owner notification letters will be mailed 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 April 3, 2021. A copy of the draft owner notification letter(s) will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

Notification to distributors/dealers will be sent by February 3, 2021. Copies of the dealer communications will be submitted as they are issued.

10. Manufacturer’s Campaign Number:

Remedy: 21LA01