

Toyota Recalls Certain 2022-2023 Toyota Corolla Cross Models

December 20, 2023

PLANO, Texas (Dec. 20, 2023) – Toyota is conducting a safety noncompliance recall involving certain 2022-2023 model year Corolla Cross vehicles in the United States. Approximately 12,600 vehicles are involved in this recall.

The subject vehicles were previously inspected under a prior recall. Due to a problem with the inspection process specified by Toyota, the inspection may not have identified certain vehicles requiring the remedy. Without the remedy, the front passenger airbag may not deploy as designed due to a manufacturing error in the instrument panel where the airbag is located. As a result, the vehicles may not meet certain federal requirements, and there could be an increased risk of injury in a crash.

For all involved vehicles, Toyota dealers will re-inspect with an improved process, and, if necessary, replace the instrument panel at no cost to owners. Toyota will send a notification to the owners of the involved vehicles by the middle of February 2024. Until the vehicle is inspected and the remedy is performed, if necessary, Toyota recommends that no one sit in the front passenger seat of an involved vehicle.

Information about automotive recalls, including but not limited to the list of involved vehicles, is current as of today's filing date and is subject to change thereafter. To see if your vehicle is involved in a safety recall visit [Toyota.com/recall](https://toyota.com/recall) or nhtsa.gov/recalls and enter your Vehicle Identification Number (VIN) or license plate information.

For any additional questions, Toyota customer support is also available by calling the Toyota Brand Engagement Center (1-800-331-4331).

Part 573 Safety Recall Report

23V-384

Manufacturer Name : Toyota Motor Engineering & Manufacturing

Submission Date : MAY 30, 2023

NHTSA Recall No. : 23V-384

Manufacturer Recall No. : See attached report



Manufacturer Information :

Population :

Manufacturer Name : Toyota Motor Engineering & Manufacturing

Number of potentially involved : 96,007

Address : 6565 Headquarters Drive

Estimated percentage with defect : 2 %

Plano TX 75024

Company phone : 1-800-331-4331

Vehicle Information :

Vehicle 1 : 2022-2023 Toyota Corolla Cross

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : (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.

Note: Toyota estimates the percentage of involved vehicles with the defect to be 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.

Production Dates : SEP 01, 2021 - MAY 04, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the 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.

FMVSS 1 : 208 - Occupant crash protection

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Pad Assy, Instrument Panel Safety

Component Description : Instrument Panel Assembly

Component Part Number : 55400-0A050

Supplier Identification :**Component Manufacturer**

Name : Vuteq - Alabama

Address : 7036 Greenbrier Parkway, NW
Madison Alabama 35756

Country : United States

Chronology :

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.

Description of Remedy :

Description of Remedy Program : 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. 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.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

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

Planned Dealer Notification Date : MAY 30, 2023 - MAY 30, 2023

Planned Owner Notification Date : JUL 10, 2023 - JUL 29, 2023

* NR - Not Reported